

# RSPO PRINCIPLES & CRITERIA

## PUBLIC SUMMARY REPORT

### MAIN ASSESSMENT

Malaysia  
**KERATONG 09 POM**  
**Felda Global Ventures Holdings Berhad**  
2017

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## PART 1: SCOPE OF THE CERTIFICATION ASSESSMENT AUDIT

### 1.1 Company and Contact Details

Company Name:	Felda Global Ventures Holdings Berhad
Business Address:	CDD Department, Level 20, Menara Felda Platinum Park, No 11, Persiaran KLCC, 50088 Kuala Lumpur
Contact Person:	Norazam Abdul Hameed
Office Telephone:	+603-2698 7772
E-Mail:	<a href="mailto:norazam.ah@feldaglobal.com">norazam.ah@feldaglobal.com</a>
Web Site:	<a href="http://www.feldaglobal.com">www.feldaglobal.com</a>
Other Certifications Held:	ISO 9001, ISO 14001, ISCC

### 1.2 RSPO Membership & Certification Details

RSPO Membership Number:	1-0225-16-000-00
Registered Client Name:	FELDA GLOBAL VENTURES HOLDINGS BERHAD
Certificate Number:	CU-RSPO-835004
Start Date Of Certificate:	15/12/2017
End Date Of Certificate:	14/12/2022
Date Of Original Certification:	15/12/2017
Scope:	Certification of the Palm Oil Mill and Supply Bases
Type Of Certification:	Single site <input checked="" type="checkbox"/>
Duration Of Certificate:	5 Years from date of certification

### 1.3 Main Surveillance Assessment Details

Dates of This Audit:	21 – 25 Aug 2017
Audit Number:	Main Assessment

### 1.4 Assessment Type

This is a RSPO Principles & Criteria Compliance assessment of the palm oil mill and its respective supply bases as listed in this report below.

### 1.5 Location of the Palm Oil Mill

Name	Mill Capacity	Location	GPS Reference	
(POM)	MT/Hour	Address	Longitude	Latitude
Keratong 9 Palm Oil Mill	40	Kilang Sawit Keratong 09, Peti Surat 32, 26600, Bandar Tun Razak, Pahang	E 102° 55' 40"	N 2° 58' 53"

### 1.6 Palm Oil Mill Output and Approximate Tonnages Certified

If the Mill is receiving FFB from uncertified supply bases outside the audit scope, such uncertified sources is highlighted under the following sections as seen applicable:

- PART 1, Section 1.7 – General Description of Supply Base,
- PART 2: Partial Certification, Section 2.4 – Uncertified Units or Holdings,
- PART 5: RSPO Supply Chain Certification of this report

Projected Production from the last 12 Months (MT)			Actual Production for this Audit Year 2016/2017 (MT)			Projected 12 Months (MT) Forecast Volume in this Report		
FFB	CPO	PK	FFB	CPO	PK	FFB	CPO	PK
-	-	-	-	-	-	143,831	28,766	8055

Note : refer to part 5.2 for e-trace certified volume

1.6 (b) Non-Certified Tonnage of FFB (outside supplier – Excluded from Certificate)			
Independent FFB Supplier	Tonnage / Year		
	Projected Production from the last 12 Months (MT)	Actual Production for this Audit Year 2016/2017 (MT)	Projected 12 Months (MT) Forecast Volume in this Report
Felda Keratong 08	N/A	N/A	105,200
Felda Keratong 09			
Felda Keratong 10			
Tai Ichi Enterprise Sdn. Bhd.			
Sri Kerbau Commodities Sdn. Bhd.			
Kim Ma Oil Palm (Transport) SD			
Golden Max Oil Palm Sdn. Bhd.			

1.7 General Description of Supply Base
Keratong 09 POM receives the FFB from its own estates and also from smallholders. The supply base as per stated in contract agreement and this audit has carried out to ensure full compliance with RSPO requirement.

1.7.1 Location of the Supply Base						
OPP	Oil Palm Plantation	Location	GPS reference		Area Summary (Ha)	
	Name	Address	Longitude	Latitude	Total	Mature
OPP 1	Ladang FGVPM Bera Selatan 05	Ladang Felda Bera Selatan 05, 72120 Bandar Seri Jempol Negeri Sembilan	3° 00' 13" N	102° 46' 12" E	2,785.60	2,269.91
OPP 2	Ladang FGVPM Bera Selatan 07	Ladang Felda Bera Selatan 07, Peti Surat No.29, 26900 Bandar Tun Razak Pahang	3° 00' 15" N	102° 46' 12" E	2,869.91	2,530.01
OPP 3	Ladang FGVPM Merchong	Ladang Felda Merchong Peti Surat No.64, 26700 Muadzam Shah Pahang	3° 04' 14" N	103° 09' 07" E	1,634.94	1,445.44
OPP 4	Ladang FGVPM Keratong Timur	Ladang Felda Keratong Timur Peti Surat No.64, 26700 Muadzam Shah, Pahang	2° 55' 45" N	103° 10' 1" E	1,280.70	754.09
OPP 5	Ladang FASSB Merchong	Pejabat FASSB Merchong, 26707 Bandar Muadzam Shah, Pahang.	3° 04' 14" N	103° 09' 07" E	372.87	372.87
<b>TOTAL</b>					<b>8,944.02</b>	<b>7,372.32</b>

