Flora Food Group Public Grievance and Issues Tracker

Flora Food Group is committed to sourcing our ingredients sustainably and responsibly. We also expect our direct suppliers to act in accordance with Flora Food Group's Responsible Sourcing Policy, and the policies pertaining to our individual commodities.

As part of Flora Food Group's commitment to transparency, we publish grievances and issues via this tracker. This tracker consists of:
- Grievance cases directed towards Flora Food Group, related to palm oil, soybean oil, coconut, or pulp & paper; and
- Priority issues with implications for Flora Food Group's supply chain, as identified through our regular monitoring activities.

Flora Food Group's Grievance Committee reviews each grievance case internally, and we further investigate each of them through our direct suppliers. Flora Food Group also collaborates with Earthworm Foundation to investigate and review each case.

For further inquiries, please contact: medialine@florafg.com

Case	Date received	Commodity	Received from	Reported company	Reported mill(s)	Category of grievance / issue	Summary of alleged grievance/issue	Grievance / Issue source and link	Supplier(s) connection to Flora Food Group	Status of grievance/issues	Progress updates on addressing grievance allegations
1	14.4.2020	Palm Oil	Mighty Earth	Mulia Sawit and Samling Group	N/A	Deforestation	The issue is pro-actively reviewed due to the indirect connection of the alleged companies with Flora Food Group. Allegations of deforestation by Mulia Sawit and Samling Group.	Mighty Earth	**Indirect connection** Flora Food Group is connected indirectly through two direct suppliers (April 2020). Mulia Sawit is not a supplier to Flora Food Group and therefore out of scope (April 2020).	Suspended from Flora Food Group's US Supply Chain	**April 2020:** **Samling Group** - Flora Food Group's suppliers have confirmed an indirect supply chain connection to Samling Group through Glenealy Plantations palm oil concessions, through our Mass Balance supply chains. Following our grievance process and an investigation of the facts, Flora Food Group has issued a suspension order to our direct suppliers to ensure palm oil from Glenealy Plantations and Samling Group does not enter our supply chain. **Mulia Sawit** - Our direct suppliers have reconfirmed that Mulia Sawit is not in our supply chain. Flora Food Group has issued a supply chain suspension order to our direct suppliers, to ensure palm oil from this group does not enter our supply chain in the future.
2	30.09.2020	Palm Oil	US Customs and Border Protection	FGV	N/A	Forced labour	The issue is reviewed due to US Customs & Border Protection issuing a Withold and Release Order (WRO) against FGV Holdings Berhad.	US Customs & Border Protection	**Indirect connection** FGV Holdings Berhad is not a direct suppier to Flora Food Group. However FGV mills appear in our mass balance supply chain indirectly.	Closed	**February 2026:** WRO was lifted by the US Customs and Border Protection. We therefore consider this grievance now closed **July 2022:** Kilang Sawit Serting **-** The suspension of P&C certificate for FGV's Kilang Sawit Serting is lifted by the RSPO Complaints Panel after the audit verification by certification body: https://rspo.my.salesforce.com/sfc/p/#90000000YoJi/a/0o000000xvOo/ZI9kuR6BRhUPiCPbnjyAxXj2oGa4UyVocV8SNe2fKXc **December 2020: Kilang Sawit Serting -** In response to the RSPO suspension and following an investigation, in line with our grievance process, we issued a suspension order to our direct suppliers for FGV's KSS mill. **FGV Holdings Berhad -** Following an investigation and in line with our grievance process, Flora Food Group issued a suspension order to our direct suppliers for FGV Holding Berhad for the Flora Food Group US supply chain.
3	30.12.2020	Palm Oil	US Customs and Border Protection	Sime Darby Plantation Berhad	N/A	Forced labour	The issue is reviewed due to US Customs & Border Protection Withhold and Release Order (WRO) against Sime Darby Plantation Berhad.	US Customs & Border Protection	**Direct connection** Sime Darby is a direct supplier to Flora Food Group and appears in our supply chain indirectly through other suppliers.	Closed	**February 2023:** WRO was lifted by the US Customs and Border Protection. We therefore consider this grievance now closed. **December 2020:** After an investigation by Flora Food Group, which was limited by the availability of specific verifiable information, Sime Darby Plantations (Malaysia sourced) remains suspended from the Flora Food Group North America supply chain.
4	15.02.2022	Palm Oil	Earthworm Foundation	PT Dewa Rencana Perangin-angin	N/A	Human rights	The issue is pro-actively reviewed due to severity of the human rights violation allegations.	Mongabay	**Indirect connection** PT Dewa Rencana Perangin-angin is not a direct supplier to Flora Food Group. PT Dewa Rencana Perangin-angin appeared in our mass balance supply chain indirectly.	Suspended from Flora Food Group's Supply Chain	**March 2022:** Due to the severity of the allegations representing a clear violation of our shared NDPE commitments, Flora Food Group decided to put PT Dewa Rencana Perangin-angin on its no-buy list until further notice with immediate effect.
5	20.04.2022	Palm oil	BBC and Gecko Project	GAR/Sinarmas	PT Agrolestari Sentosa	Community land dispute	The issue is pro-actively reviewed due to the indirect connection of the alleged mill companies. Allegations of failing to address the Plasma scheme.	Mongabay	**Indirect connection** Flora Food Group is indirectly connected with the alleged mills through direct suppliers.	Monitoring	**November 2023:** Flora Food Group is reviewing the development of the case through direct suppliers and our partner Earthworm Foundation. **May 2022**: GAR released a statement and acknowledged the need to fulfill the Plasma mandate for seven subsidiaries https://www.goldenagri.com.sg/gar-advisory-on-the-gecko-project-report-related-to-our-plasma-smallholders-fulfillment/ **April 2022**: The Gecko Project published its first report on GAR allegations in failing to address plasma scheme

