

# **GAR Marunda Refinery Sustainability Overview Report**



**Refinery Address:  
Kawasan Industri Marunda Center  
Jl. Akses Marunda, Bekasi, Jawa Barat**

**GAR Responsible Sourcing Division  
2019**

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## EXECUTIVE SUMMARY

Golden Agri-Resources (GAR) adopted the [GAR Social and Environmental Policy \(GSEP\)](#) in 2015. The GSEP contains the responsible palm oil principles and policies for the production of sustainable palm oil by GAR, its subsidiaries and third party suppliers. Its key pillars include: Environmental Management; Social and Community Engagement; Work Environment and Industrial Relations; and Marketplace and Supply Chain.

Since 2015, GAR has been rolling out a supply chain transformation plan that focuses on supporting suppliers in their adoption and implementation of responsible practices in compliance with the GSEP. Known as the Aggregator Refinery Transformation (ART) plan, it provides a framework that allows refiners, millers and growers to collaborate in overcoming industry-wide challenges and changing common practices to deliver responsible palm oil products to producers, retailers and end customers. Since 2016, GAR has published reports on the implementation of ART which can be found on the [GAR Sustainability Dashboard](#).

The Marunda Sustainability Overview Report reports on the Mill Prioritization Process (MPP) and site visit results to the Marunda Refinery supply shed. The MPP involves desktop analysis of suppliers' mills using spatial and non-spatial data. Through the MPP, GAR is able to determine the risk level of each supplier. GAR then prioritises high-risk mills for site visits.

The Marunda Refinery sources from 84 mills belonging to 77 companies (including 14 GAR-owned mills). From 2015 to 2019, GAR visited both Tier 1 and Tier 2 suppliers including 17 mills in the Marunda supply shed, as well as estate plantations, plasma, FFB agents and smallholders. GAR used a checklist based on GSEP commitments; the Principles and Criteria of the [Roundtable on Sustainable Palm Oil \(RSPO\)](#); and [Indonesian Sustainable Palm Oil \(ISPO\)](#) standards to assess the suppliers. The suppliers (mills and estates) are then ranked according to four categories in terms of their progress and/or commitment in complying with the requirements: Low Intention, Intention, Implementation and Achieving. Smallholders meanwhile are classified as compliant or non-compliant and assessed on simpler criteria.

In general, both Tier 1 and Tier 2 suppliers showed strong compliance with the Social and Community Engagement and Workplace and Industrial Relations aspects. More work is needed in the other two areas, Environmental Management and Marketplace and Supply Chain commitments.

Assessment of mills showed that found that most were only at Intention Level in implementing GSEP 1 (Environmental Management) with the main challenges related to Greenhouse Gas (GHG) emissions and waste management and reuse. For GSEP 2 (Social and Community Engagement), more than half of the mills were at the Implementation level. However, most of them were not carrying out CSR programmes based Social Impact Assessments. In terms of compliance with GSEP 3 (Work Place Environment and Industrial Relations), almost all suppliers had fulfilled workers' rights and industrial relations criteria. Areas needing improvement included preventing and handling sexual harassment and other forms of abuse; as well as ensuring that overtime hours do not exceed regulations. We found the lowest compliance level in GSEP 4 (Marketplace and Supply Chain), where the majority were still in Low Intention level and had not yet started traceability processes.

For estates, the majority are ranked at Implementation and Achievement level for GSEP 1. This shows that most of them endeavour to comply with environmental management commitments in the GSEP. In the implementation of GSEP 2, the majority were found to be at Implementation or Achieving level, with most needing to improve the way they design CSR

programmes. For GSEP 3 compliance, a large number of estates were classified as Achieving. Areas of improvement included developing mechanisms to prevent and handle sexual harassment and other abuses. Estates had not yet reached adequate levels of compliance with GSEP 4 with only 33 percent at the Implementation level. We found that estates faced challenges in complying with all legal requirements.

For Tier 2 suppliers, the majority them are not compliant with GSEP 1 and GSEP 4, but performed better in GSEP 2 and GSEP 3. Challenges include implementing proper waste management; adopting Good Agriculture Practices (GAP); monitoring of Personal Protective Equipment (PPE) usage; and legal compliance.

Recommendations and action plans to improve suppliers' compliance levels include:

a. GSEP 1

- To develop sustainability policy that covers entire operations and supply chain, with specific commitments on High Conservation Value (HCV), High Carbon Stock (HCS), and peat conservation
- To improve or initiate reduction of Greenhouse Gas (GHG) emissions in mills and estates operations
- To conduct Best Management Practices and GAP in every single operation in line with GSEP requirements

b. GSEP 2

- To develop capacity of personnel handling social and community affairs, especially in areas such as such as the skills of social mapping, conflict resolution, and designing participatory CSR programmes
- To conduct Social Impact Assessments (SIA) which will be used as a basis to as the foundation in design CSR programmes which have greater impact, are measurable and participatory
- To develop mechanisms of conflict resolution, complaint and grievance handling and implement them
- To improve documentation system related to stakeholder engagement

c. GSEP 3

- To support suppliers publishing either policy, procedures or mechanisms on implementing "No Exploitation" principles in line with GSEP
- To improve and maintain OHS practices with particular focus on safety and "zero accident" practices in all operations

d. GSEP 4

- To support suppliers conducting Traceability to Plantation and provide support to FFB suppliers, especially smallholders
- To develop reliable regulatory monitoring system in order to stay aware of changes and developments in regulatory requirements and to comply accordingly
- To get all suppliers to achieve mandatory ISPO certification
- To develop a due diligence system and complaints handling procedures for supply chain