1.7.2 Statistics of the Supply Base and Estimated Tonnes of FFB produced per year				
OPP	Oil Palm Plantation	Estimated FFB/Year (MT)	Planting Years	Cycle (Years)
OPP 1	Ladang Fgvpm Bera Selatan 05	42,541	1995,2014	25
OPP 2	Ladang Fgvpm Bera Selatan 07	48,427	1998, 2015	25
OPP 3	Ladang Fgvpm Merchong	28,937	1996, 2008	25
OPP 4	Ladang Fgvpm Keratong Timur	14,362	1997, 2015	25
OPP 5	Ladang Fassb Merchong	9,564	1995, 2010	25
<b>TOTAL</b>		<b>143,831</b>		

Only use data from 1.7.3 in the eTrace Summary

1.7.3 Conservation and HCV Area (Ha)				
OPP	Oil Palm Plantation	Conservation Area (Ha)	HCV Area (Ha)	* HCV part of Conservation
OPP 1	LADANG FGVPM BERA SELATAN 05	0	0	Yes/No
OPP 2	LADANG FGVPM BERA SELATAN 07	0	0	Yes/No
OPP 3	LADANG FGVPM MERCHONG	0	0	Yes/No
OPP 4	LADANG FGVPM KERATONG TIMUR	0	0	Yes/No
OPP 5	LADANG FASSB MERCHONG	0	0	Yes/No
<b>TOTAL</b>		0	0	

\* Indicate if HCV area is part of the Conservation Area. If the HCV area is part of the Conservation Area, then "YES" otherwise, "No"

1.7.4 Percentage of Planted Oil Palm by different Age Ranges					
OPP	Planting Years by 5-year Ranges				
	1995-2000	2001 -2005	2006 – 2010	2011 – 2015	Total
OPP 1	77.2%	-	-	22.8%	100%
OPP 2	79.7%	-	-	20.3%	100%
OPP 3	63.7%	-	37.3%	-	100%
OPP 4	66.49%	-	-	33.51%	100%
OPP 5	82.2%	-	17.8%	-	100%

1.7.5 Calculation of the Number of Production Units (N) to Sample for the Mill			
N = 0.8vY, where "Y" is the number of units, with the result always to be rounded "up" to the next whole integer. Where only a sample of the supply base is assessed, units not previously assessed, or assessed earlier in the certification program, are to be preferred over those more recently assessed			
For the Mill, how many units make up the production base?			
Owned estates (Y)	N = 0.8vY	Smallholders (Z)	N = 0.8vZ
5	2	-	-
Explanation as to the selection of estates sampled			
5 Estates is registered in contract therefore $\sqrt{5} = 2.2$ (0.8) become 1.7 that has been round up to 2 unit of estates sampled. CB has randomly selected Ladang FGVPM Bera Selatan 05 And Ladang FGVPM Merchong to be audited for this Main Assessment.			

1.8 Progress of associated Smallholders or Out-growers, if applicable to this assessment
Progress of associated Smallholders or Out-growers towards Compliance with relevant Standards - should be in accordance to the 3 year implementation plan, if applicable to this assessment
No Associated Smallholders under this membership.

### 1.9 Location Map for this Certification Unit (See Appendix 1)

PART 2: PARTIAL CERTIFICATION
The rules for partial certification allow organizations that have a majority holding in and / or management control of more than one autonomous company growing oil palm to certify individual management units and / or subsidiary companies subject to certain rules.

2.1 Management Structure				
Section	Criteria	Yes/No	If "Yes"	If "No"
2.1.1	Is the certified operation (POM and supply base as detailed above) a stand-alone operation and there are no other plantations or mills owned by the same company?	No	Section 2 is N/A	Go to 2.1.2
2.1.2	Is the certified operation part of a simple structure of operations owned by one company?	Yes	Go to 2.1.5	Go to 2.1.3
2.1.3	Are there statements of the ultimate controlling shareholders and directors in the managing agency company/companies: a. Explaining the legal relationship and the management arrangements with the subsidiary companies and / or with any operating groups?	Yes	Go to 2.1.4	Go to 2.2.1
2.1.4	b. A statement of commitment to complying with the spirit of the RSPO for all companies and subsidiaries involved with the growing of oil palm and for the production of palm oil?	Yes	Go to 2.4	Go to 2.2.2
2.1.5	Is there a time bound plan in place for all subsidiaries, estates and palm oil mills?	Yes	Go to 2.3	2.2.3
2.1.6	Is the parent company or one of its majority owned and / or managed subsidiaries a member of RSPO.	Yes		

