

STAKEHOLDER GROUPS

KEY TOPICS



Sectoral and Knowledge Associations

We work with national and international industry groups to keep updated on best practices in forestry and to provide inputs on major global issues, such as biodiversity, science based solutions and targets, and climate mitigation.

We work with industry associations such as Asosiasi Pulp & Kertas Indonesia (APKI) and Asosiasi Pengusaha Hutan Indonesia through direct engagement and one to one meetings to discuss the developments of APRIL's operations.

We continued our engagement with the World Economic Forum (WEF), HCV Network, UN Global Compact, World Business Council for Sustainable Development (WBCSD), Tropical Forest Alliance, Business for Nature, Indonesia Forestry Certification Cooperation, International Peatland Research Alliance, and others.

The key topics raised by the academic community were regarding conservation and restoration, biodiversity, and peatland operations. APRIL sponsored the inaugural HCV Network summit in 2021 that brought together various stakeholders – commodity producers, certification schemes, and NGOs. The summit focused on potential collaboration opportunities among its 31 member organisations, with the objective of strengthening the members' HCV approach. The summit also provided us with the opportunity to stay updated on the latest developments of sustainability frameworks and methodologies and we had the chance to share our progress on our APRIL2030 targets.

APRIL engaged with researchers and higher education institutes from Indonesia, Singapore, the United Kingdom, and the United States. We worked with researchers from the Centre for Ecology and Hydrology in the United Kingdom and from the Indonesian Centre for Agricultural Land Resources Research and Development to publish a peer-reviewed study of the Kampar Peninsula led by one of APRIL's scientists. The paper indicated the importance of protecting the remaining intact tropical peatlands and the climate benefits of doing so. The paper is available [here](#).

APRIL will continue to participate in external events—such as summits, bilateral meetings, seminars—to continue engaging with the academic community.



Commercial Partners

We work closely with banks and commercial partners to ensure APRIL's sustainability strategies are well communicated and aligned with their own ESG commitments and standards.

We engaged with international banks from Europe, China, and South Asia and other commercial organisations, including customers, distributors, and suppliers.

APRIL's commercial partners periodically raised the topic of our engagement with FSC, amongst other issues. We provided transparent and frequent updates about the developments to our commercial partners, who regularly engage with NGOs.

APRIL undertakes regular forums with banks to enable us to share transparent details about our corporate governance and to prepare our organisation for future initiatives.

Our business partners were encouraged to stay updated with APRIL's key material topics and with our APRIL2030 targets and commitments through the Sustainability Report, the Sustainability Dashboard accessible [here](#), and other communication channels.



Communities

Communities, especially communities in close proximity to the locations in which we operate, are critical stakeholders to APRIL because they are directly impacted by our operations. We engage and consult with communities to determine their needs and to provide support for social, educational, and health initiatives.

Active community engagement brings value to APRIL. We benefit when communities are able to provide their knowledge and services regarding conservation. Our relationships with local communities are built on multi stakeholder forums and on consultations that we have with community leaders. The annual multi-stakeholder forum (Rembug Desa) collects proposals from communities for APRIL to consider in our future programme. Additionally, we hold stakeholder consultation forums in order to build awareness of our programme and procedures that involve the communities, such as co-creating solutions as the Fire Free Village Programme, community development programme, and grievance resolution mechanism. These forums provide a platform for concerns to be heard and addressed by the company.

For more information on the grievance mechanism, refer to the *Chapter 4.2.5 Grievance*.

Villages that have existing engagements with APRIL commonly raise concerns such as infrastructure improvement and fire prevention.

APRIL's key focus in our community engagement is to provide necessary support and to avoid the “welfare trap”, where communities become dependent on direct support. As such, APRIL manages this through a tiered approach.

- In the early stage, APRIL provides funding to the villages.
- Within one to two years, the focus shifts from financial support to offering longer-term resilience programme.

The aim of this approach is to gradually focus more on the root causes of issues and devise solutions rather than providing a short-term fix for the symptoms of these issues. For example, we aid villages to move away from slash and burn tools and to focus on sustainable agricultural practices.

APRIL's Conservation Forest Management Framework aims to allow communities to provide environmental services, such as conservation, and then receive compensation accordingly.