## A. BACKGROUND

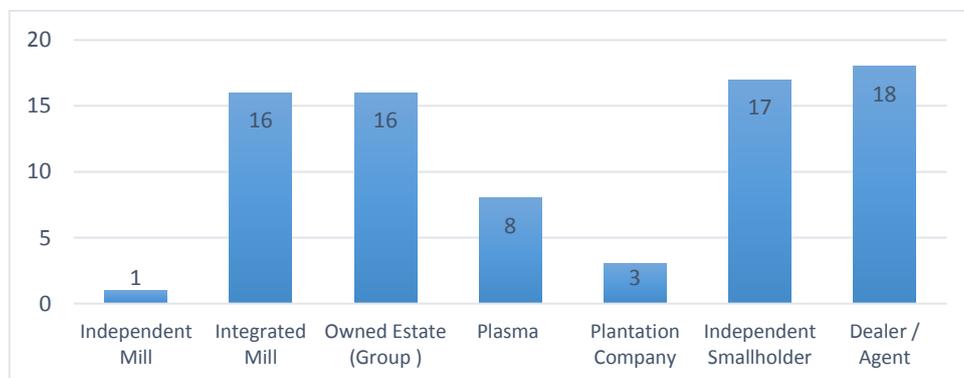
The GSEP was launched in 2015 and builds on earlier sustainable policies adopted by GAR. The core commitments of the GSEP include:

1. Environmental Management
  - No development of and the conservation of High Carbon Stock forests
  - No development of and the conservation of High Conservation Value area
  - No development of and the conservation of peat lands of any depth
  - No burning for new planting, re-planting or other development
  - Continuous yield improvement to reduce pressure on new land development without intensification of the use of chemical pesticides and fertilisers
  - Report and reduce greenhouse gas emission
  - Improve waste management
2. Social and Community Engagement
  - Respecting the right to free, prior, and informed consent for indigenous peoples and local communities and recognizing the need for food security in new developments
  - Positive economic, social and community development.
3. Work Environment and Industrial Relations
  - Recognising, respecting and strengthening the rights of workers
4. Marketplace and Supply Chain
  - Traceable & Transparent supply chains
  - Support to suppliers
  - Due diligence and grievance procedures
  - Compliance with all relevant national laws and international certifications principles and criteria

This report provides a general profile of Marunda Refinery's suppliers; a summary of the biggest challenges in sustainability implementation by Tier 1 and Tier 2 suppliers; and details the action plans developed for mills, estates, and smallholders.

## B. METHODOLOGY

GAR chose 17 third party suppliers for site visits based on risk level, amount of supply to GAR, and strategic commercial reasons. The mills are located in 13 districts of seven provinces. GAR visited both Tier 1 and Tier 2 suppliers.



**Figure 1. Types and Numbers of Tier 1 and Tier 2 suppliers visited**

During the site visit, GAR used a checklist to assess Tier 1 and Tier 2 suppliers (mills, estates, smallholders) based on the GSEP, RSPO Principles and Criteria and ISPO requirements. Based on the checklist, the suppliers are ranked as Low Intention, Intention, Implementation and Achieving. The site visits are not intended as an audit process, but to raise awareness and understanding amongst suppliers about their level of compliance with the GSEP. GAR then helps design appropriate action plans to help suppliers improve.

**Table 1. Indicators Used in Site Visit**

GSEP	Number of Indicators		
	Mill	Estate	Smallholder
Environmental Management	11	21	6
Social and community engagement	9	9	1
Work Environment and Industrial Relations	39	39	6
Marketplace and supply chains	12	3	1
Total	71	72	14

Suppliers are classified in categories listed below following GAR assessment:

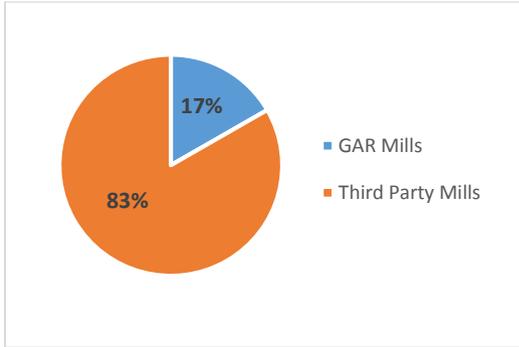
**Table 2. Supplier Classification**

Category	Description
Low Intention	Supplier is considered as less committed to implement GSEP/sustainability commitments
Intention	<ul style="list-style-type: none"> <li>Supplier initiates implementation of GSEP/sustainability commitments by developing written/published sustainability commitments/procedures/mechanisms</li> <li>Supplier shows effort in implementing responsible practices in its partial operations, such as appointing Person-In-Charge (PIC), conducting socialisation of commitments etc.</li> </ul>
Implementation	Supplier has implemented sustainability practices in most of its operations
Achieving	<ul style="list-style-type: none"> <li>Supplier is highly committed to sustainability</li> <li>Supplier has developed internal systems to implement responsible practices</li> </ul>