2.2 Non-compliance Identified with 2.1 Above			
Section	Non-compliance findings	NC raised	Category
2.2.1	There is no explanation as to the company's structure and therefore it is not possible to conduct an effective audit against the rules for partial certification.	-	Major
2.2.2	There is no statement of commitment to complying with the spirit of the RSPO for all companies within the company structure.	-	Major
2.2.3	There is no time bound plan in place for the certification for all subsidiaries, estates and mills.	-	Major
2.2.4	No applicable membership of the RSPO.	-	Major

2.3 Summary of the Time Bound Plan			
Section	Requirement	Findings and any action required	Compliance
2.3.1	Does the plan include all subsidiaries, estates and mills?	<p>Yes, the plan did include all subsidiaries, estates and mills incorporated under Felda Global Ventures Holding Berhad (FGV). Felda Global Ventures Holdings Berhad have 75 complexes in Malaysia and Indonesia. 72 complexes are included with mills while 3 complexes are without mill.</p> <p>FGV owned the mills and estates listed in their time bound plan. Sighted evidence showing that Pontian United Plantation Bhd and Asia Plantation Limited are 100% fully owned by FGV.</p> <p>Felda Global Ventures Holdings Berhad has develop the time bound plan. Seen the evidence prepared by Certification &amp; Due Diligence (CDD) Department, FGV. The time bound plan will be started from year 2017 until year 2021. According to announcement made by Dato' Zakaria Arshad - Group President/CEO Felda Global Ventures Holdings Berhad, 16 FGVPM complexes are to be targeted for RSPO certification in</p>	Yes

		year 2017. The rest of the complexes is going to be certified as scheduled in the time bound plan.	
2.3.2	Is the time bound plan challenging? ➤ Age of plantations. ➤ Location. ➤ Mill development. ➤ Infrastructure. ➤ Compliance with applicable law.	Based on 1 <sup>st</sup> phase audit, auditors found that time bound plan prepared by Certification & Due Diligence (CDD) Department was not challenging due to some issues happen in Sabah Region which company cannot fulfil in year 2017 especially due to controlling of contractors case.  Thus, in 2 <sup>nd</sup> phase audit, Certification & Due Diligence (CDD) Department has changed the time bound plan where Sabah Region are to be certified in 2019.  The company presented a table showing how the certification audits are planned to fit into the period ending and it is considered to be challenging plan (see time bound plan below)	Yes
2.3.3	Have there been any changes since the last audit? Are they justified?	Previously, 58 Complexes (FGV with FELDA) already certified before they self-withdraw from RSPO P&C on 03 <sup>rd</sup> May 2016. During that time, all the certified units were certified by different certification bodies.  As per new time bound plan, FGV will be started the certification process from year 2017 until year 2021. According to announcement made by Dato' Zakaria Arshad - Group President/CEO Felda Global Ventures Holdings Berhad, 16 FGV complexes are to be targeted for RSPO certification in year 2017. The rest of the complexes is going to be certified as scheduled in the time bound plan.  Seen their time bound plan from year 2017 to year 2021 for certified again with RSPO P&C.	Yes
2.3.4	If there have been changes, what circumstances have occurred?	No changes have been made due to FGV will do the main assessment audit again as per stated in the time bound plan.	Yes
2.3.5	Have there been any stakeholder comments?	As per audit, auditors found 3 stakeholders comments as stated data below: <b>Comments 1</b> On the 26 <sup>th</sup> of July 2015, WSJ ran an article by Syed Zain Al – Mahmood alleging that Felda has breached labour conditions in its plantations. The allegations mainly say that forced labour is being used and the workers are not paid minimum wages. Further, it is alleged that their health and working conditions is are neglected and also that their employers withheld their passports. <b>Remarks</b> 29 July 2015 - 12 NGOs urged the RSPO to conduct a transparent investigation into Wall Street Journal's findings of forced labour, human trafficking, and other human and labour rights violations especially on RSPO member FELDA's plantations.  The Complaints Panel in its meeting on August 2015, decided that the member, Felda, be investigated on the issues raised by the WSJ article. The RSPO Secretariat will conduct an	Yes



