



Grievance List PT Wahana Citra Nabati 2026

Last Update : 21/09/2026
Period : H1 2026

ID	Received Grievance (Source)	Reported by	Received Date	Subject	Scope	Descriptions & Progress	Status
WCN/G-NDPE/2026-01	Customer Report (email)	Earthworm Foundation	21-May-26	Deforestation Alerts in WCN's Supply Chain	Land Clearing	21/05/2026 1. Earthworm Foundation sends DCF Report update April 2026. There was a decrease in DCF score due to the alleged clearing of forest land within PT SIL's concession area and PT SIL's Plasma area. 21/05/2026 1. PT WCN conducted an analysis of the alleged forest land clearing detected in PT SIL's concession area and PT SIL's Plasma area. 2. PT WCN engages with PT SIL regarding alerts and asks PT SIL to conduct field verification to alert points. 25/05/2026 1. PT WCN engages with PT SIL regarding alerts and asks for feedback from PT SIL regarding the information and data provided that are clear enough to be verified or still require further discussion. 25/05/2026 1. PT SIL submits feedback that is currently in the process of conducting internal verification of Alert and will convey the progress of the verification process periodically. 09/06/2026 1. PT WCN reconfirms to PT SIL regarding the progress of the alert verification, if the alert verification poses have been completed, PT SIL is asked to be able to send the necessary support/follow-up documents. 10/06/2026 1. PT SIL sends supporting documents from the results of field verification for areas indicated by alert. 2. PT WCN confirmed that the document had been received to PT SIL, and requested that PT SIL's HCV-HCS assessment document be sent in anticipation of similar alerts reappearing. With the submission of the HCV-HCS assessment document, monitoring will focus on the HCV-HCS areas that have been identified. 3. PT WCN conducts an internal analysis of the results of alert verification that has been carried out by PT SIL. 4. PT WCN sends the Minutes of Verification Alert to EF. 07/07/2026 1. PT WCN asked about the update regarding the PT Sandabi Indah Lestari Alert during the meeting with the EF team. Team EF said that it would inform the update soon. 08/07/2026 1. The EF team provided an update related to PT SIL's Alert, stating that "Alert verification has been completed, and I have updated the results in Starling. All verified alerts can be decided based on the verification findings." 2. Closed Warning 3. EF Team conveyed the DCF score update to 100% via email.	Closed



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WCN/G-NDPE/2026-02	Customer Report (email)	Customer Representative Earthworm Foundation	16-Jul-26	VDF Score Update	Replanting	16/07/2026 1. The Customer Representative sent an update on the VDF Score for the July 2026 period, and conveyed that there was a slight decrease in the VDF score from 100% to 99% for the Q1 2026 assessment period due to indications of replanting/land clearing detected. 2. PT WCN submitted an explanation of the alert case and conveyed that the laert case is the same case as the one received by PT WCN previously on May 21, 2026. PT WCN has engaged with the relevant supplier to conduct field verification, and proof of field verification has been submitted to EF on June 10, 2026. EF has confirmed the report and stated that PT WCN's DCF score has returned to 100% oada on July 08, 2026 and the case is closed.	Closed
						17/07/2026 1. The Customer Representative said that the alert for Q1 2026 was confirmed to be close. However, EF said that new replanting was detected in 2 mills in the July 2026 period, which resulted in a DCF score of 99%. Due to confidentiality reasons, the Customer Representative could not convey information related to the alert and asked WCN to communicate with EF. 2. PT WCN conveys to the Customer Representative that, on July 22-23, 2026, PT WCN will verify DCF Scoring for the H1 2026 period, including for the Customer Representative supply chain. If a new alert is found during the assessment, EF will convey it to PT WCN and PT WCN will complete the alert as usual.	
						23/07/2026 1. Based on the results of EF's analysis together with PT WCN, there are no DCF alerts for the Customer Representative supply chain.	
						27/07/2026 1. PT WCN conveyed to the Customer Representative the results of the DCF scoring for the H1 2026 period, and no DCF alert was found for the Customer supply chain.	
WCN/G-NDPE/2026-03	DCF Analysis	Earthworm Foundation	23-Jul-26	Deforestation Alerts in WCN's Supply Chain	Land Clearing	23/07/2026 1. EF and PT WCN conducted a joint analysis related to the DCF score, based on the results of the analysis, 3 alerts were found indicating deforestation in PT Tln's concession. 27/07/2026 1. PT WCN engages with PT Tln regarding alerts and asks PT Tln to conduct field verification to alert points. 2. PT Tln provides feedback, will conduct field checks and verification.	Closed
						04/08/2026 1. PT Tln sends the results of the field verification documents to the identified alerts. 2. PT WCN sends the verification documents from PT Tln to EF.	
						05/08/2026 1. EF receives the document and continues the follow-up process to the EF GIS team.	
						07/08/2026 1. EF submits that, from the results of the thorough analysis that has been carried out on the clarification and alert addressed to PT Tln, the documents and evidence submitted are sufficient and the result is that PT WCN's DCF Scores return to 100%.	



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WCN/G-NDPE/2026-04	DCF Analysis	Earthworm Foundation	23-Jul-26	Deforestation Alerts in WCN's Supply Chain	Land Clearing	23/07/2026 1. EF and PT WCN conducted a joint analysis related to the DCF score, based on the results of the analysis, 1 alert was found indicating deforestation in the PT AI concession. 27/07/2026 1. PT WCN engages with PT AI regarding alerts and asks PT AI to conduct field verification to alert points. 19/08/2026 1. PT WCN follows up with PT AI regarding the update on whether PT AI has verified the alert point or still needs further explanation from PT WCN related to the alert submitted earlier. 2. PT AI's management representative info by phone, that the verification process has been completed, is currently only waiting for approval from PT AI's management on the documents from the field verification results to be subsequently submitted to PT WCN. 26/08/2026 1. PT AI provides an email explanation related to the alert detected in an area that is still controlled by the community, and the opening of the area is carried out by the community. However, the explanation is not accompanied by documentary evidence. 2. PT WCN engages with PT AI regarding evidence documents and other supporting documents. 3. PT AI sends evidence documents that land clearing was carried out by the community in the plasma plan area of PT Rim Capital which has not yet been released and is still controlled by the community. 27/08/2026 1. PT WCN sends evidence from the field verification conducted by PT AI to EF. 28/08/2026 1. EF confirmed to PT WCN that the evidence is being reviewed by the EF GIS team. 16/09/2026 1. EF submits that, from the results of the thorough analysis that has been carried out on the clarification and alert based on the evidence submitted, EF approves the clarification according to the evidence submitted and the Alert has been disconnected (closed).	Closed

Updated by Grievance Committee (NDPE - Sustainability)

PT Wahana Citra Nabati