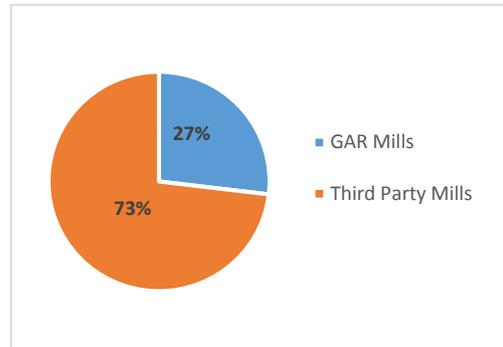
This classification applies only to mills and estates. Smallholders are classified as compliant or non-compliant and assessed on simpler sustainability criteria.

### **C. OVERVIEW OF MARUNDA REFINERY'S SUPPLY CHAIN**

The Marunda Refinery is located in Bekasi, Jawa Barat. It is supplied by 84 mills belonging to 77 companies, including 14 GAR mills. Marunda Refinery received 27 percent of its volume from GAR mills and 73 percent from third party mills.

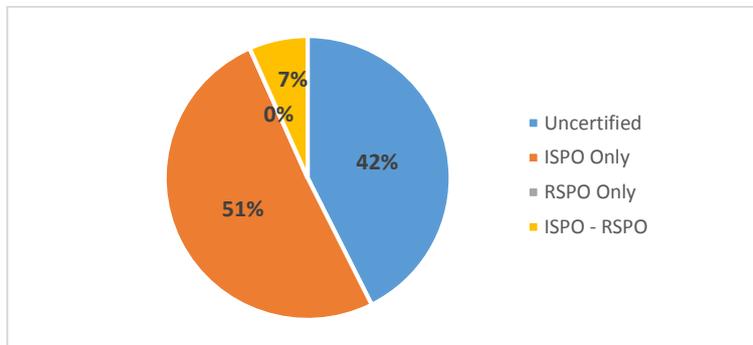


**Figure 2. Marunda Suppliers (2018)**



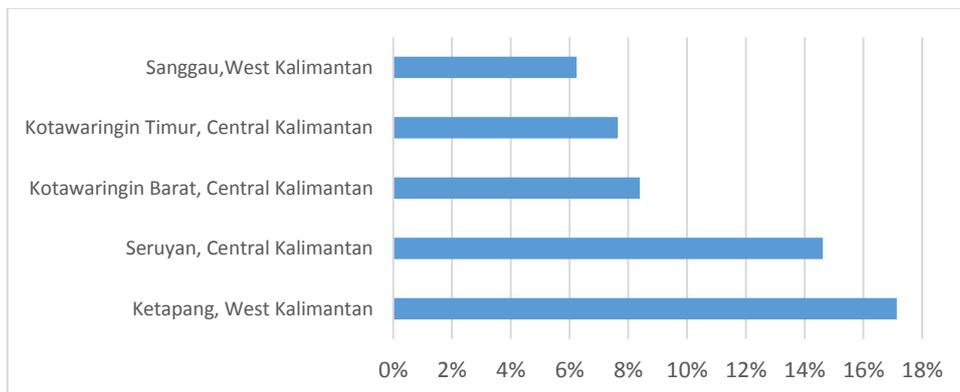
**Figure 3. Breakdown of source**

As of November 2019, 42 percent of the total volume supplied to Marunda Refinery have no sustainable palm oil certification. Over half are ISPO-certified and seven percent are both RSPO and ISPO certified.



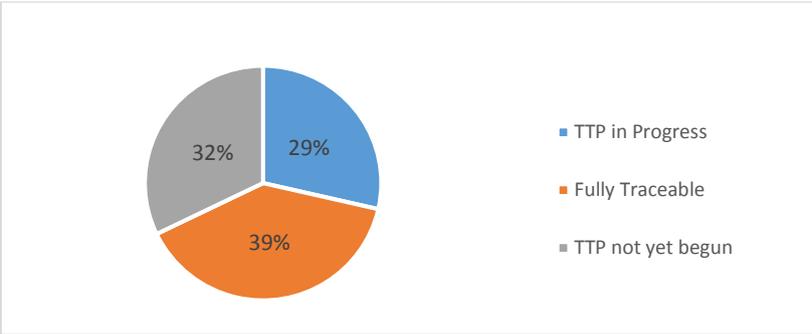
**Figure 4. Certification Status**

The majority of supply to Marunda Refinery comes from Ketapang District (West Kalimantan) and Seruyan District (Central Kalimantan). The remainder is sourced from Kotawaringin Barat District (Central Kalimantan), Kotawaringin Timur District (Central Kalimantan), and Sanggau District (West Kalimantan).