		<p>independent assessment to investigate the report on labour condition on all RSPO members. Malaysia would be the first country, where the assessment would be done.</p> <p>The RSPO release the following statement on its website: <a href="http://www.rspo.org/news-and-events/news/3rd-update-rspo-response-to-the-report-titled-palmoil-migrant-workers-tell-of-abuses-on-malaysian-plantations-published-by-the-wall-street-journal-on-26th-july-2015">http://www.rspo.org/news-and-events/news/3rd-update-rspo-response-to-the-report-titled-palmoil-migrant-workers-tell-of-abuses-on-malaysian-plantations-published-by-the-wall-street-journal-on-26th-july-2015</a></p> <p><b>Findings</b> FGV has already taken action to resolve this raised issue. Certification &amp; Due Diligence (CDD) Department has outlined 10 action plans to address all issues alleged by WSJ although the identified cases by WSJ is under Felda Management. The 10 action plan already being verified by CUC Auditors on site at 8 complexes which are:</p> <ul style="list-style-type: none"> <li>• Bukit Sagu Complex</li> <li>• Palong Complex</li> <li>• Kechau B Complex</li> <li>• Keratong 9 Complex</li> <li>• Selancar 2B Complex</li> <li>• Besout Complex</li> <li>• Baiduri Ayu Complex</li> <li>• Hamparan Complex</li> </ul> <p>Summary of the 10 action plans finding as per Part 4.2. Others 2 comments, can refer to 3.4.2 and 3.4.4.</p>	
2.3.6	Have there been any newly acquired subsidiaries?	No new land concession outside Malaysia after year 2016. Latest newly acquisition is Asian Plantation Limited where FGV signed a deal to acquired Asian Plantations Limited (APL), a company based in Singapore. APL will be included in FGV RSPO time bound plan beginning January 2016.	Yes
2.3.7	Have there been any isolated lapses in the implementation of the plan?	FGV will do the main assessment audit as per their time bound plan.	Yes
2.3.8	Has there been any systematic failure to proceed with the implementation of the plan?	At this moment, no systematic failure sighted due to FGV will do the main assessment audit as per their time bound plan.  This will be reviewed annually by certification bodies.	Yes
2.3.9	General statement as to progress made since the last audit?	No statement has been made due to this is main assessment audit. As per interviewed with Raja Dato' Zamalia Raja Dato' Seri Mansur, FGV Sustainability and Environment Head, FGV will follow the time bound plan according to announcement made by Dato' Zakaria Arshad - Group President/CEO Felda Global Ventures Holdings Berhad, 16 FGV complexes are to be targeted for RSPO certification in year 2017. The rest of the complexes is going to be certified as scheduled in the time bound plan.	Yes

