



The Hershey Company's Palm Oil Grievance Log

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This log records grievances Hershey receives that are in direct violation of our [Responsible Palm Oil Sourcing Policy](#) and occur in our palm oil supply chain. The log will be updated on our website at the end of each quarter. The grievances listed are reported based on Hershey's awareness at the time of publication.

Case #	Date Received	Received from	Summary of Alleged Grievance	Suppliers and palm oil link to Hershey	Progress Updates on Addressing Grievance Allegations
20-3-001	Mar-20	Mighty Earth	<ul style="list-style-type: none"> Deforestation by Samling Group and Mulia Sawit Group Mighty Earth report on Samling Group found in Rapid Response report 24 and Mighty Earth report on Mulia Sawit Group found in Rapid Response report 25 	<p>Hershey has no direct sourcing relationship with any of the listed companies.</p> <p>Through our direct suppliers, Hershey may possibly be connected to: Samling Group</p>	<ul style="list-style-type: none"> Hershey may be connected to Samling Group through direct suppliers. Hershey is not connected to Mulia Sawit Group. <p><u>Samling Group:</u> Apr-20, due to persistent deforestation, Hershey issues a 'No Buy' order on Samling Group and has informed our direct suppliers. Re-entry into our supply chain will only be considered with Samling is able to demonstrate deforestation has been halted and compliance with our Responsible Palm Oil Sourcing Policy is met.</p> <p>Appear on our H1-19 mill list through:</p> <ul style="list-style-type: none"> Wilmar who Suspended Samling from their supply chain in 2020 and will remain suspended until it shares group wide oil palm concession maps and meets Wilmar re-entry requirements AAK: Grievance log indicates ongoing engagement. <p><u>Mulia Sawit:</u> Apr-20, the group is not connected to our supply chain. Due to persistent deforestation, Hershey issues a 'No Buy' order on Mulia Sawit Group to proactively prevent the group from entering our supply chain until evidence that deforestation has been halted and compliance with our Responsible Palm Oil Sourcing Policy is met.</p>

20-2-001	Feb-20	Mighty Earth	<ul style="list-style-type: none"> • Deforestation by Kahayan Agro (Anglo Eastern is the parent company) • According to a Mighty Earth report, Kahayan Agro has not provided assurances that they followed the HCSA Steering Group peer review, and thus it appears that they are clearing HCS forest in contradiction of the HCSToolkit. 	<p>Hershey has no direct sourcing relationship with any of the listed companies.</p> <p>Through our direct suppliers, Hershey may possibly be connected to: parent company, Anglo Eastern</p>	<ul style="list-style-type: none"> • In Feb-20, through Earthworm Foundation, we learned of a Mighty Earth report that Kahayan Agro is clearing land in a High Carbon Stock Forest. Follow-up to this grievance indicates that the HCSA Steering Group conducted a second peer review which found that the land cleared was mis-classified and should have been marked as 'conserve'. • Hershey followed up with suppliers who may have connections to Kahayan Agro through the parent company, Anglo Eastern Plantation (AEP), to request they issue a stop work order for clearing this land until the issue is resolved. • Cargill: Ongoing engagement with their direct supplier connected to AEP who is supporting discussions with HCSA, AEP and Mighty Earth to resolve the issue resulting from HCSA's peer review process. • AAK: Ongoing engagement with their direct supplier(s) connected to AEP who have indicated that they are working to engage HCSA, AEP and Mighty Earth on an acceptable solution
20-1-001	Jan-20	RSPO	<p>RSPO has suspended the Principles and Criteria (P&C) certification processes for all uncertified units of Felda Global Ventures Holdings' (FGV Holdings) and reimposed its suspension the on FGV Holding's Kilang Sawit Serting</p>	<p>Hershey has no direct sourcing relationship with FGV Holdings. In Dec-18, we instructed our direct suppliers to remove FGV from our supply chain as well.</p>	<ul style="list-style-type: none"> • In Dec-18, Hershey followed the RSPO's suspension and similarly suspended FGV for illegal labor practices. We instructed all of our direct suppliers to remove them from our supply chain. Hershey did not reinstate FGV when RSPO lifted the suspension in Jul-19. FGV remains suspended from our palm supply chain. • In light of the Jan-20 RSPO suspension of FGV, Hershey reached out to our direct suppliers, AAK, Bunge Loders Crokiaan, Cargill and ISF that still show supply chain connections to FGV for updates on their efforts to remove FGV as requested by Hershey in Dec-18.