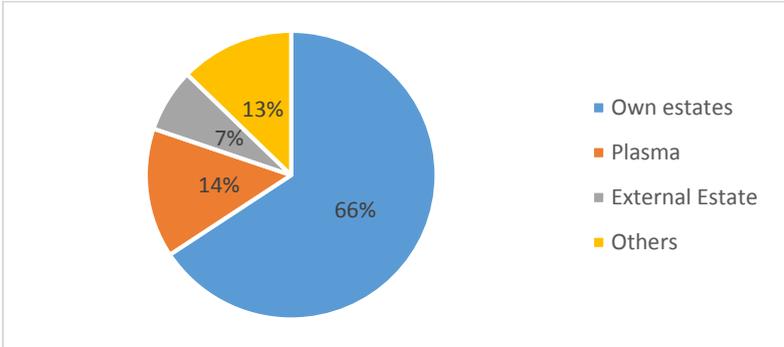
**Figure 5. Location of sources**

Based on data in Q2 2019, most of the suppliers have identified the origin of their FFB (Traceability to the Plantation/TTP). 68 percent of suppliers or 57 mills had conducted TTP, and 39 percent of them (33 mills) have declared 100 percent TTP.



**Figure 6. Level of Traceability**

Based on traceability data and site visit results, Marunda suppliers sourced FFB mostly from mill-owned plantations (66 percent). The rest were sourced from scheme smallholders (15 percent); seven percent were from external estates; and 13 percent were from independent smallholders or FFB agents. Figure below show the source of the FFB.



**Figure 7. Supply Based Composition – 3<sup>rd</sup> Party**

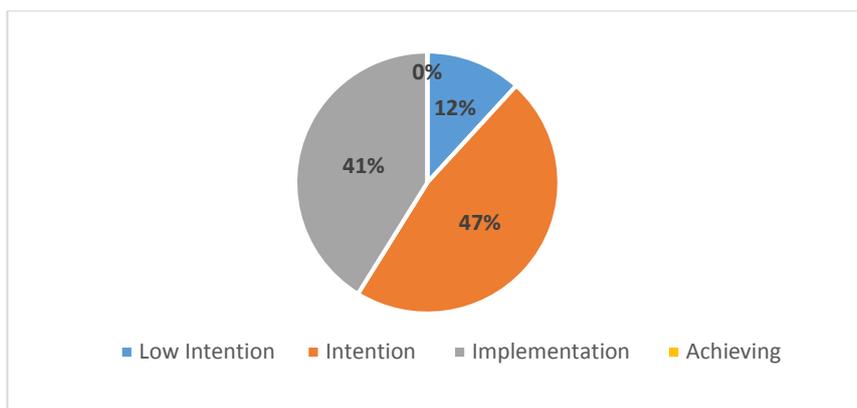
**D. PROFILE OF SUSTAINABILITY IMPLEMENTATION**

The sustainability implementation levels of the Tier 1 and Tier 2 supplier visited is described below.

**D.1. Implementation of GSEP 1 - Environmental Management**

**a. Mill**

We found that 47 percent of the mills were at Intention level and 41 percent in Implementation. This means that most of mills already have environmental commitments and some have implemented their commitments. There remained 12 percent lagging at Low Intention, and none has reached the Achieving rank.



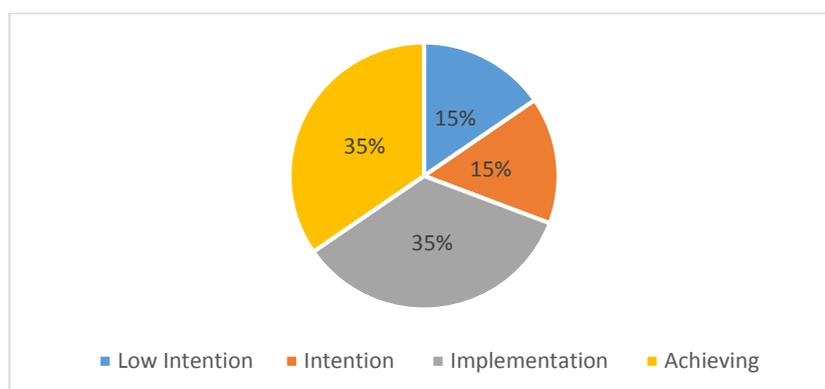
**Figure 8. Mills' Implementation of GSEP 1**

The main challenge faced by mills concerns GHG emissions reduction. Although 76 percent already have commitments related to GHG reduction, in practice, over half of the mills do not have GHG mitigation programmes or report their GHG emissions.

Meanwhile, in waste management, we found that 76 percent of mills were implementing waste management as prescribed by government regulation. These mills also conducted monitoring and evaluation of the quality standards of liquid waste, gas, and sound regularly and are reporting regularly to the relevant agencies.

#### **b. Estate**

Most of the estates (70 percent) are at Achieving and Implementation levels for GSEP 1. This means both nucleus and plasma estates have commitments and are implementing them. The remaining 30 percent of estates lag in Low Intention and Intention level.



**Figure 9. Estates' Implementation of GSEP 1**

As with mills, the estates' biggest challenge concerns GHG emissions reduction. We found that only 29 percent of estates have GHG emission reduction facilities. About 54 percent have energy saving and GHG mitigation programmes.

Other areas which need improvement include strengthening High Carbon Stock (HCS) implementation. While half of the estates commitments on HCS, only 30 percent had conducted HCS studies and applied HCS monitoring / HCS protection programme (this includes estates with no deforestation indication in their area). For High Conservation Value (HCV) about 71 percent have a commitment and had carried out HCV assessments. But only 58 percent of estates have implemented a HCV monitoring and protection programme.