2.4 Un-Certified Units or Holdings																																
Section	Requirement	Findings and any action required	Compliance																													
<b>NOTE:</b> Companies may demonstrate compliance by clear evidence of a self-audit (i.e. an internal audit for all subsidiaries, estates and Palm Oil Mills)																																
2.4.1	Did the company conduct an internal audit? If so, has a positive assurance statement been produced?	<p>Yes, at the current status only 16 complexes already have internal audit in year 2017. Seen the internal audit done by Certification &amp; Due Diligence (CDD) Department. The NC during the audit still in progress to close. All certification bodies that will do the audit for FGV need to verify those NC.</p> <p>Others complex will do as per their time bound plan. Overall findings are positive as per before.</p>	Yes																													
2.4.2	<p>No replacement after dates defined in NIs Criterion 7.3 of:</p> <ul style="list-style-type: none"> <li>Primary forest.</li> <li>Any area identified as containing High Conservation Values (HCVs).</li> <li>Any area required to maintain or enhance HCVs in accordance with RSPO criterion 7.3.</li> </ul>	<p>As per this year audit, there has been no replacement of primary forest area. However, there is one issue reported by Chain Research Reaction regarding HCV clearance in Kalimantan.</p> <p>FGV already brief this issue to RSPO secretariat. All details summary as per below:</p> <table border="1"> <thead> <tr> <th colspan="3">HCV clearance Kalimantan reported by Chain Research Reaction</th> </tr> <tr> <th>ISSUE</th> <th>ACTION PLAN PROGRESS</th> <th>DATE OF COMPLETION</th> </tr> </thead> <tbody> <tr> <td rowspan="12">HCV clearance at PT CNP and PT TAA</td> <td>Engaged independent consultant for ground investigation</td> <td>20 April-4<sup>th</sup> May 2016</td> </tr> <tr> <td>Investigation finding presentation to FGV management</td> <td>9<sup>th</sup> May 2016</td> </tr> <tr> <td>Brief presentation to RSPO on the investigation findings</td> <td>10 May 2016</td> </tr> <tr> <td>Letter to stop all operation in HCV area</td> <td>10 May 2016</td> </tr> <tr> <td>1<sup>st</sup> Public statement on HCV clearance at PT CNP and PT TAA on FGV website</td> <td>22<sup>nd</sup> May 2016</td> </tr> <tr> <td>Discussion on Conservation and remediation plan with RSPO technical Director</td> <td>23 May 2016</td> </tr> <tr> <td>2<sup>nd</sup> Public statement on HCV clearance at PT CNP and PT TAA on FGV website</td> <td>25 May 2016</td> </tr> <tr> <td>Sent a letter to RSPO on action plan for PT CNP and PT TAA</td> <td>27<sup>th</sup> May 2016</td> </tr> <tr> <td>3<sup>rd</sup> Public statement on HCV clearance at PT CNP and PT TAA on FGV website</td> <td>15 June 2016</td> </tr> <tr> <td>Develop the Conservation and Remediation plan and relevant SOP</td> <td>1<sup>st</sup> July 2016</td> </tr> <tr> <td>Appointment letter to engage independent external social mediator to handle negotiation with affected communities</td> <td>1<sup>st</sup> July 2016</td> </tr> </tbody> </table>	HCV clearance Kalimantan reported by Chain Research Reaction			ISSUE	ACTION PLAN PROGRESS	DATE OF COMPLETION	HCV clearance at PT CNP and PT TAA	Engaged independent consultant for ground investigation	20 April-4 <sup>th</sup> May 2016	Investigation finding presentation to FGV management	9 <sup>th</sup> May 2016	Brief presentation to RSPO on the investigation findings	10 May 2016	Letter to stop all operation in HCV area	10 May 2016	1 <sup>st</sup> Public statement on HCV clearance at PT CNP and PT TAA on FGV website	22 <sup>nd</sup> May 2016	Discussion on Conservation and remediation plan with RSPO technical Director	23 May 2016	2 <sup>nd</sup> Public statement on HCV clearance at PT CNP and PT TAA on FGV website	25 May 2016	Sent a letter to RSPO on action plan for PT CNP and PT TAA	27 <sup>th</sup> May 2016	3 <sup>rd</sup> Public statement on HCV clearance at PT CNP and PT TAA on FGV website	15 June 2016	Develop the Conservation and Remediation plan and relevant SOP	1 <sup>st</sup> July 2016	Appointment letter to engage independent external social mediator to handle negotiation with affected communities	1 <sup>st</sup> July 2016	Yes
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		Conducted social mediation and engagement with affected communities	18 July to 30 July 2016	
		Consultation with FGV legal department on local national regulation. Found that the area (PT CNP and PT TAA) were outside the Indonesia Peat Moratorium no. X (10)	30 July 2016	
		4 <sup>th</sup> Public statement on HCV clearance at PT CNP and PT TAA on FGV website	12 August 2016	
		Sent the progress of action taken to RSPO using SRT V	19 August 2016	
		Sent out the Conservation and remediation plan to PT CNP and PT TAA for implementation	7 Oct 2016	
		Meeting with RSPO Technical Director and RSPO Complaint Coordinator on PT CNP and PT TAA issue	14 Oct 2016	
		Sent the progress of action taken to RSPO using SRT V	17 Oct 2016	
		5 <sup>th</sup> Public Statement on HCV clearance at PT CNP and PT TAA on FGV website	5 Nov 2016	
		Meeting with RSPO secretariat on Compensation Panel feedback and our complaints on HCV updates in WSJ complaint update	25 Nov 2016	
		Received comment and recommendation from RSPO compensation Panel on PT CNP	1 Dec 2016	
		Meeting with the FGV Kalimantan at PT CNP office for further engagement with ELC/Aid environment and Aksenta	13 Dec 2016	
		Meeting on new revised Indonesia regulation PP57 and PP 71 with Badan Lingkungan Hidup dan Kehutanan as well as with Dinas Perkebunan Kalimantan Barat	14 Dec 2016	
		Meeting with ELC/AIDH and Aksenta on new proposal to include Aid environment proposal for our Landscape conservation plan	14 Dec 2016	
		Meeting with PERMADA (Persatuan Madura & Dayaks) on their request to develop the HCV area.	15 Dec 2016	
		Site visit to PT CNP and PT TAA with Kalimantan team	15 Dec 2016	