19-11-002	Nov-19	Wilmar	Forest Peoples Program report on 4 Nov 2019 alleging that human rights violations in Wilmar's supply chain in West Sumatra, Indonesia	<p>Hershey has a direct sourcing relationship with Wilmar.</p> <p>Through Wilmar, Hershey may be connected to: Wilmar's own operations in West Pasaman, Wilmar's PT Kencana Sawit Indonesia</p>	<ul style="list-style-type: none"> • Wilmar shared their public statement in response to the FPP report which Hershey acknowledges. • Hershey will monitor Wilmar's progress against the action plan stated in their public statement to decide if additional action is necessary.
19-11-001	Nov-19	Wilmar	<p>Wilmar and supplier companies in their supply chain are implicated in a Greenpeace report for fires in Indonesia</p>	<p>Hershey has a direct sourcing relationship with Wilmar.</p>	<ul style="list-style-type: none"> • Wilmar shared their sustainability brief "Fires in Indonesia: A Hot Topic" which Hershey acknowledges. • Hershey will continue to monitor fire and hot spot reports in Indonesia to decide if additional action is necessary.

19-10-001	Oct-19	Rainforest Action Network (RAN)	<p>RAN reported deforestation in the Singkil-Bengkung region.</p> <p>A mill, PT Bumi Daya Agrotamas, which appears in Hershey's mill list is sourcing Conflict Palm Oil from PT Laot Bangko who is alleged to have continued to destroy forests in Leuser Ecosystem until at least as recently as August 2019</p> <p>PT. Laot Bangko is owned by PT. Bima Golden Powerindo—a company that also owns a palm oil mill and plantation called PT Muara Jambi Sawit Lestari</p> <p>The companies are: 1) PT Bumi Daya Agrotamas 2) PT Laot Bangko</p>	<p>Hershey has no direct sourcing relationship with any of the listed companies.</p> <p>Through our direct suppliers, Hershey may possibly be connected to: PT Bumi Daya Agrotamas and by extension to PT Laot Bangko</p>	<ul style="list-style-type: none"> • FUJI has engaged their direct suppliers and is awaiting a response to understand the situation with PT Laot Bangko. More information on their public grievance list. • Cargill suspended PT Laot Bangko from their supply chain in September 2019. More information on their public grievance list. • Cargill is engaging with direct supplier, Musim Mas who is working with Bumi Daya Agrotamas to understand if they are sourcing from PT Laot Bangko and confirmed that this had stopped in Sept 2019. More information on their public grievance list.
19-09-002	Sep-19	Cargill	<p>Cargill's PT Haraban Sawit Lestari plantation underwent inspection by local police to understand procedures for fire prevention and fire-fighting installations and given demonstrations of fire-fighting equipment and how fire-fighting teams are organized and equipped.</p> <p>During the visit, the police cordoned a limited area within the concession of PT HSL to secure evidence for investigations related to recent fire damage at PT HSL.</p> <p>Local media article</p>	<p>Through Cargill, Hershey may possibly be connected to: PT Harapan Sawit Lestari (HSL)</p>	<ul style="list-style-type: none"> • In Sept-19, Cargill notified Hershey of this ongoing investigation. This incident was also published on Cargill's public hotspot monitoring page earlier this month on September 9, 2019.