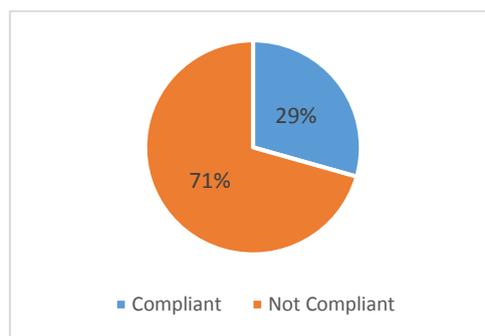
Based on spatial data analysis of a 50 km radius around the mills, as many as 77 mills have Peat Hydrological Areas nearby. There is therefore a potential risk of mills of sourcing FFB planted on peatland. We also found 14 estates were in peat areas. However, only 36 percent have peat protection commitments and only 40 percent carry out BMP in peat.

In waste management, the majority of estates (92 percent) have committed to waste management and 71 percent have implemented it well. All estates have also committed to not using fire to open land. We observed that almost all estates had established teams and provided equipment to combat the fire. One area for improvement is the development of fire prevention and handling programmes, which only 67 percent of estates currently possess.

29 percent of estates also need to improve their Integrated Pest Management. Most of the estates are also still using paraquat.

**c. Smallholders**

Only about a third of smallholders were considered Compliant. Areas for improvement with smallholders include waste management with only six percent deemed Compliant and the adoption of GAP. Some farmers are still using pesticides classified as WHO 1A and 1B and do not yet have a reduction policy. The number of small holders in peat areas is 24 percent, from those number only 25 percent smallholders implement the BMP in peat.

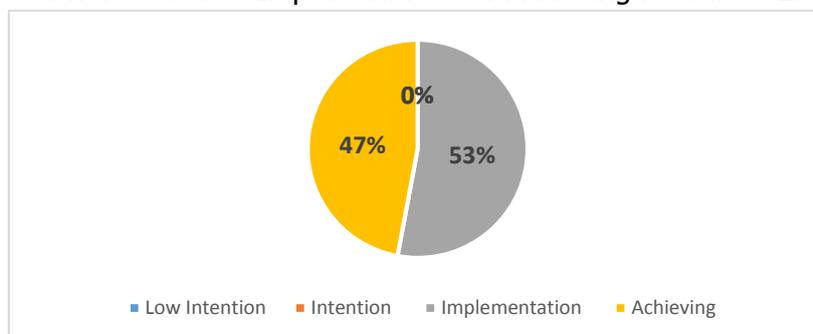


**Figure 10. Smallholders' Implementation of GSEP 1**

**D.2. Implementation of GSEP 2 - Social and Community Engagement**

**a. Mill**

All the mills visited were either at Implementation or Achieving level in GSEP 2.



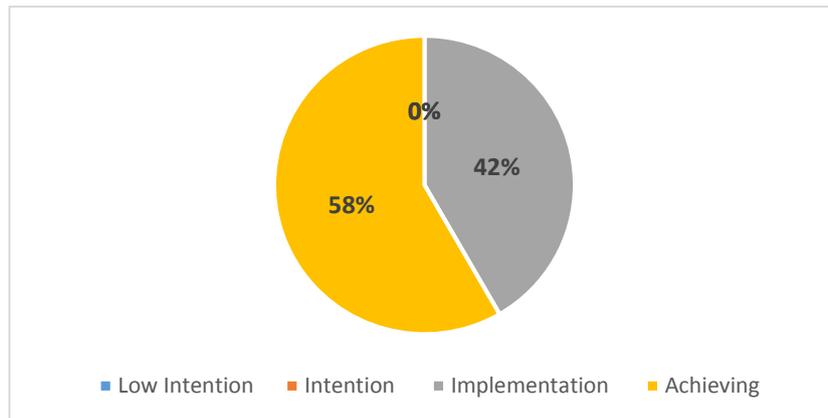
**Figure 11. Mills' Implementation of GSEP 2**

All the mills have developed varying degrees of CSR. However, most of them are simply responding to ad hoc proposals from the community. About 94 percent of the mills and estates have not developed CSR programmes based on participatory SIA. In addition, they have poor formal documentation of requests received and other interaction with stakeholders including grievance handling. On a more positive note, GAR did not find any evidence of human rights violations.

**b. Estate**

As with the mills, all estates were found to be at Implementation or Achieving level for GSEP 2. Generally, estates are delivering community development programmes; have good grievance handling; no issues regarding land tenure rights; and have started to collaborate with other stakeholder on sustainability initiatives at landscape level.

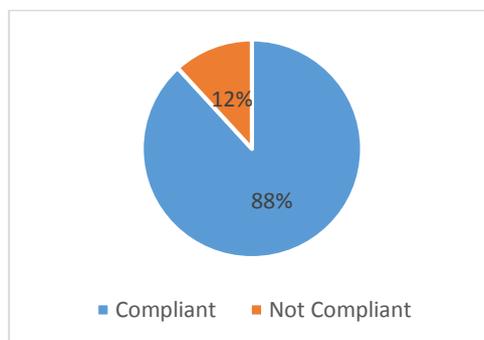
However, their CSR programmes are only philanthropy or charity oriented. The estates had not conducted stakeholder mapping and were not formally recording their resolution of grievances. This could potentially lead to disputes on the same issues in the future, and/or claims by stakeholders that the grievance has not been resolved.



