



## ofi UK Ltd Grievance Monitoring Log

Updated: 28/01/2025

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
ofi21	7	Johor Corporation	Johor Plantation (Kulim)	Various	Indirect via third party traders	ISF	Feb-24	<a href="#">Mightyearth_RR-Report-43_final-vers</a>	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
ofi21	12	Johor Corporation	Johor Plantation (Kulim)	Various	Indirect via third party traders	ISF	Feb-24	<a href="#">Mightyearth_RR-Report-43_final-vers</a>	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 PIJ Holdings and that they are not sourcing from both named companies. (updates received March 2024).	Investigating / Validating
ofi21	14	Johor Corporation	Johor Plantation (Kulim)	Various	Indirect via third party traders	ISF	Feb-24	<a href="#">Mightyearth_RR-Report-43_final-vers</a>	Deforestation/and peat development	Mar-24	ISF Grievance List States- PIJ Plantation & Agriculture Sdn Bhd is a subsidiary of PIJ 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 PIJ or its subsidiaries. There is no ownership or shareholding connection between Johor Corporation and PIJ Holdings and thus Johor Corporation and its subsidiaries are not answerable for PIJ's actions regarding NDPE principles. ISF will continue to monitor the grievance development within the industry and investigate whether PIJ Plantation enters its supply chain via other 3rd party suppliers and request appropriate engagement accordingly. (No further updates as at January 2026).	Investigating / Validating
ofi22	1	Kretam Holding Bhd	Syarikat Kretam Mill	Kretam	Indirect via third party traders	ISF	Feb-24	<a href="#">Starling Alert/Earthworm</a>	Land encroachment with land clearing & subsequent new planting.	Feb-24	A Starling Alert has highlighted connections to Kretam Mill and ISF via one of our customers. Awaiting response/feedback on findings in the Report.	Investigating / Validating
ofi22	3	Kretam Holding Bhd	Syarikat Kretam Mill	Kretam	Indirect via third party traders	ISF	Feb-24	<a href="#">Starling Alert/Earthworm</a>	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
ofi22	4	Kretam Holding Bhd	Syarikat Kretam Mill	Kretam	Indirect via third party traders	ISF	Feb-24	<a href="#">Starling Alert/Earthworm</a>	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 January 2026).	Investigating / Validating
ofi37	1	Kencana Agri Group/Wilmar	PT Loka Indah Lestari	Loka Indah Lestari	Indirect via third party traders	Fuji Oil	Jan-26	<a href="#">Mighty-Earth-Rapid-Response-54</a>	Deforestation between October 2023 & December 2025	Jan-26	ofi has confirmed that we no longer procure from Indonesian origins, therefore have no connections to the case. However, supplier confirms they are still linked to the named supplier/group through several tier 1 suppliers and already have a tier 1 supplier made up their mind to suspend the group and sorting out the contract. Another tier 1 supplier is still engaging the group for recovery plan. ofi awaits further feedback.	Investigating / Validating
ofi37	2	Kencana Agri Group/Wilmar	PT Loka Indah Lestari	Loka Indah Lestari	Indirect via third party traders	ISF	Jan-26	<a href="#">Mighty-Earth-Rapid-Response-54</a>	Deforestation between October 2023 & December 2025	Jan-26	ofi has confirmed that we no longer procure from Indonesian origins, therefore have no connections to the case. However, ofi have reached out to Tier 1 Supplier and are awaiting further feedback.	Investigating / Validating