

Progress Update on Conflict Resolution and Capacity Building Program (3rd Progress Update – 31 October 2023)

PT Toba Pulp Lestari, Tbk (TPL) has been collaboration with Earthworm Foundation (EF) to enhance its community engagement and conflict resolution efforts since October 2022.

Our commitment to transparency was reflected in the first progress update released in February 2023, focusing on community engagement. The subsequent update in August 2023 outlined our commitments to enhance the conflict resolution process and augment the capacity of the TPL team. In this third update, we present the progress made by TPL from July to October 2023 in the TPL's conflict resolution and capacity-building program.

I. Conflict Resolution

1.1 Public Consultation Results of Participatory Mapping in Sionom Hudon Timur Village

Participatory mapping serves as a pivotal tool, empowering communities to delineate boundaries, and the collaborative process fosters relationship-building. These elements are crucial in facilitating the resolution of conflicts related to land. EF adhered to the Free, Prior, and Informed Consent (FPIC) principles during visits and interactions with communities for this initiative. EF introduced itself directly to local leaders, providing information in Bahasa Indonesia. Intensive engagement was limited to consented communities, with all visits documented. Transparency was maintained through the creation of draft minutes for community meetings, distributing the final agreed-upon minutes in paper form, and retaining an identical copy for records.

Since the commencement of 2023, EF, in conjunction with TPL, has actively fostered communication with Sionom Hudon Timur (SHT) and Simataniari Village. This initiative was driven by the close geographical proximity and overlap of these areas with the company's concessions, further compounded by the presence of land claims in Simataniari. The participatory mapping activities in SHT village, initiated in March 2023, involved extensive consultations through Focus Group Discussions (FGD) and stakeholder consultations with the community, local traditional leaders and the SHT village officials. An indicative map was established, incorporating input from the SHT village community and the local government on the village boundaries.

After the participatory mapping was completed, consultations were conducted with local communities, sub-district and district officials aimed to carefully examine the indicative boundary map. It enabled EF and TPL to revise the map based on the input received from the community. Local governments also provided feedback during these discussions.

The outcomes of the participatory mapping processes were unveiled during a public consultation held in the SHT Village on August 21, 2023. This forum, extending beyond the presentation of mapping results, served as a platform for extensive discussions on land use and delineation of the SHT Village boundaries. A diverse group of stakeholders, totaling 471 participants, actively engaged in this event,

including the SHT village community, the government, the village administrator, the community leader, and the village traditional leaders known as “Raja Huta”. Similarly, government representatives from Parililitan Sub-District, Humbang Hasundutan District, and Forest Management Unit (KPH) XIII Dolok Sanggul, neighboring villages including Simataniari, Sion Sibulbulon, Sihas Habinsaran, Sion Selatan, and Sion Timur dispatched their respective village heads or representatives. Representatives from the Sionom Hudon Customary Institution actively participated in the event, highlighting their engagement. The institution strongly supports the ongoing Participatory Mapping in SHT and hopes to extend this approach to the remaining villages. The representative of a non-governmental organization (NGO) Sumatra Forest and the former Regent of Serdang Begadai Regency also shared insights to enrich the discourse.

The focal point of the event was the presentation by the SHT community representative, outlining the intricacies of the SHT Village participatory mapping process. Following this, an in-depth discussion delved into the demarcation of the SHT Village boundaries, offering a comprehensive overview on the mapping process and enabled collaborative discussions between stakeholders. The presentation underscored the distinctive nature of participatory mapping in SHT Village, emphasizing its unique and tailored approach to the community’s specific needs and circumstances.

The following next steps were agreed by all participants at the close of the public consultation:

1. The boundary map of SHT Village will undergo revision, incorporating valuable input from stakeholders. EF and TPL will share the refined map results and engage in consultations with relevant stakeholders, including government authorities and the local community.
2. The SHT Village Government is set to collaborate with TPL, EF, Humbang Hasundutan District Government, Parililitan Sub-District Government, KPH XIII Dolok Sanggul, and relevant agencies to conclude and refine the map. EF and TPL aim to complete the refinement of the maps by the first quarter of 2024.
3. The finalized map will undergo submission to the Humbang Hasundutan District Government for official approval and recognition as the official village boundaries.
4. The community chose EF to facilitate the creation of Village Regulations in collaboration with local communities and SHT. The primary goal of these regulations is to effectively manage overlapping areas between village and concessions. This endeavor will entail a cooperative effort with TPL.