Nongovernmental Organisations

Constructive dialogue with NGOs addresses topics of mutual concern and interest. Our continued engagement with NGOs enables the company to incorporate wider perspectives into our operations and to constructively address specific issues and concerns.

APRIL maintains direct engagement and dialogue with a range of domestic and international NGOs. We address and provide updates on issues that we are committed to work through with our NGO relations—forest management and biodiversity issues are discussed on the APRIL Group websites, including the Sustainability Dashboard.

Our work with the Wildlife Conservation Society and Fauna and Flora International has led to the development of partnerships revolving around biodiversity and climate change mitigation strategies.

International NGOs frequently focus on peatland operations—including carbon emissions, fire, and hydrology. APRIL has responded in writing comprehensively to address these and other issues.

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Employees

APRIL determines the type of professional development opportunities and the wellbeing benefits that our employees and contractors value. Ensuring that our employees are well engaged and taken care of through the pandemic was key in maintaining APRIL's successful operations in 2021.

We maintained clear and frequent communication with our employees through town hall meetings to effectively update our employees on the latest operational developments. We made sure to keep our employees motivated through celebrations of annual milestones, such as RGE Founder's Day, and through the screening of *Frontier Sumatra*, a documentary about the people, biodiversity and activities of RER, highlighting ongoing restoration and forest conservation work in the area. Many other forms of regular communication with employees include newsletters, intranet, regular department meetings.

APRIL has procedures in place to ensure employees' concerns are heard and addressed. All employees have frequent interactions with their reporting managers, in addition to annual performance reviews, and all are in a position to raise specific grievances or concerns.

Given the continued prevalence and impact of COVID-19, health and safety concerns were periodically raised by our employees. Other key topics flagged included employee recognition, employee development, and compensation and benefits.



Government and Associations

APRIL engages with central and state bodies around regulatory compliance, reporting, and monitoring where we operate. Updates on relevant policies and progress on implementation are shared with the local and/or national governments.

APRIL conducted virtual 1-to-1 meetings with Indonesian Government Ministries—such as the Ministry of Environment and Forestry and the Ministry of Trade—on the topic of APRIL2030. Local and national government representatives were invited to APRIL's multi-stakeholder forums to enable them to gain a more balanced perspective on our operations and initiatives.

APRIL continues to keep the local and national governments updated, whenever necessary, regarding our ESG developments through the APRIL website, APRIL Sustainability Report, the Sustainability Dashboard and by direct engagement.

The key themes brought up during our conversations with government stakeholders and associations include carbon taxes, industrial salt import, and the Rumpin nursery project by the MoEF.

In 2021, APRIL worked with national and local government agencies on the installation of solar panels on a capped landfill.



Media

APRIL provided updates on specific ESG issues and aspects of our operations to a range of international and national media agencies. National media agencies include Kompas, Bisnis Indonesia, and Jakarta Post. Regional media agencies include the Straits Times, Business Times, Forbes, CNBC, NBC, Mongabay, Print Week, and other industry-specific media agencies.

The media was not able to attend traditional media briefings or make site visits to our operations due to COVID-19-related restrictions. However, we maintained engagement through virtual press conferences and the socially distanced anniversary update of the APRIL2030 targets and commitments in November. We held informal virtual gatherings and calls with individual media personnel. APRIL also addressed queries from Mongabay and Eco-Business by returning written responses.

Interaction with media spans a range of topics according to the scope of the media agency. Environmental and international media focused more on sustainability topics, such as peatland operations, community engagement and development, and supplier compliance. Regional media are also interested in APRIL's point of view on major regional and international issues—for example, the UN Climate Change Conference.

National and local media tend to focus on the impact of our operations at a national level or local and community level, respectively.



Customers

We continue to keep our customers engaged to understand their needs, anticipate market trends, and improve customer experience to gain their trust.

We held an annual partner event that is catered to our customers in the Middle East and Asia, including subcontractors of APRIL. Monthly updates are sent through our social media channels and WhatsApp. Our customers also have the option to stay engaged with us through "APRIL Connect", a mobile application.

Our customers are generally most focused on our business activities, such as Sales and Marketing campaigns, Operations, Sustainability Initiatives, and the day to day operational issues.