**Figure 12. Estates' Implementation of GSEP 2**

**c. Smallholder**

Smallholders were assessed on the criteria of handling complaints / conflicts without violence or having a Person-In-Charge of this area. We found that the majority are deemed Compliant. GAR did not find any conflicts or violations of human rights amongst farmers and workers.



**Figure 13. Smallholders' Implementation of GSEP 2**

### D.3. Implementation of GSEP 3 - Work Environment and Industrial Relations

#### a. Mill

The majority of mills are also performing well in GSEP 3 with over 80 percent at the Achieving level. Most of them had already fulfilled commitments on workers' rights and industrial relations including ethical recruitment process; no child labour; no forced labour; paying the salaries / wages on time and in accordance with minimum wage provisions and no discrimination.

The remaining 18 percent of mills are at Implementation and Intention level. Areas for improvement for these mills include developing anti-harassment SOPs; ensuring no excessive working hours; provision of written contracts to all workers; issuing pay slips; and socialising career advancement prospects.

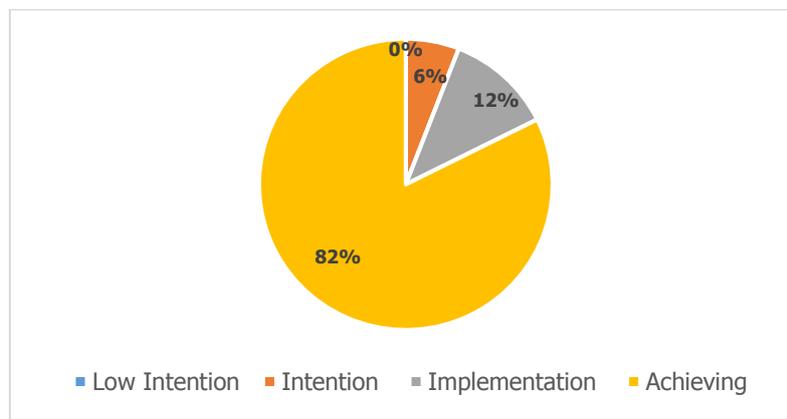


Figure 14. Mills' Implementation of GSEP 3

#### b. Estate

All estates are either in the Achieving or Implementation level.

However, zero tolerance of sexual and all other forms of harassment and abuse needs to be strengthened as only 21 percent estate met this requirement. Estates also need to focus on providing day care centres, playgrounds, reading rooms/facilities, etc. for estate workers' children so that working parents have somewhere safe to leave their children while at work. We found that only 67 percent of estates have fulfilled this requirement.

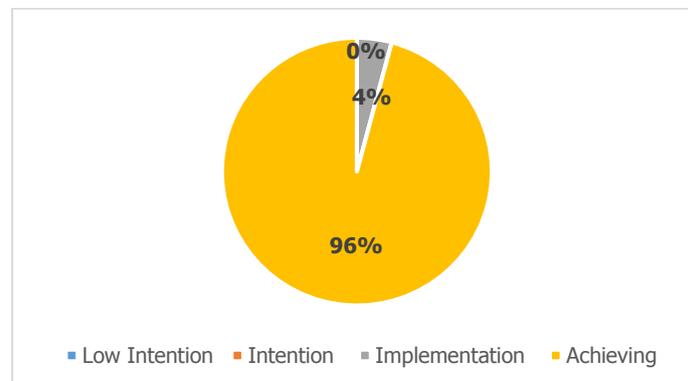


Figure 15. Estates' Implementation of GSEP 3

### c. Smallholders

As can be seen in the diagram below, 94 percent of smallholders comply with GSEP 3. In general, the farmers stated that they do not use child workers; bonded workers; and they do not make workers work excessive hours. They also pay wages on time and according to a fixed schedule. However, smallholders face challenges in providing appropriate safety equipment for the workers, and almost 21 percent do not meet minimum wage standard.



Figure 16. Smallholders' Implementation against GSEP 3

## D.4. Implementation of GSEP 4 - Marketplace and Supply Chain

### a. Mill

Mills performed poorly in GSEP 4 with the majority (59 percent) at Low Intention level. Only a few mills (41 percent) have committed to a transparent and traceable supply base, and only 31 percent provide capacity building for their supply chain.