EF will facilitate an agreement (i.e., Memorandum of Understanding) between the SHT Village communities and TPL, specifically targeting the protection of forest areas and the preservation of *benzoin* plants within overlapping areas. The MoU will delineate a comprehensive agreement pertaining to the governance framework for overlapping areas.



The former Regent of Serdang Begadai presented agricultural market opportunities



Village communities attending public consultation results of Participatory Mapping in SHTVillage



SHTCommunity representative explained the results of Participatory Mapping



Communities from the East Sionom Hudon Village and surrounding villages in the public consultation



Signing of the record of public consultation document by the Head of Parililitan Subdistrict, KPH XII, and neighbouring villages representative



A group photo featuring neighboring village heads and representatives, government officials and EF after signing

1.2 Participatory Mapping in Simataniari (Pargamanan Bintang Maria Community/PBM)

In 2016, TPL received information from the National Government of Indonesia regarding a customary land claim involving the Pargamanan Bintang Maria (PBM) community. In response to this, TPL, with support from EF, has been actively engaging in communication with Simataniari village, where the PBM community resides, aiming to seek peaceful resolutions and foster collaboration efforts.

Drawing from the success of participatory mapping in SHT, in the second quarter of 2023, EF has been involved in sessions with the communities in Simataniari, in collaboration with the Parililitan sub-district government and other local stakeholders to discuss this initiative as a conflict resolution effort. In adherence to the principles of FPIC, the team formally introduced themselves, explicating the concept and advantages of participatory mapping to the entirety of Simataniari Village, while also receiving input and attentively considering their perspectives. EF, in conjunction with TPL, will continue to establish intensive communication with the communities in Simataniari and government authorities, in addition to collaborating with Civil Society Organizations (CSOs) in the region.

EF will conduct participatory mapping in Simataniari only upon obtaining consent from the community. This initiative will actively involve the communities in Simataniari Village and officials, and collaborative efforts with the sub-district and district government as well as Forest Management Unit. Such a multi-stakeholder approach aims to strengthen cooperation between various stakeholders and garner increased support for the initiative in the Village. If the community has granted consent, the participatory mapping process in Simataniari Village will be scheduled in the first quarter of 2023.

II. Capability Building Program

2.1 Enhancement of Business Processes and Standard Operational Procedures (SOPs)

EF has carried out a comprehensive assessment of TPL's SOPs concerning land and concession complaints. This evaluation includes a thorough examination of various elements within the SOP, encompassing scope, objectives, work instructions, and division of responsibilities. A pivotal milestone was the workshop held in November 2023. This event was designed to elevate TPL's capabilities by instilling a conflict resolution system, providing guidance on FPIC principles, adeptly managing external complaints and formulating a manual SOP. This proactive initiative aimed to fortify TPL's operational framework, ensuring adherence to best practices and facilitating effective conflict resolution mechanism.

EF will facilitate a dedicated workshop to develop a comprehensive SOP tailored to meet the specific requirements of TPL. The aim is to finalize the draft SOPs covering complaint and conflict resolution, FPIC guidelines, and external communication protocols in the first quarter of the upcoming year. Subsequently, these new procedures will undergo a pilot phase guided by EF, ensuring its effectiveness. Upon successful completion, TPL will proceed to establish SOPs, with a focus on enhancing complaint handling procedures.

2.2 Conflict Mapping

To enhance TPL's capability in comprehensive conflict mapping, a series of crucial steps have been established. These measures are designed to strengthen the company's conflict mapping approach, ensuring data accuracy, and fortifying proactive conflict management. The established steps include:

1. Verification of conflict data
2. Enhancement of detail in conflict descriptions
3. Addressing incomplete conflict resolution plans
4. Consolidation efforts

This initiative aims to standardize conflict data gathered by the Planning and Social Capital Departments across the entire TPL sector. The objective is to construct an integrated and comprehensive conflict data repository that accurately reflects on-the-ground reality.

Furthermore, TPL has implemented a dedicated hotline for efficiently managing, addressing, and resolving complaints. TPL is committed to respond to all grievances through an open, transparent and consultative process, fostering collaborative engagement with the community and relevant stakeholders.

For grievance submissions, kindly reach out to us through following channels:

PT. Toba Pulp Lestari: Contact +62 812 621 0461 or email to pengaduan@tobapulp.com

Earthworm Foundation: Contact +62 812 9598 3484 or email w.daeli@earthworm.org

For a detailed understanding of our complaint mechanism, please visit:

<https://www.tobapulp.com/en/grievance-mechanism/>