		Finalizing the next action for conservation engagement with ELC/AIDH and Aidenvironment	16 Dec 2016																															
		Kalimantan operation to seek an area with local Bupati to replace the cleared HCV area	In progress																															
	REVIEW HCV ASSESSMENT	6 <sup>th</sup> Public Statement on HCV clearance at PT CNP and PT TAA on FGV website	10 Feb 2017																															
		PERSADA meeting with RSPO Jakarta	9 <sup>th</sup> Mar 2017																															
2.4.3	Any new plantings since January 1 <sup>st</sup> 2010 must comply with the RSPO New Plantings Procedure.	NPP current progress out for all FGVPM Estates data as per below:		Yes																														
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2.4.4	Any Land conflicts are being resolved through a mutually agreed process, e.g. RSPO Grievance procedure or Dispute Settlement Facility, in accordance with RSPO criteria 6.4, 7.5 and 7.6.	<p>There is issue on land conflict although it was captured on Felda Membership, but FGV also indirectly involved as part of the claim involve FGVPM Sahabat 55 The issue still in progress. Data as per below:</p> <p>Member: Lembaga Kemajuan Tanah Persekutuan (FELDA) /Orang Dusun Desa Begahak Date Filed: 16 February 2015 Complaint: Community of Desa Begahak Complaint: The company has breached the communities' user rights to the land in breach of Principle 2.2</p> <p>Status: Box F – Action Plan</p> <p><b>Synopsis</b></p> <p>According to the Enquiry National Hak Tanah of Malaysia conducted by SUHAKAM, the state government had given 1260 acres of land to the Dusun Begahak community in 1981. At the same time, the same land was alienated to FELDA for development.</p> <p>The complainant raised the issue that FELDA has no right to develop their land and should return it to the community because the land originally belonged to the community. The complainant also stated that the cemetery area is being developed by FELDA.</p>		Yes																														

	<p>FELDA enclosed 916 acres of the said land and gave it back to the community on the 25th of May 1982. The community planted fruits and other crops on the land.</p> <p>We have received some evidence from both sides. The evidence needs to be scrutinized and investigated further.</p> <p>Issue has been further referred to the RSPO Complaint panel.</p> <p><b>Remarks</b></p> <p>2 July 2015 – It was agreed that the matter would be referred to the FELDA/FGV Sustainable Steering Committee on 7th July 2015.</p> <p>22 June 2015 – FELDA had another meeting with Robin Balud and the representatives of the community and agreed to exchange documents on the land claim. A site visit was also undertaken with the community members.</p> <p>4 June 2015 – FELDA met with Robin Balud again and agreed to do a joint mapping of the land.</p> <p>10 April 2015 – FELDA met the complainant, Robin Balud, in Kota Kinabalu Sabah, to discuss the complaint.</p> <p>9 April 2015 – FELDA met the community (Desa Begahak) members and discussed the issues from the complaint and the land claim.</p> <p>13 March 2015 – RSPO had a conference call meeting with the head of the Dusun Begahak community to understand the situation.</p> <p>16 March 2015 – RSPO had a conference call meeting with FELDA representatives to discuss the situation.</p> <p>17 March 2015 – The complaint was raised to the Complaint Panel for further discussion and action.</p> <p>4 June 2015 – FELDA met the complainant Robin Balud and discussed the main issues of the land claim and compensation.</p> <p>22 March 2016 – RSPO sent complaint notice to FELDA.</p> <p>1 April 2016 – State Land and Survey Department begin its mapping exercise.</p> <p>4 April 2016 –</p>	
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		<p>FELDA submits action plan to RSPO dated 27 March 2016.</p> <p>6 May 2016 – FELDA withdraws its RSPO Principle and Criteria certificates.</p> <p>26 July 2016 – Complainant send a formal letter to FELDA to settle the customary land dispute.</p> <p>19 August 2016 – Progress report submitted by Felda.</p> <p>20 September 2016 – Felda met with the community to discuss on how they will progress on the complaint, once the joint mapping.</p>													
2.4.5	Any Labor disputes are being resolved through a mutually agreed process, in accordance with RSPO criterion 6.3.	<p>There is 1 issue happen in FGVPM Palong Timur 04 (Now FGVP M Palong Timur 05) and the details is elaborated below:</p> <table border="1"> <thead> <tr> <th>NO.</th> <th>ESTATE</th> <th>LEGAL ACTION</th> <th>DATE</th> <th>VALUE OF SUMMON</th> <th>SUMMON STATUS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FGVPM PALONG TIMUR 04 (NOW FGVP M PALONG TIMUR 05)</td> <td>Claims</td> <td>19.06.2012</td> <td>RM61,968.60</td> <td>Court Appeal</td> </tr> </tbody> </table>	NO.	ESTATE	LEGAL ACTION	DATE	VALUE OF SUMMON	SUMMON STATUS	1	FGVPM PALONG TIMUR 04 (NOW FGVP M PALONG TIMUR 05)	Claims	19.06.2012	RM61,968.60	Court Appeal	Yes
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1	FGVPM PALONG TIMUR 04 (NOW FGVP M PALONG TIMUR 05)	Claims	19.06.2012	RM61,968.60	Court Appeal										
2.4.6	Any Legal non-compliance is being resolved in accordance with the legal requirements, with reference to RSPO criteria 2.1 and 2.2.	<p>During partial audit, 1 issue with DOE in FPISB Selancar 2A POM is sighted. Summon no: SJ 53-4/2016; Date 14.04.2016 in Mahkamah Seksyen Kuantan.</p> <p>Fixed for Trial on <u>01.03.2017</u>, <u>02.03.2017</u> and <u>03.03.2017</u>.</p> <p>Also 1 issue for minimum wages. Refer to 4.3.1</p>	Yes												