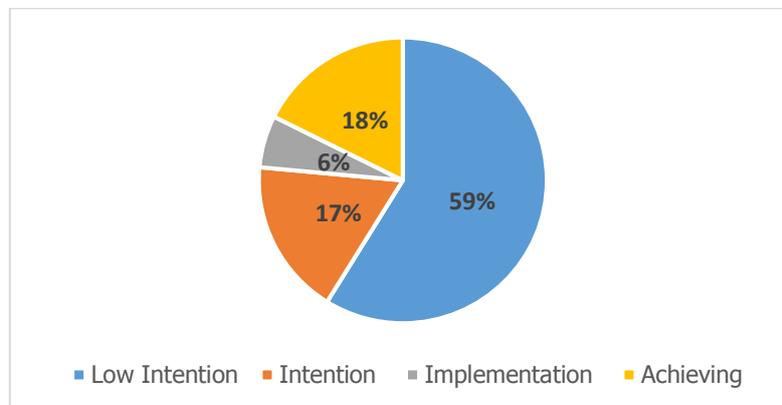


Figure 17. Mills' Implementation of GSEP 4

Supply chain due diligence and grievance procedures need to improve, as 88 percent of the mills have no commitment on this. Some suppliers also faced legal issues since they had not developed reliable regulatory monitoring and awareness. This leaves them at risk of non-compliance when changes in regulations occur. They also faced issues beyond their control, such as conflicting permits from the government which also leaves them at risk of regulatory non-compliance. Consequently, not all mills had obtained ISPO, RSPO, or ISCC certification.

## b. Estate

Of the estates visited, over half (58 percent) are at the Implementation and Achieving Level. In general, estates had committed to monitor legal requirements and compliance. However, not all estates had obtained sustainable palm oil certification.

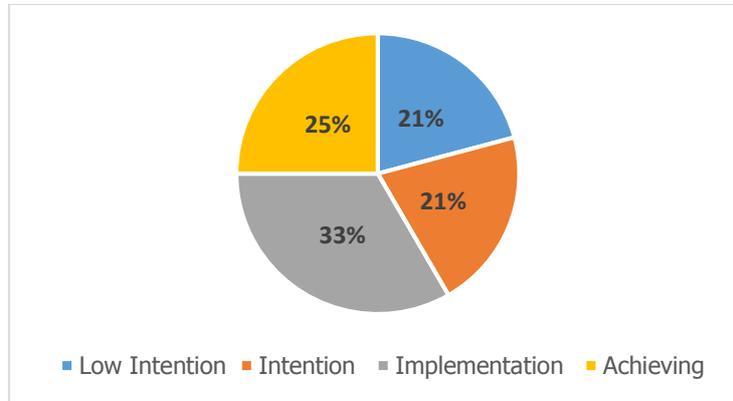


Figure 18. Estates' Implementation of GSEP 4

## c. Smallholders

For smallholders, only 35 percent were found to be compliant with GSEP 4. The farmers categorised as Compliant stated that they have legal permits for their land. However the farmers still had to obtain other permits in order to be fully legally compliant including plantation and environmental permits.

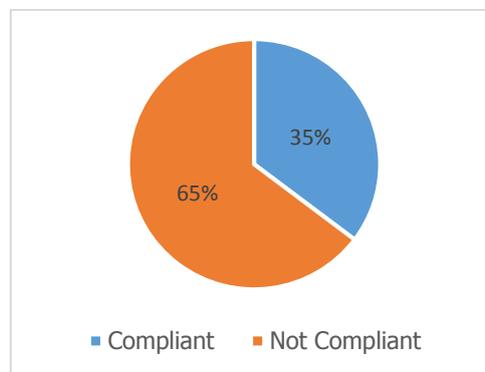


Figure 19. Smallholders' Implementation against GSEP 4

## E. OVERARCHING ISSUES FACED BY ALL SUPPLIERS

We found that all 17 mills, 16 estates, nine scheme estates, three plantation companies, 17 smallholders, and 18 dealers/agents, had challenges in fulfilling most of the principles set forth in the GSEP. This is largely due to:

- Lack of understanding of supplier about sustainability and what it entails i.e. that the business is not only based on profit but must meet other criteria such as caring for the environment; engaging positively with the community; and taking care of its workforce and supply chain to be considered sustainable in the long term.

- Suppliers lack awareness and do not care about global market demand for palm products which are produced sustainably. This is due to the absence of incentives such as a premium for sustainable palm oil. This leads them to regard sustainability as an extra cost.
- Lack of resources, capacity and limited structural support to implement sustainability programmes.

For suppliers to close gaps in complying with the GSEP, embedding all three elements into their modus operandi is essential. Engaging with suppliers in forums that present a consistent message of sustainability as a means to greater access to markets and providing financial incentives will encourage suppliers' perceptions to shift away from regarding sustainability merely as a means of managing risk. As suppliers harness the value of sustainability as a strategic asset, they should be supported with policy tools and templates, as well as capacity building activities delivered by relevant experts, to further encourage and institutionalise sustainability into their business processes. In parallel, CEOs and owners need to take a lead and ensure that sustainability takes root in their organisations. Establishing all three elements within suppliers' operations should ensure their transformation journey will not be short-lived and will continue to contribute long-term benefit in both sustainability and business performance.

## **F. SUPPLIERS CAPACITY BUILDING PROGRAMME**

Aside from site visits, GAR conducted several events to improve sustainability practices of Third party suppliers. GAR offers various types of support programme and services, namely:

1. SMARTSEED (Social and Environmental Excellence Development)  
An annual event bringing together various stakeholders (government, buyer, NGO, academics) to discuss current and urgent issues in the palm oil industry. This event also enables crucial networking.
2. SMART SPOT (Sustainable Palm Oil Training)  
Under this programme, GAR, suppliers, and stakeholders discuss thematic landscape issue. Focus Group Discussions are carried out to form action plans to tackle the issue.
3. SMART STAR (Supplier Training for Action Request)  
GAR conducts training and workshop to help supplier improve their knowledge and practices based on what their request /need.
4. CFT (Collaboration for Transformation)  
Collaboration with GAR's suppliers in improving sustainable practices through a landscape approach or individual approach within a certain period of time.

