

## **PT Toba Pulp Lestari's Land Conflicts Resolution**

PT Toba Pulp Lestari (TPL) has a procedure for land conflict resolution as a guideline to identify potential conflicts and formulate efforts to resolve them systematically, and measurably so as to provide effective and optimal results. The process are as follows:

1. Identify and mapped the conflict
2. Identify the scale of the conflict (from minor to priority rate)
3. Approach and open communication with the conflicting parties
4. Solve the conflict peacefully, and maintain good relationship to prevent future conflict.

At the operational location, PT TPL has 10 conflicts over customary land claims that have been issued at the Ministry of Environment and Forestry, developments for each customary land claim are updated monthly at the Ministry of Environment and Forestry. As of December 2020, TPL has successfully resolved 9 land claims conflicts through a partnership program bound by the MoU.