



ofi UK Ltd Grievance Monitoring Log

Updated: 08/10/2025

DEFINITIONS:
Direct Supplier:
Indirect Supplier:

Ref. No.	Record No.	Group Name	Parent Company Name	Name of Mill/Concession Grievance is in Relation to	ofi's Indirect/Direct Connection to Grievance	ofi's Supply Chain Connection to Grievance	Grievance Logged	Reported By / Report Details	Summary of Grievance	Date of Actions Taken Updates	Summary of Actions Taken/Updates	Status of Grievance
of21	7	Johor Corporation	Johor Plantation (Kulim)	Various	Indirect via third party traders	ISF	Feb-24	Mightyearth RR-Report-43_final_vers	Deforestation/and peat development	Mar-24	March - 24 ISF have been named in the Report as having connections to Johor/Kulim. We are awaiting response from supplier.	Investigating / Validating
of21	12	Johor Corporation	Johor Plantation (Kulim)	Various	Indirect via third party traders	ISF	Feb-24	Mightyearth RR-Report-43_final_vers	Deforestation/and peat development	Mar-24	ISF have confirmed that Kulim/Johor Plantation is a subsidiary to Johor Corporation, they are a separate managed entity from PU Holdings and that they are not sourcing from both named companies. (updates received March 2024).	Investigating / Validating
of21	14	Johor Corporation	Johor Plantation (Kulim)	Various	Indirect via third party traders	ISF	Feb-24	Mightyearth RR-Report-43_final_vers	Deforestation/and peat development	Mar-24	ISF Grievance List States: PU Plantation & Agriculture Sdn Bhd is a subsidiary of PU Holdings as listed on their Corporate Structure page, while Johor Plantations Group Berhad (JPG) – formerly Kulim (Malaysia) Berhad is a wholly-owned subsidiary of Johor Corporation. JPG has an NDPE policy and an RSPO-certified supply chain and does not source FFB from PU or its subsidiaries. There is no ownership or shareholding connection between Johor Corporation and PU Holdings and thus Johor Corporation and its subsidiaries are not answerable for PU's actions regarding NDPE principles. ISF will continue to monitor the grievance development within the industry and investigate whether PU Plantation enters its supply chain via other 3rd party suppliers and request appropriate engagement accordingly. (No further updates as at October 2025).	Investigating / Validating
of22	1	Kretam Holding Bhd	Syarikat Kretam Mill	Kretam	Indirect via third party traders	ISF	Feb-24	Startling Alert/Earthworm	Land encroachment with land clearing & subsequent new planting.	Feb-24	A Startling Alert has highlighted connections to Kretam Mill and ISF via one of our customers. Awaiting response/feedback on findings in the Report.	Investigating / Validating
of22	3	Kretam Holding Bhd	Syarikat Kretam Mill	Kretam	Indirect via third party traders	ISF	Feb-24	Startling Alert/Earthworm	Land encroachment with land clearing & subsequent new planting.	Mar-24	ISF Grievance List states: Kretam has responded to ISF regarding the satellite reports that one of the alert areas is within a land owned by Kretam while the other alert area is not under Kretam's land title. Kretam has conducted an initial investigation and site visit and identified that a third party had encroached into Kretam's landbank with an occurrence of land clearing and subsequent new planting. Kretam has shared the initial site visit report and upholds their NDPE commitments to responsible sourcing being an RSPO-certified member with Masang Estate also being an RSPO-certified entity. After engaging relevant stakeholders and identifying the responsible party for the encroachment, a meeting was held with all involved parties on 27th March 2024 to discuss the matter. Both parties agree to conduct joint mapping to establish demarcation and clear boundary markings of their respective lands. They also agreed to carry out rehabilitation and planting of selected jungle trees to restore and address the environmental degradation of the alert area. Kretam will conduct monthly surveillance at the alert area to monitor the progress and prevent future encroachments. ISF will also continue to monitor this progress.(No further updates as at April 2025).	Investigating / Validating
of22	4	Kretam Holding Bhd	Syarikat Kretam Mill	Kretam	Indirect via third party traders	ISF	Feb-24	Startling Alert/Earthworm	Land encroachment with land clearing & subsequent new planting.	Apr-24	ISF Grievance List states: In April 2024, the relevant party consisting of smallholders acknowledged encroaching on Kretam's land following site investigations and agreed to halt further clearing activities. Both parties have conducted participatory mapping in April 2024 to clearly demarcate boundaries and avoid future conflicts. Kretam will conduct monthly patrols to monitor the area and prevent further encroachment, and it has committed to rehabilitating the affected land with native tree species, in consultation with stakeholders by Q3 2024.(No further updates as at October 2025).	Investigating / Validating
of28	1	Boustead Holdings	Boustead Plantations	Sungai Jernih POM/Sungai Jernih Estate	Indirect via third party traders	ISF	Jan-25	Palmoilio Insight Report	Potential land clearing within Estate boundary	Jan-25	ofi's Supplier has engaged with their Tier 1 supplier and are currently investigating Report findings, as Estate boundaries are in question with neighbouring Bukit Iban Forest Reserve. Awaiting further clarification from supplier. (No further updates as at February 2025).	Investigating / Validating
of28	2	Boustead Holdings	Boustead Plantations	Sungai Jernih POM/Sungai Jernih Estate	Indirect via third party traders	ISF	Jan-25	Palmoilio Insight Report	Potential land clearing within Estate boundary	Mar-25	ofi's Tier 1 Supplier has confirmed that they have received updated boundary images (2023) of the concession, from drones/satellite and comparing these with previously issued images (2018), the information shows that land clearing is not within the estate boundaries. Palmoilio have been provided with the 2023 images and they will be updating their system to reflect that there has been no deforestation. (No further updates as at March 2025).	Investigating / Validating
of28	3	Boustead Holdings	Boustead Plantations	Sungai Jernih POM/Sungai Jernih Estate	Indirect via third party traders	ISF	Jan-25	Palmoilio Insight Report	Potential land clearing within Estate boundary	Jun-25	Estates in question verified by Palmoilio to be Low EUDR Risk - Reports on this to be provided by Palmoilio. ORI has engaged with Tier 1 Supplier re monitoring & updates. (No further updates as at October 2025).	Investigating / Validating