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Summary of Grievances

Last updated: August, 2017

No	Means of Delivery	Grievance's Subject	Stakeholder	Progress	Status	Feedback Date	Verification Report
1	Email to TFT	Moratorium breach in TPJ, South Sumatra	WBH	Verified, no breach. TFT team conducted site visit and confirmed that moratorium boundaries are intact. No further issues were raised.	Complete	25-Feb-13	Not required
2	Email to SMF	Clarification on list of suppliers in Riau	Jikalahari	Clarified during FGD session with stakeholders. No further issues were raised.	Complete	25-Feb-13	Not required
3	Direct discussion: with APP Management	REKI overlap with BPP	REKI and Birdlife	Collaborative discussions held between APP/PT REKI/BPP. A mutually agreed solution has been arranged. APP and PT REKI is moving forward with implementation.	Complete	23-Jul-13	Not required
4	Media: Mongabay, TribunKalbar, Pontianak Post	Moratorium breach at ATP and DTK in West Kalimantan	RPHK	Verified – no breach by ATP and DTK.	Complete	4-Apr-13	TFT Verification report - Kalimantan
5	Media: Mongabay	Social Protocols related to FCP implementation	CSO consortium	Feedback from the CSO Consortium was discussed and clarified during meeting between the APP/SMF/TFT/CSO	Complete	16-May-13	Not required



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				consortiums on 16 May 2013.			
6	Media: Mongabay	Moratorium breach at RIA in Riau, which led to a full audit of all suppliers in Indonesia by a joint APP / TFT team	Eyes on Forest	<p>Verified. Breach identified and stopped, MTH from breach stopped from entering mill. Discussion between RIA, community, government, NGOs and APP was undertaken on 18 July 2013 to determine utilization of the logged MTH (e.g. for community or sell to others) and next step on future TK obligation of RIA.</p> <p>The subsequent audit of all of APP's Indonesian suppliers discovered similar breaches at PT. BDL in Riau and PT. BAP, PT. SPA and PT. BMH in South Sumatra, and resulted in new procedures being implemented to prevent further breaches.</p>	Complete	26-Jun-13	<p>TFT Verification Report - RIA</p> <p>TFT Verification Report – SPM, BDL</p> <p>TFT Verification Report – BAP, SBA, BMH</p>
7	Email to APP	The conservation opportunity in the area adjacent to	German Parliament BTNP	The conservation of Bukit Tigapuluh Forests requires multi-stakeholder collaboration involving NGO's, private	Complete	19-Sept-13	Not required



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		Bukit Tigapuluh National Park		sector and government. APP is seeking to be part of stakeholders that contribute to manage the area as part of a landscape level conservation. Continue with direct engagement with stakeholder.			
8	Email to APP	Social issues at PT OKI in South Sumatra	FPP	TFT, APP and Independent Observers have finished their field verification.	Complete	13-Mar-14	TFT Verification Report – South Sumatra
9	Email to APP	Moratorium breach at WKS in Jambi	GP Indonesia	Verified – no breach by PT WKS	Complete	13-Mar-14	TFT Verification report - Jambi
10	Media: www.rphkalimantan.org www.wwf.or.id	Moratorium breach at DTK in West Kalimantan	RPHK	Verified – no breach by PT DTK	Complete	7-Apr-14	TFT Verification report –West Kalimantan
11	Email to APP	Objection to the development of OKI Mill in South Sumatra	WBH	Collaborative discussions held between APP/WBH/Econusa (AMDAL consultant)/TFT.A mutually agreed solution has been arranged.	Complete	25-Apr-14	Not required