TIME BOUND PLAN FORECAST FOR RSPO CERTIFICATION OF ALL PALM OIL MILLS & SUPPLY BASES				
Palm Oil Mill	Country	Supply Bases (estates, plantations, associations)	Targeted RSPO Certification Year	Current Certification Status as per this Audit
Selancar 2B	Malaysia	FGVPM Selancar 6 FGVPM Selancar 8 FGVPM Selancar 9	2017	To be audited by CB in year 2017
Lepar Hilir	Malaysia	FGVPM Lepar Hilir 5 FGVPM Lepar Hilir 6 FGVPM Lepar Hilir 8	2017	To be audited by CB in year 2017
Aring A	Malaysia	FGVPM Aring 2 FGVPM Aring 3 FGVPM Aring 4 FGVPM Aring 5 FGVPM Aring 6 FGVPM Aring 8	2017	To be audited by CB in year 2017

		FGVPM Aring 10 FGVPM Aring 11		
Kechau B	Malaysia	FGVPM Kechau 6 FGVPM Kechau 8 FGVPM Kechau 9 FGVPM Kechau 10	2017	To be audited by CB in year 2017
Bukit Sagu	Malaysia	FGVPM Bukit Sagu 4 FGVPM Bukit Sagu 6 FGVPM Bukit Sagu 7 FGVPM Bukit Sagu 8	2017	To be audited by CB in year 2017
Keratong 09	Malaysia	FGVPM Bera Selatan 5 FGVPM Bera Selatan 7 FGVPM Merchong FGVPM Keratong Timur FASSB Merchong	2017	To be audited by CB in year 2017
Lepar Utara 6	Malaysia	FGVPM Lepar Utara 7 FGVPM Lepar Utara 8 FGVPM Lepar Utara 9 FGVPM Lepar Utara 11	2017	To be audited by CB in year 2017
Besout	Malaysia	FGVPM Besout 6, FGVPM Besout 7	2017	To be audited by CB in year 2017
Kemasul	Malaysia	FGVPM Mengkarak 1 FGVPM Mengkarak 2	2017	To be audited by CB in year 2017
Triang	Malaysia	FGVPM Triang 2 FGVPM Triang Selatan 1 FGVPM Triang 4	2017	To be audited by CB in year 2017
Lepar Utara 4	Malaysia	FGVPM Lepar Utara 4 FGVPM Lepar Utara 10 FGVPM Lepar Utara 14	2017	To be audited by CB in year 2017
Maokil	Malaysia	FGVPM Maokil 6 FGVPM Maokil 7	2017	To be audited by CB in year 2017
Palong Timur	Malaysia	FGVPM Palong Timur 4/5 FGVPM PALONG TIMUR 06	2017	To be audited by CB in year 2017
Selendang	Malaysia	FGVPM Selendang 3 FGVPM Selendang 4 FGVPM Selendang 5 FGVPM Berabong 1	2017	To be audited by CB in year 2017
Krau	Malaysia	FGVPM Krau 2 FGVPM Krau 4	2017	To be audited by CB in year 2017
Tenggaroh Timur	Malaysia	FGVPM Tenggaroh 12 FGVPM Tenggaroh Timur 2	2017	To be audited by CB in year 2017
Chini 3	Malaysia	FGVPM Terapai 1 FGVPM Chini Timur 4	2018	-
Nitar	Malaysia	FGVPM Nitar Timur	2018	-
Jerangau Baru	Malaysia	FGVPM Rantau Abang 1 FGVPM Rantau Abang 2 FGVPM Chador 1	2018	-
Serting Hilir	Malaysia	FGVPM Tembangau 3 FGVPM Tembangau 5 FGVPM Tembangau 6 FGVPM Tembangau 7 FGVPM Tembangau 8 FGVPM Tembangau 9 FASSB Serting Hilir	2018	-