Case	Date received	Commodity	Received from	Reported company	Reported mill(s)	Category of grievance / issue	Summary of alleged grievance/issue	Grievance / issue source and link	Supplier(s) connection to Flora Food Group	Status of grievance/issues	Progress updates on addressing grievance allegations
6	09.06.2022	Palm Oil	Friends of Earth/WALHI	Astra Agro Lestari	PT Mamuang, PT Lestari Tani Teladan, PT Agro Nusa Abadi	Community land dispute	The issue is proactively reviewed due to the indirect connection of the alleged mill companies. Allegations on land disuputes with local community. FOE and WALHI reported that the three subsidiaries of AAL is alleged of not implementing Free, Prior and Informed Consent (FPIC) of local communities to operate.	Friends of the Earth	**Indirect connection** Flora Food Group is indirectly connected with the alleged mills through one direct supplier	Suspended from Flora Food Group's Supply Chain	**December 2023:** After investigating and reviewing the allegations, Flora Food Group suspended PT Mamuang, PT Lestari Tani Teladan, and PT Agro Nusa Abadi. We believe that AAL must engage with relevant stakeholders and communities towards a long-term resolution. Flora Food Group will further monitor on any remedial actions through our direct supplier and through Earthworm Foundation. **November 2023:** Flora Food Group is reviewing the development of the EcoNusantara investigation through direct suppliers. **June 2023:** EcoNusantara started their initial investigations and verification, PT AAL also published an update on the progress https://www.astra-agro.co.id/wp-content/uploads/2023/06/Progress-Update-on-Independent-Third-Party-Verification-June-9th-2023.pdf **April 2023**: AAL published a statement on March 31st, 2023 in which communicated that EcoNusantara has been appointed as the independent third party to review the allegations. **June 2022**: Flora Food Group is investigating the case via our direct suppliers.
7	12.06.2023	Palm oil	Sveriges Nature	Asian Agri, Peputra Group, YPJ Holdings San Bhd, Surya Group, Mahkota Group TBK, KPN Corp, Bintang Utama Lestari, BBS Group, PT Mitra Unggul Pusaka, Anam Koto Group, Swakarsa Sawit Raya	Rengat, Teso Satu, Teso Dua, Teso Tiga, Gemilang Sawit Lestari, Ukui I, Ukui II, Makmur Andalan Sawit, Segati, Persada Alam Jaya, Putera Keritang Sawit, Bungo Tebo, Peranap, Sawit Mas Nusantara, Sei Akar, Swakarsa Sawit Raya, Bukit Payung (I), Mitrasari Prima, Penarikan, Peputra Supra Jaya	Deforestation	The issue is pro-actively reviewed due to the indirect connection of the alleged mill companies. Allegations of potential deforestation in Tesso Nilo National Park.	Sveriges Natur	**Indirect connection** Flora Food Group is indirectly connected with the alleged mills through six different direct suppliers.	Monitoring	**November 2023:** Flora Food Group is closely monitoring the on-the ground investigation through our direct suppliers. **July 2023:** Flora Food Group is indirectly connected through several direct suppliers. Flora Food Group has requested updates from its direct suppliers. **June 2023:** Deforestation allegations are made concerning Tesso Nilo National Park.
8	26.10.2023	Palm Oil	Kaoem Telapak, Environmental Investigation Agency	BEST Group	PT Hamparan Masawit Bangun Persada (PT HMBP)	Human rights / community land disputes	Allegations concerning severe human rights violations.	Mongabay	**Indirect connection** BEST Group is not a direct supplier to Flora Food Group. The mill PT HMBP appeared in our mass balance supply chain indirectly.	Suspended from Flora Food Group's Supply Chain	**October 2023:** Due to the severity of the allegations representing a clear violation of our shared NDPE commitments and Palm Oil Policy, Flora Food Group decided to put BEST Group on its no-buy list until further notice with immediate effect.
9	31.10.2023	Pulp & Paper	Earthworm Foundation	Smurfit Kappa in Colombia	N/A	Community land dispute	The issue is pro-actively reviewed due to the allegations concerning human rights.	REDD Monitor	**Direct connection** Flora Food Group is sourcing from one Smurfit Kappa's mills in Colombia	Monitoring	**November 2024:** We reopened the case following an alert from Earthworm Foundation. Smurfit Kappa (now Smurfit Westrock) confirmed continued dialogues between the company and representatives of indigenous community were in place and still ongoing. In addition, the supplier also shared publicly-available progress on this case. We are further monitoring the progress of the dialogue. **December 2023:** On engaging with our direct supplier, they shared that they are currently engaging in a cultural identity project on the indigenous reserve of Kurak Chak, Cauca. The Company is also committed to a process of engagement and dialogue with representatives of the community. **November 2023:** Flora Food Group is investigating the case with Smurfit Kappa to discern links between the mill and the allegations. Flora Food Group will also continue to monitor the case through Earthworm Foundation.
10	26.10.2023	Palm Oil	The Gecko Project	First Resources	N/A	Deforestation	Allegations of deforestation and ownership control of non-RSPO certified companies that have been involved in deforestation	The Gecko Project	**Indirect connection** Flora Food Group is indirectly connected with the alleged companies via two suppliers	Monitoring	**November 2024:** We continued monitoring the allegations through the RSPO Complaints Portal throughout the year and understand that the independent investigator has been appointed. We are awaiting further updates, including updates on timelines. **December 2023:** Flora Food Group met with RSPO's Grievance team to request an update to the investigation. We will continue monitoring the case through the RSPO Complaints Portal and Flora Food Group's direct suppliers. Flora Food Group will respect the decision and results of RSPO's investigation following their official process. **November 2023**: Flora Food Group is investigating the case through direct suppliers. A further investigation regarding the First Resources case is underway by RSPO.

