



ofi UK Ltd Grievance Monitoring Log

Updated: 30/04/2026

DEFINITIONS:
Direct Supplier:
Indirect Supplier:

Table with 11 columns: Ref. No., Record No., Group Name, Parent Company Name, Name of Mill/Concession, off's Indirect/Direct Connection to Grievance, off'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. Rows include various grievance records from 2023 to 2025, covering issues like deforestation, land encroachment, and supply chain concerns.

of44	1	KLK	KLK/Changkat Chermin	Lekir Estate	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	Risk relates to peat loss 2016-2024 (DCF 90.1%) NDPE Risk - peat 234.1 Ha	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results. Supplier response was 'False alerts - historical imagery shows the area was already planted before 2020 (re-planting activity), with no new deforestation identified in the estate boundary. However, the alert indicates peat loss. In the Agriplot analysis, we only used the forest aligned with EUDR'.	Investigating / Validating
of45	1	KLK	KLK/Changkat Chermin	Lekir Estate	Indirect via third party traders	Fuji Oil Asia & Unifuji	Apr-26	Palmoil io High Risk Result	Risk relates to peat loss 2016-2024 (DCF 90.1%) NDPE Risk - peat 234.1 Ha	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of46	1	Lam Soon Cannery Private Ltd	Dara Lam Soon	Ladang Sungai Merba (Dara Lam Soon)	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	Risk Insights Verified Deforestation & Conversion Risk (Industrial Plantation)	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results. Supplier response was 'False alerts - alert location falls outside the assessed estate boundary. EQ/ID legal boundary is based on official government source data'.	Investigating / Validating
of47	1	KLK	Jeram Padang	Gunung Pertanian Estate	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	Risk Insights - Tree Cover Loss	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results. Supplier response was 'a) As palmoil.io using maphubs own plotted area for Gunung Pertanian Estate as opposed to RSPO Polygon, some area is not within the concession. While done a quick comparison in hours comparing 2013 vs 2014. No more forest. It is replanting'.	Investigating / Validating
of48	1	Johor Corporation	Johor Plantations/ Pasir Panjang POM	Bukit Payung Estate	Indirect via third party traders	Fuji Oil Asia/ISF	Apr-26	Palmoil io High Risk Result	EUDR Of Complaint/Pasir Panjang Estate 100% DCF/Bukit Payung Div 96.24% DCF Bukit Payung Division 1.61 NDPE DF (of 0.18%) & 32.06 NDPE Peat Loss (3.58%)	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of49	1	Lam Soon Cannery Private Ltd	Dara Lam Soon/Ladang Sungai Merba	Ladang Bebar Estate	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	High Risk - Polygon area EUDR compliant/EUDR DCF Negligible Risk. Varified DF (Smallholder) & Conversion Risk (Industrial Plantation)	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of50	1	Boustead Plantations Berhad	Boustead Rimba Nilai Sdn Bhd/Sungai Jernih	Bebar estate	Indirect via third party traders	ISF	Apr-26	Palmoil io EUDR DCF Negligible Risk	2018 & 2019 TCL	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of51	1	KLK	Changkat Chermin POM	Subur Estate	Indirect via third party traders	Fuji Oil Asia & Unifuji/ISF	Apr-26	Palmoil io High Risk Result	High Risk - EUDR DF / TCL 2022/02/16 99.81% DCF Forest 2.45/NDPE Deforestation 1.61	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of52	1	United Plantations	Jendarata POM & Ulu Bemang Optmill	Tanarata Estate	Indirect via third party traders	Fuji Oil Asia/ Unifuji & ISF	Apr-26	Palmoil io High Risk Result	High Risk - EUDR DF / DCF 19.37% NDPE Peat Loss 1864	Apr-26	off- has requested Tier 1 Supplier to provide further information in relation to Peat Loss reported within Tanarata Estate boundaries, showing a High Risk result on our analysis platform. Supplier response was: 'We can confirm that we do have replanting of oil palm on peat soil in our Estates, however, there is no new planting on peat soils. The adherence to no new planting: peat soils can be supported by our independent Sustainability Report Statement whereby British Standards Institution has performed assurance on the indicator related to Peat Development in UP Annual Report 2025 pg 62. The area of peat planted is reported to RSPO Secretariat and is subject to RSPO external audits annually. Replanting on peat soils after November 2018 is subject to the drainability assessment as per RSPO Peat Drainability Assessment Procedure (DAP). Only approved drainability assessment upon the complete review by RSPO Peatland Task Force is permitted to undergo the replanting on peat soils.'	Investigating / Validating
of53	1	KLK/Genting SDC Sdn	Kekayaan/Genting Ayer Itam POM	Sungei Raya (Genting Plantation)	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	High Risk - DCF 94.01%TCL identified/NDPE Peat Loss 113.34	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of54	1	Boustead Plantations Berhad	Boustead Rimba Nilai Sdn Bhd/Sungai Jernih	Tabung Tentera - Terengganu Estate	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	High Risk - DCF 99.97% NDPE Deforestation 0.54	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of55	1	IOI Corporation Berhad	Syarikat Pukin Ladang kelapa Sawit/Gornall POM Pukin POM	Pukin Estate	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	EUDR DF / 98.6% DCF - 2016/2017/2019/2020 1.41% DF	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of56	1	KLK	KLK/Jeram Padang POM	Sungei Kawang (Kemasul Estate)	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	High Risk - Sungai Kawang Estate DCF 99.2% & Kemasul Estate 85.26% DCF. Sungai Kawang NDPE Deforestation 10.37 (2016-2024 Deforestation 0.79%) & Kemasul Estate NDPE Peat Loss 4.61	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of57	1	KLK	KLK/Changkat Chermin	Changkat Chermin Estate	Indirect via third party traders	Unifuji, Fuji Oil Asia & ISF	Apr-26	Palmoil io High Risk Result	99.6% DCF - 0.37% Peat Loss 2016-2024	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating
of58	1	Boustead Plantations Berhad	Boustead Estates Agency Sdn Bhd/ Trong POM	Bukit Mertajam Estate(Bukit Mertajam Rubber Estate)	Indirect via third party traders	ISF	Apr-26	Palmoil io High Risk Result	98.7% DCF - 1.28% DF 2016-2024	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results. Note : Trong is no longer in off Supply Chain.	CLOSED CASE
of59	1	Johor Corporation	Johor Plantations Group/Pasir Panjang POM	Pasir Panjang Estate (inc Bukit Payung Division)	Indirect via third party traders	Unifuji, Fuji Oil Asia/ISF	Apr-26	Palmoil io High Risk Result	High Risk - EUDR DF Complaint/Pasir Panjang Estate 100% DCF/Bukit Payung Division 96.24% DCF - Bukit Payung Division 1.61 NDPE DF (DF 0.18) & 32.06 NDPE Peat Loss (3.58%)	Apr-26	off- requested Tier 1 Supplier to provide further information in relation to High Risk results.	Investigating / Validating