

4 September 2020

Dear Gemma,

Thank you for your email dated 31 August 2020 re: Notification of Evaluation of Policies and Standard Operating Procedures on the fulfilment of the rights of communities to give or withhold their Free, Prior and Informed Consent (FPIC).

To facilitate your evaluation please find below links to our published policies and SOPs:

- GAR Environmental and Social Policy (GSEP) which is also applicable to suppliers: https://goldenagri.com.sg/wp-content/uploads/2016/09/GAR_Social_and_Environmental_Policy-2.pdf
- FPIC SOP: https://goldenagri.com.sg/pdfs/Sustainability/SOP_FPIC.pdf
- Participatory Mapping SOP: https://goldenagri.com.sg/pdfs/Sustainability/20150314_Panduan_Pemetaan_Partisipatif-AW-HP_ENG.pdf
- Conflict resolution SOP: https://goldenagri.com.sg/pdfs/Sustainability/SOP_Social_Conflict.pdf
- Complaint and Grievance Handling: <https://goldenagri.com.sg/sustainability-dashboard/complaint-and-grievance-handling>
- Grievance Procedure involving third parties: https://goldenagri.com.sg/sustainability-dashboard/files/file_docs/2KXOGgargrievance_procedure_thirdparty.pdf
- Supplier Code of Conduct: https://www.smart-tbk.com/wp-content/uploads/2018/05/SMART-SUPPLIER-CODE-OF-CONDUCT_Final_-21-October-2015.pdf
- Please also find descriptions of our FPIC procedures here: https://goldenagri.com.sg/wp-content/uploads/2018/06/GAR_SR_2017.pdf
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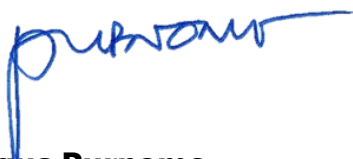
We would also like to take the opportunity to propose a virtual meeting with you at your earliest convenience to discuss our SOPs and policies in greater detail so that we can continuously improve our performance.

We would also like to understand how the assessment conducted by RAN is aligned with the Membership Requirements Review (MRR) by the HCSA or if this is a completely separate exercise that RAN is undertaking which will not take into account the MRR process. Will this assessment be carried out annually or is this a one-off exercise?

We hope to hear from you soon re the proposed meeting.

Thank you.

Sincerely,



Agus Purnomo

Managing Director for Sustainability and Strategic Stakeholder Engagement
Golden Agri-Resources Ltd