19-09-001	Sep-19	Rainforest Action Network (RAN) Reuters	<p>RAN report alleges land clearing for plantation harvesting oil palm fruit found inside the boundary of Rawa Singkil Wildlife Reserve, an area zoned for protection.</p> <p>11 mills identified as being located near areas of illegal encroachment and lack the necessary procedures to trace the location where the palm oil they sell is grown and ensure suppliers compliance with NDPE policies. The mills identified are listed as suppliers to Golden Agri Resources, Musim Mas and a number of secondary traders sourcing from primary traders in the region.</p> <p>The companies are:</p> <ol style="list-style-type: none"> 1) PT Global Sawit Semesta 2) PT Samudera Sawit Nabati 3) PT Bumi Daya Agrotamas 4) PT Ensew Sawita Lestari 5) PT Perkebunan Lembah Bakti I 6) PT Perkebunan Lembah Bakti II 7) PT Runding Putra Persada 8) PT Delima Makmur 9) PT Bangun Sampurna Lestari 10) PT Nafasindo 11) PT Socfin <p>Reuters article</p>	<p>Hershey has no direct sourcing relationship with any of the listed companies, nor with Golden Agri Resources or Musim Mas.</p> <p>Through our direct suppliers, Hershey may possibly be connected to:</p> <p>PT. Global Sawit Semesta; PT Samudera Sawit Nabati; Bumi Daya Agrotamas; PT Ensew Sawita Lestari, PT Perkebunan Lembah Bakti I; PT Perkebunan Lembah Bakti II; PT Runding Putra Persada; PT Delima Makmur; PT Nafasindo; PT Socfin</p>	<ul style="list-style-type: none"> • Hershey with Earthworm Foundation investigated any supply chain connections to the 11 listed mills and confirmed possible indirect connection to 10 mills through our direct suppliers. • In Sept-19, Hershey notified its direct suppliers with potential connections to identify each supplier’s position on the grievance and confirm if sourcing from the listed companies. • AAK emailed Hershey indicating awareness of allegation through RAN report and began its own investigation. • FUJI has ongoing engagement through their direct suppliers around allegations pertaining to PT Global Sawit Semesta, PT Perkebunan Lembah Bakti I, PT Samudera Sawit Nabati, PT Nafasindo and closed the deforestation grievance pertaining to PT Perkebunan Lembah Bakti II. More information on their public grievance list. • Cargill has ongoing engagement through direct suppliers of PT Global Sawit Semesta, PT Samudera Sawit Nabati and ongoing engagement through direct suppliers with PT Perkebunan Lembah Bakti I. More information on Cargill’s public grievance list. Cargill engaged with direct supplier, Musim Mas who is working with Bumi Daya Agrotamas to understand if they are sourcing from PT Laot Bangko and confirmed that this had stopped in Sept 2019, see here public grievance list. • GAR, an indirect supplier to Hershey, published a statement addressing the allegations in the RAN report. GAR conducted an on-site assessment at PT Global Sawit Semesta and PT Samudera Sawit Nebati as follow-up to the RAN report, resulting in this report and time bound actions plans.
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19-06-001	Jun-19	Mongabay	<p>Mongabay article reported deforestation occurring in orangutan habitats near 10 mills in West Kalimantan, Indonesia, with deforestation at each mill ranging from 414-990 ha total between January-May 2019.</p> <p>Mongabay reporters contacted Hershey about awareness of the allegation.</p> <p>The mills include:</p> <ol style="list-style-type: none"> 1) Saban Sawit Subur 2) Pundi Lahan Khatulistiwa 3) Sepanjang Intisurya Mulia 4) Sentrakarya Manunggal 5) Ichtar Gusti Pudi 6) Agronusa Investama 2 7) Lanang Agro Bersatu 8) Kepatang Agro Lestari 9) PT Paramitra Internusa Pratama 10) PT Jabontara Eka Karsa 	<p>Hershey has no direct sourcing relationship with any of the listed companies.</p> <p>Through our direct suppliers, Hershey may possibly be connected to: Saban Sawit Sabur, Pundi Lahan Khatulistiwa, Sepanjang Intisurya Mulia, Agronusa Investama, PT Paramitra Internusa Pratama, PT Jabontara Eka Karsa</p>	<ul style="list-style-type: none"> • Hershey with Earthworm Foundation investigated any supply chain connections to the 10 listed mills and confirmed possible indirect connection to six of the mills through direct suppliers. • Bunge listed that Pundi Lahan Khatulistiwa is suspended from their supply chain. More information on their public grievance list. • FUJI conducted and closed investigation on PT Paramitra Internusa Pratama finding no linkage to land clearing through GAR documentation. FUJI, with their direct supplier, conducted and closed investigation on PT Jabontara Eka Karsa finding no linkage to land clearing. FUJI confirmed no direct connection to Saban Sawit Sabur and are engaging the mill through their direct supplier and monitoring announcement of an NDPE Policy and spatial area. More information on their public grievance list. • AAK is engaging Genting Plantations, parent company of PT Sepanjang Intisurya Mulia, through their direct suppliers. More information on their public grievance list.
19-05-001	May-19	Rainforest Action Network (RAN)	<p>RAN article reported deforestation in Indonesia's Leuser Ecosystem (Aceh Timur) and formally submitted grievances on 12 companies, alleged to have been clearing forests for palm oil production.</p> <p>The companies are:</p> <ol style="list-style-type: none"> 1) PT Nia Yulided 2) PT Putra Kurnia 3) PT Tualang Raya 4) PT Indo Alam 	<p>Hershey has no direct sourcing relationship with any of the listed companies.</p> <p>Through our direct suppliers, Hershey may possibly be connected to: PT Surya Panen</p>	<ul style="list-style-type: none"> • In Nov-18, Hershey instructed the removal of SPS/SPS II from its supply chain based on continued NDPE violations in the Leuser Ecosystem. • Hershey with Earthworm Foundation investigated any supply chain connections to the 12 listed companies. Confirmed possible indirect connection to two of the 12 through direct suppliers. • In Sept-19, Hershey notified its direct suppliers with potential sourcing connections to identify each supplier's position on the grievance and confirm if sourcing from the listed companies. Hershey also updated our Palm Oil Facts page with latest status