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12	Email to APP	Moratorium breach at DTK, ATP, AAU, KWL in Kalimantan – evidenced by payment to the Government’s Reforestation Fund made in the fourth quarter of 2013	Greenomics	Verified - no breach by any of the suppliers. Reforestation fund payment and penalties were paid for natural forest clearing activities prior to the moratorium (1 February 2013). Clarification report sent to Greenomics.	Complete	11-Jun-14	Not required
13	Email to APP	Moratorium breach at MSK in Riau	Jikalahari	Verified – there was land clearing activity for a coconut hybrid plantation by the local community in the overlap area between PT MSK and the palm oil company PT SAL (not owned by Sinar Mas Group/APP). APP has issued a warning letter to PT MSK and reaffirmed the reporting procedure for violation of the FCP and is taking steps to resolve the legal status of the overlap area with PT SAL.	Complete	11-Nov-14	The verification report MSK
14	FPP report: http://www.forestpeoples.org/topics/pulp-paper/publication/2014/lessons-	Senyerang conflict resolution at WKS in Jambi	FPP	Verified and APP commits to support the rights of communities in and around the operation and	Complete	11-Jun-15	The verification report WKS – Senyerang



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	learned-conflict-negotiations-and-agreement-between-senye			those of our suppliers. Our work with the community in Senyerang was recently recognised as a land conflict success story by the Institute for Policy Analysis of Conflict in Jakarta.			Village
15	RAN report: http://www.ran.org/app_social_commitment_performance_2015_full_report	APP's performance in meeting its social responsibility commitments	RAN	Verified-APP response can be found in the verification report.	Complete	8-May-17	The Verification Report on Social Responsibility Commitment (English version under development)
16	A report from PT WKS to SMF	Community conflict at WKS in Jambi	WKS	Verified – The incident was caused by unscrupulous members of MCP guard Rapid Response Unit (URC). The incident was a criminal case and now under formal process under Indonesia Law by official authorities. On March 13, 2015, APP met the family of Indra Pelani to maintain relationship and express the company's	Complete	30-Apr-15	The Verification Report on District 8 Incident

				condolences. APP has also terminated contract the security contract MCP.			
17	Email from Mongabay to APP	Alleged breach of forest moratorium within APP pulpwood supplier concession, PT BMH in West Kalimantan	Mongabay	Verified - Verification team has concluded that the changes in the land cover identified by Greenomics did not occur due to clearance by BMH, but due to forest fires in the area between from June – August 2014. Therefore BMH did not violate the FCP commitment.	Complete	24-Jul-15	The verification report BMH
18	Press release from Jikalahari http://jikalahari.or.id/index.php?option=com_content&view=article&id=255%3Apress-release-jikalahari-app-harus-merestorasi-lahan-gambut-dan-hutan-yang-terbakarbekas-terbakar&catid=37%3Aforest-news&Itemid=132&lang=id	Restoration of areas impacted by fire	Jikalahari	Verified – no breach by PT SPA Serapung and PT Arara Abadi.	Complete	11-Nov-15	The verification report SPA & AA – November 2015 (English version in progress)
19	Email from Greenomics to APP	Alleged breach of forest moratorium within APP pulpwood supplier concession, PT	Greenomics	Verified - no breach by PT BMH	Complete	7-Jun-16	The verification report BMH-October 2015 (English version in progress)



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		BMH in South Sumatra					
20	Email from Greenomics to APP	Second email related to breach at PT BMH in South Sumatra	Greenomics	Verified - no breach by PT BMH	Complete	7-Jun-16	The verification report BMH- November 2015 (English version in progress)
21	Email from Greenomics to APP	Plantation and fire incident in Protected Forest area at PT RHM in South Sumatra	Greenomics	Verified - no breach by PT RHM	Complete	7-Jun-16	The verification report RHM- December 2015 (English version in progress)
22	A letter from NGO coalition to APP	APP's performance in relation to the development and implementation of sustainability roadmap and FCP.	NGOs coalition (EPN, WWF, RAN, FPP, WBH, WARSI, JMGR, Link-AR, Scale Up)	A formal letter sent as a response to the NGO's coalition on 28 October 2015.	Complete	28-Oct-15	Not required
23	A letter from the Head of Rukam Village to APP	PT WKS in Jambi province conducted an eradication on community plantation areas in year 2003	Jaringan Masyarakat Gambut Jambi (JMG-J) dan Desa Rukam	Verified and APP response can be found in the verification report	Complete	27-Jul-17	The verification report WKS – July 2017 (English version in progress)