Table 3 shows events conducted by GAR for Marunda suppliers:

**Table 3. Supplier Development Program of Marunda Refinery**

<b>Event</b>	<b>Topic</b>	<b>Time and Place</b>	<b>Marunda Supplier Involved</b>
SMART SEED 1	Legal Compliance	30 March 2016, Medan	2 Mills
SMART SEED 2	Indonesian Sustainable Palm Oil: The Platform for Sustainable Palm oil Production in Indonesia	21 September 2016, Medan	14 Mills
SMART SEED 3	Ensuring Traceability and Responsible Employment in the Palm Oil Industry	7 December 2017, Jakarta	35 Mills
SMART SEED 4	Promoting Palm Oil as a Sustainable Industry and Accelerating SDG Achievement	19 September 2018, Jakarta	46 Mills
SMART SEED 5	GAR's Supply Chain Transformation through Landscape Approach to Sustainable Palm Oil	Pekanbaru, 17 October 2019	10 Mills
SMART SPOT	Environmental Management and Social and Community Engagement	3 – 5 May 2017, Aceh	1 Mill
SMART SPOT	Traceability Implementation, Waste Management, and Responsible Employment in GAR Supply Chain	2-4 May 2018, Pekanbaru	1 Mill
Traceability Training	Traceability Implementation	2018	4 Mills
SMART STAR	High Conservation Value (HCV)	27 March 2018, Jakarta	2 Mills
SMART STAR	High Conservation Value (HCV) Green House Gas (GHG)	15 May 2018, Jakarta	1 Mill
SMART STAR	Best Management Practice (BMP) in Mills		1 Mill

## **G. Next Steps**

At the end of the site visit, GAR discussed recommendations and action plans for improvement with the suppliers. The action plans are listed below:

<b>GSEP 1</b>	<ol style="list-style-type: none"> <li>1. Action Plan for Suppliers <ol style="list-style-type: none"> <li>a. To develop sustainability policy that covers entire operations and supply chain, with specific commitments on High Conservation Value (HCV), High Carbon Stock (HCS), and peat conservation</li> <li>b. To improve or initiate reduction of Greenhouse Gas (GHG) emissions in mills and estates operations</li> <li>c. To conduct BMP and GAP in every single operation in line with GSEP requirements</li> </ol> </li> <li>2. Action Plan for GAR <ol style="list-style-type: none"> <li>a. To intensify the dissemination of GSEP</li> <li>b. To provide support for suppliers in their effort to improve responsible practices in line with GSEP</li> <li>c. To conduct training or workshops for suppliers about environmental management</li> </ol> </li> </ol>
<b>GSEP 2</b>	<ol style="list-style-type: none"> <li>1. Action Plan for Suppliers <ol style="list-style-type: none"> <li>a. To help build the capacity of personnel handling social and community affairs, especially in areas such as social mapping, conflict resolution, and designing participatory CSR</li> <li>b. To conduct Social Impact Assessments as a basis to design CSR programmes which have greater impact, are measurable and participatory</li> <li>c. To develop mechanisms of conflict resolution, complaint and grievance handling and implement them</li> <li>d. To improve documentation system related to stakeholder engagement</li> </ol> </li> <li>2. Action Plan for GAR <ol style="list-style-type: none"> <li>a. To continue the development programme for suppliers by delivering training on social mapping, conflict resolution, social impact assessment, and designing participatory CSR</li> </ol> </li> </ol>
<b>GSEP 3</b>	<ol style="list-style-type: none"> <li>1. Action Plan for Suppliers <ol style="list-style-type: none"> <li>a. To support suppliers publishing either policy, procedures or mechanisms on implementing "No Exploitation" principles in line with GSEP</li> <li>b. To improve and maintain OHS practices with particular focus on safety and "zero accident" practices in all operations operations</li> </ol> </li> <li>2. Action Plan for GAR <ol style="list-style-type: none"> <li>a. To support supplier in developing sustainability policy regarding labour issues</li> </ol> </li> </ol>
<b>GSEP 4</b>	<ol style="list-style-type: none"> <li>1. Action Plan for Suppliers <ol style="list-style-type: none"> <li>a. To support suppliers conducting Traceability to Plantation and provide support to FFB suppliers, especially smallholders.</li> <li>b. To develop reliable regulatory monitoring system in order to stay aware of changes and developments in regulatory requirements and to comply accordingly To develop reliable regulatory monitoring system in order to stay aware of changes and developments in regulatory requirements and to comply accordingly</li> <li>c. To get all suppliers to achieve mandatory ISPO certification</li> <li>d. To develop a due diligence system and complaints handling procedures for supply chain</li> </ol> </li> <li>2. Action Plan for GAR <ol style="list-style-type: none"> <li>a. To support suppliers conducting TTP</li> <li>b. To collaborate with Indonesian Government in socialisation of the urgency of ISPO certification</li> </ol> </li> </ol>