

Second Update: PT Toba Pulp Lestari, Tbk Progress against its Commitment to Enhance its Approach to Community Engagement and Conflict Resolution

Since [October 2022](#), PT Toba Pulp Lestari Tbk. (TPL) has been collaborating with Earthworm Foundation (EF) to enhance its community engagement and conflict resolution efforts. TPL continues to uphold transparency, aligned with its commitments published in [February 2023](#). This second update covers TPL's activities from February to June 2023 and highlights planned actions for implementation until October 2023.

Knowledge and Capacity Building

TPL's Sustainability, Social Capital (SOCAP), Strategic Planning and Operational Planning Divisions actively participated in two training sessions provided by Earthworm to build capacity and understanding around conflict mapping and resolution.

1. Participatory Mapping and Land Tenure Study (PM-LTS) Training

The participatory mapping training was conducted during the period of 1-2 March. The objective was to improve knowledge and skills required to complete PM-LTS studies, which are integral to the conflict resolution process. Earthworm provided comprehensive steps and tools, enabling the team to independently implement PM-LTS activities within their respective work areas while equipping the teams with improved approaches to build collaboration with essential stakeholders, particularly the local communities in TPL.

2. Conflict Mapping Training

The conflict mapping training was conducted during the period of 27-28 February. It sought to raise awareness and foster a deeper understanding of the importance of a robust conflict mapping process, accurate data collection and effective management of conflict information within their respective work areas.



Figure 1. Participatory Mapping and Land Tenure Study training sessions

Figure 2. Conflict Mapping training session

Participatory Mapping –Land Tenure Study Activities in Sionom Hudon Timur Village

In March 2023, TPL and Earthworm successfully conducted PM-LTS activities in Sionom Hudon Timur (SHT) Village, located in the Parlilitan Sub-district of Humbang Hasundutan Regency in North Sumatra Province. These activities strictly adhered to the principles of Free, Prior and Informed Consent (FPIC), proceeding only after obtaining approval from the community, local leaders, and the village heads. The goal of this exercise was twofold to enable company staff to familiarize themselves with the way participatory mapping is carried out with communities on their lands; to help the community create a map of their official and customary boundaries, and to identify potential overlaps with the TPL concession area.

The participatory mapping process with the community of SHT resulted in the realization of a map of community boundaries that indicates overlap with the concession boundaries. Current discussions center around the administrative requirements needed to ensure that the SHT community is able to manage the area.

Upcoming public consultations in mid-August will incorporate insights from community dialogues involving Sionom Hudon Timur, EF, and TPL, as well as interactions with local government bodies, and neighbouring villages. These will provide important in finalizing village boundaries. It is worth noting that there was enthusiastic involvement of representatives from SHT and its neighboring community, Pargamanan Bintang Maria, village of Simataniari in the on participatory mapping exercise.

EF will extend its support for the participatory mapping process in the neighbouring Simataniari Village in late 2023. This will help ensure accuracy in the conflict resolution process between TPL and the community, since Simataniari shares a boundary with SHT.



Figure 3. Discussion of the participatory mapping results in Sionom Hudon Timur village

Conflict Mapping

Following the training provided by Earthworm in February, TPL's internal team, guided by Earthworm, in April reviewed of all land claim across the five TPL estates. This involved defining and clarifying conflicts, facilitating the classification of incidents and claims. This systematic approach to data collection and analysis will help TPL to target and prioritize its efforts to resolve existing conflicts, through the development of conflict resolution processes with the local communities.

The results of the conflict mapping were presented during a consultation workshop with TPL Management in June 2023. As a follow-up to this workshop, there will be a consolidation of conflict data from Social Capital Division in each estate and the Planning Division to verify actual conflicts in TPL's concessions. After achieving data reconciliation, TPL will prioritize the cases and develop their corresponding action plans which will be published.



Figures 4 and 5: Workshop on conflict mapping in June 2023 (TPL SOCAP, management, and EF)

TPL Standard Operating Procedure (SOP) Review

TPL is working in collaboration with Earthworm to improve its grievance procedures. Earthworm has reviewed TPL's Standard Operating Procedures (SOPs) related to grievance on land and concession, including scope, objectives, work instructions, and responsibilities. Recommendations have been provided to enhance a total of 39 SOPs since July, with ongoing efforts in this regard. Draft SOPs for grievance and conflict resolution, FPIC, and communication are expected to be finalized by year-end. An updated procedure will be piloted after the finalization of the draft with Earthworm's support. TPL will publish the SOPs particularly on grievance handling subsequent to the completion of the pilot process and achieving inter-departmental alignment by the coming year.

TPLs understands the importance of developing long-term solutions for grievances collaboratively with the communities. TPL's team will receive regular training and mentoring from Earthworm, reinforcing the importance of capacity-building and well-defined procedures. The focus is on creating an effective community grievance approach that enhances community engagement and resolves grievances and conflicts.

The intended release of the public update in late July experienced delays attributed to a variety of factors. These encompassed the careful integration of ongoing activities from the preceding months into the update, a critical step to ensure a cohesive narrative. Moreover, the alignment and clarification of viewpoints among internal departments necessitated additional time to effectively address relevant feedback. The forthcoming public update will adhere to the predetermined schedule.

TPL has established a hotline to document, address, and resolve grievances. All grievances are welcome, as TPL aims for an open, transparent, and consultative process with communities and relevant stakeholders. To submit a complaint, Please contact

TPL at +62 812 621 0461 or send an email penyaduan@tobapulp.com or EF at +62 812 9598 3484 or send an email w.daeli@earthworm.org

Please refer to the following link for a more in-depth explanation of the grievance mechanism: <https://www.tobapulp.com/en/grievances/>