Case	Date received	Commodity	Received from	Reported company	Reported mill(s)	Category of grievance / issue	Summary of alleged grievance/issue	Grievance / Issue source and link	Supplier(s) connection to Flora Food Group	Status of grievance/issues	Progress updates on addressing grievance allegations
11	07.12.2023	Palm Oil	Christliche Initiative Romero (CIR)	NaturAceites SA, Palma del Ixcan, Industria Chiquibul, REPSA	N/A	Environmental allegations and community land rights	Allegations towards companies in Guatemala regarding environmental allegations (pollution of water) and disputes with indigenous communities.	Speak Up Channel	**Indirect connection** Flora Food Group is indirectly connected with all four companies and alleged mills via direct suppliers	Suspending and monitoring Industria Chiquibul : suspended from Flora Food Group's supply chain NaturAceites SA : closely monitoring through direct suppliers, RSPO, and Earthworm Foundation Palma del Ixcan and REPSA : monitoring implementation through direct suppliers	**November 2024:** We are monitoring the progress of project between our direct supplier and Earthworm Foundation with NaturAceites SA and regularly request updates through our direct supplier. In parallel, we are also monitoring the RSPO Complaints Portal and actively engage with RSPO on the progress of the case. **March 2024:** During the review and engagement process with the direct supplier, we did not see any progress made by Industria Chiquibul, Flora Food Group is suspending Industria Chiquibul as of March 15, 2024. NaturAceites has published action plans to further improve its system: https://naturaceites.com/wp-content/uploads/2024/03/Allegations-by-Romero-Events-Concern-Issues-Report.pdf. We are monitoring the implementation progress closely through our direct suppliers. **February 2024:** Following engagement with our direct suppliers, we understand that NaturAceites is implementing a poverty alleviation programme, and a Continuous Improvement Programme with ProForest, amongst other programmes. They are also working with Earthworm Foundation to improve their grievance mechanism. The issue remains under review. Our suppliers confirmed there are no open complaints against Palma del Ixcan. **December 2023:** Flora Food Group is investigating the case through our direct suppliers. Our suppliers confirmed that: - Currently, there are no open environmental complaints against Naturaceites S.A. Regarding the allegations on human rights, Naturaceites has shared evidence to clarify the published allegations. - We are further investigating Industria Chiquibul and Palma del Ixcan through our direct supllier - Our suppliers confirmed that there are active engagements and verification processes with REPSA and Grupo Hame to date.
12	15.05.2024	Pulp & Paper	Greenpeace	Ahlstrom Sweden AB, Billerud Sweden AB, Holmen, Metsä Board, SCA, Smurfit Kappa, Stora Enso, Fiskarheden Trävaru AB, Ljungträ AB, SCA Timber AB	N/A	Deforestation and community land rights	Greenpeace shared a report on the risk of sourcing paper from Old-growth forests in Sweden	https://www.greenpeace.org/static/planet4-sweden-stateless/2024/05/924326e2-killed-by-cardboard-report.pdf	**Direct and indirect connections** Flora Food Group is directly connected with 1 supplier and indirectly connected with one of the alleged companies