			<p>5) PT Tegas Nusantara 6) PT Perkebunan Nusantara (PTPN) I Blang Tualang 7) PT Surya Panen Subur II 8) PT Laot Bangko 9) PT Agra Bumi Niaga 10) PT Dua Perkasa Lestari 11) PT Kallista Alam 12) PT Indo Sawit Perkasa</p>	<p>Subur II (PT SPS II) and Perkebunan Nusantara I (PTPN1)</p>	<p>of internal due diligence around connection to the two companies</p> <ul style="list-style-type: none"> • AAK confirmed that PT SPS II is suspended from their supply chain and confirmed that PTPN1 appears as a group on their mill list. AAK is engaging PTPN through their direct supplier. More information on their public grievance list. • Bunge confirmed that PT SPS II is suspended from their supply chain and confirmed no direct connection to PTPN1 and are engaging through their direct suppliers. More information on their public grievance list. • Cargill confirmed that PT SPS II is suspended from their supply chain and is monitoring compliance with milestones set by GAR, their direct supplier. Cargill confirmed no direct connection to PTPN1 and are engaging through their direct suppliers; GAR suspended PTPN1 from their supply chain in Q1 2019. More information on their public grievance list. • FUJI confirmed that PT SPS II is suspended from their supply chain and confirmed no direct connection to PTPN1 and are engaging through their direct supplier to analyze mapping of any developments. More information on their public grievance list.
19-01-001	Jan-19	Greenpeace	<p>Greenpeace outreach on complete transparency for global commodity sourcing and requesting companies indicate how they will meet the global 2020 'no deforestation' deadline set by the Consumer Goods Forum</p>	<p>Hershey</p>	<ul style="list-style-type: none"> • Jan-19, Hershey responded to Greenpeace, indicating that Hershey is not a Consumer Goods Forum member and therefore was not associated with the CGF 2020 zero deforestation commitment, but is committed to no deforestation in our supply chain. This is seen through our various sourcing policies, such as cocoa, palm oil and pulp and paper. In addition, on January 24, 2019, directly from the Kakum National Park in Southern Ghana, Hershey officially announced its new Corporate Environmental Policy. In addition to the new overarching corporate policy, Hershey has signed the United Nations Global Compact and has joined the Science Based Targets initiative. This package of environmental initiatives and commitments strongly supports Hershey's long-lasting commitment towards protecting the environment.