

## **Wilmar's commitment to investigating and addressing concerns of exploitation and human rights violations in our supply chain**

Wilmar is committed to No Exploitation of people and communities, while respecting, protecting and upholding human rights in every aspect within our business. Wilmar's operations are guided by a commitment to human rights. We work proactively to prevent the exploitation of workers and communities and seek to immediately halt and remediate any infringement of our policies.

Our No Deforestation, No Peat, and No Exploitation ([NDPE](#)) policy outlines core sustainability requirements for Wilmar's own operations, as well as that of our extended supply chain. This policy was developed to advance an environmentally and socially responsible palm oil supply chain.

Wilmar takes seriously every allegation in relation to violation of human rights within its own operations or that of its suppliers and ensures follow up by an investigation into its cause based on the process outlined in our [Grievance Procedure](#)\*. Our Grievance Procedure is aligned with the United Nations Guiding Principles (UNGP) to underpin an effective non-judicial mechanism and reflects our commitment to the protection of human rights defenders, whistleblowers, complainants, and community spokespersons—consistent with the guiding [RSPO Human Rights Defenders Policy](#).

Wilmar's grievance unit was first made aware of a case implicating the company PT Arta Prigel - a subsidiary of PT Bukit Barisan Indah Prima (BBIP) from our regular media monitoring via a [report](#) that appeared in a regional Indonesian online news portal on 22 March 2020. Wilmar initiated an investigation process with PT BBIP on 26 March 2020. The case which involves the deaths of two local community members, is currently being investigated by the regional police, and we are awaiting the outcome findings of the investigation. As part of the grievance investigation, the Wilmar grievance unit has seen records that show there has been dialogue between the PT BBIP and the local community since at least 2019 with regards to a local land claim. PT BBIP also have in place an SOP for community conflict resolution which has been in place since 2014.

We have logged this case as a grievance, the details of which can be viewed on our [grievance list](#). Wilmar will be appointing an external organisation to assist in investigation of this case.

For further information or clarification, please directly contact Wilmar Sustainability at [csr@wilmar.com.sg](mailto:csr@wilmar.com.sg)

**\*Additional note:** We are currently developing a more specific protocol for handling No Exploitation cases, that warrant action and oversight that is additional to those described in the Grievance Procedure. The Protocol is being developed in consultation with non – governmental organisations (NGOs) and labour and community rights practitioners. The development of this protocol commenced in 2019 and is currently undergoing a second round of public consultation. The protocol is expected to be published in third quarter of 2020.