via 1 supplier	Monitoring	**July 2024:** Our suppliers confirmed that they do not own forest in Sweden. Both of them confirmed that they only source the relevant materials through extensive third-party-verified chain of custody certification systems. We also received confirmation that their suppliers have not supplied wood from old-growth forests as per regulations, and they only work with suppliers who follow national and EU regulations. We continue to monitor the development of the case through Earthworm Foundation and to understand the detailed steps taken by our direct suppliers to address the allegations in the report. **May 2024:** Flora Food Group is investigating with our direct suppliers and asking for confirmation.
13	15.01.2025	Palm Oil	Earthworm Foundation	PT Pulo Padang Sawit Permai	PT Pulo Padang Sawit Permai	Community conflict	Conflict between local residents and the mill due to the environmental issues and the mill's location close to residential area	https://news.mongabay.com/2024/11/indonesian-mother-imprisoned-for-protesting-palm-oil-factory-next-to-school/	**Indirect connections** Flora Food Group is indirectly connected with the alleged company via 1 supplier	Closed	**February 2025:** Flora Food Group's direct supplier confirmed that the mills have provided documents which verify the legality of its operations and satisfactory air quality assessments. Our direct supplier confirmed a resolution has been reached with the community. To date there have been no further demonstrations. **January 2025:** Flora Food Group received the grievance report and is currently investigating with our direct supplier.
14	21.01.2025	Palm Oil	Christliche Initiative Romero (CIR)	Corporación DINANT	N/A	Community land rights	Allegations against Corporación DINANT concerning land conflicts and violence against members of local communities in the Aguán Valley in Honduras	https://www.ci-romero.de/produkt/palm-oil-report-2024/	**Indirect connections** Flora Food Group is indirectly connected with the alleged companies via 2 direct suppliers	Suspended	**February 2025:** After the investigations with direct suppliers and Earthworm Foundation, the alleged company is lacking evidence on FPIC and community engagement. Flora Food Group has suspended Corporación DINANT as of 19 February 2025 until further notice. **January 2025:** Flora Food group is investigating the allegations with direct suppliers.
15	09.06.2026	Palm Oil	Mighty Earth	First Borneo	PT Gemilang Sawit Lestari PT Bintang Riau Sejahtera	Deforestation	A report alleged that over 3,600ha of forest were cleared within First Borneo concessions between March 2023 and March 2025. The allegations also indicated that FFB from PT Bintang Riau Sejahtera may have entered the supply	https://mightyearth.org/article/first-borneo-groups-ongoing-	**Indirect connections** Flora Food Group has no connections with First Borneo, and indirectly connected with PT Gemilang Sawit Lestari via 2 direct suppliers.	Closed	**July 2026:** Based on findings from direct suppliers, measures have been implemented to prevent the sourcing of FBB from PT Bintang Riau Sejahtera and other First Borneo entities. Supplier awareness and training activities have also been conducted. **June 2026:** Flora Food Group is investigating the allegations with direct suppliers.

Date: 16 July 2026