Serting	Malaysia	FGVPM Palong 17 FGVPM Palong 18 FGVPM Palong 21	2018	-
Kota Gelanggi	Malaysia	FASSB PPTTR FASSB Kota Gelanggi 5/6	2018	-
Kerteh	Malaysia	FASSB Kerteh FASSB Semaring 01	2018	-
Neram	Malaysia	FGVPM Cherul 03	2018	-
Keratong 3	Malaysia	FGVPM Keratong 11	2018	-
Tenggaroh	Malaysia	FGVPM Tenggaroh 9 FGVPM Tenggaroh 11 FGVPM Tenggaroh 13	2018	-
Chiku	Malaysia	FGVPM Ciku 4 FGVPM Ciku 8	2018	-
Keratong 2	Malaysia	FGVPM Bera Selatan 3	2018	-
Jengka 21	Malaysia	FASSB Jengka 24/25	2018	-
Adela	Malaysia	FGVPM Kledang 02	2018	-
Bukit Kepayang	Malaysia	FGVPM Terapai 3	2018	-
Belitong	Malaysia	FASSB Ulu Belitong FGVPM Bukit Tongkat B	2018	-
Kulai	Malaysia	FASSB Bukit Besar/Taib Andak	2018	-
Penggeli	Malaysia	FGVPM Inas Selatan	2018	-
Chalok	Malaysia	FGVPM Setiu 1	2018	-
Tementi	Malaysia	FGVPM Bera Selatan 1 FGVPM Bera Selatan 4	2018	-
Kalabakan	Malaysia	FGVPM Kalabakan Utara 1 FGVPM Kalabakan Tengah 1 FGVPM Kalabakan Selatan	2019	-
Kembara Sakti	Malaysia	FGVPM Sahabat 30 FGVPM Sahabat 35 FGVPM Sahabat 40 FGVPM Sahabat 41 FGVPM Sahabat 42 FGVPM Sahabat 43	2019	-
Nilam Permata	Malaysia	FGVPM Sahabat 50 FGVPM Sahabat 51 FGVPM Sahabat 52 FGVPM Sahabat 53 FGVPM Sahabat 54	2019	-
Hamparan Badai	Malaysia	FGVPM Sahabat 23 FGVPM Sahabat 24 FGVPM Sahabat 26 FGVPM Sahabat 28 FGVPM Sahabat 31 FGVPM Sahabat 33 FGVPM Sahabat 34 FASSB Tambisan	2019	-
Mercu Puspita	Malaysia	FGVPM Sahabat 7 FGVPM Sahabat 46 FGVPM Sahabat 48	2019	-



		FASSB Sahabat 6		
Lancang Kemudi	Malaysia	FGVPM Sahabat 10 FGVPM Sahabat 36 FGVPM Sahabat 38 FGVPM Sahabat 39 FGVPM Sahabat 44 FGVPM Sahabat 45	2019	-
Pontian United Plantation	Malaysia	Pontian Fico Pontian Subok Pontian Orico Pontian Pendirosa Pontian Kuril Pontian Hilco Rawajaya Sdn Bhd Blossom Plantation Sdn Bhd	2019	
Embara Budi	Malaysia	FGVPM Sahabat 11 FGVPM Sahabat 12 FGVPM Sahabat 17 FGVPM Sahabat 56 FGVPM Sahabat 20 FGVPM Sahabat 21 FGVPM Sahabat 22 FGVPM Sahabat 25	2019	-
Baiduri Ayu	Malaysia	FGVPM Sahabat 9 FGVPM Sahabat 16 FGVPM Sahabat 55	2019	-
Umas	Malaysia	FGVPM Umas 5 FGVPM Umas 6	2019	-
Sampadi	Malaysia	FGVPM Sampadi 1 FGVPM Sampadi 3 FGVPM Sampadi 4 FGVPM Sampadi 5 FGVPM Sampadi 6	2019	-
Bukit Mendi	Malaysia	Felda Settlers	2019	-
Jengka 8	Malaysia	Felda Settlers	2019	-
Jengka 18	Malaysia	Felda Settlers	2019	-
Jengka 3	Malaysia	Felda Settlers	2019	-
Padang Piol	Malaysia	Felda Settlers	2019	-
Sg. Tenggi	Malaysia	Felda Settlers	2019	-
Mempaga	Malaysia	Felda Settlers	2019	-
Pasoh	Malaysia	Felda Settlers	2020	-
Kemahang	Malaysia	Felda Settlers	2020	-
Tersang	Malaysia	Felda Settlers	2020	-
Selancar 2A	Malaysia	Felda Settlers	2020	-
Chini 2	Malaysia	Felda Settlers	2020	-
Trolak	Malaysia	Felda Settlers	2020	-
Semenchu	Malaysia	Felda Settlers	2020	-
Jerangau Barat	Malaysia	Felda Settlers	2020	-
Panching	Malaysia	Felda Settlers	2020	-

Bukit Besar	Malaysia	Felda Settlers	2020	-
Kahang	Malaysia	Felda Settlers	2020	-
Waha	Malaysia	Felda Settlers	2020	-
Air Tawar	Malaysia	Felda Settlers	2020	-
Lok Heng	Malaysia	Felda Settlers	2020	-
FGV Asian Plantation Milling Plantation	Malaysia	TBD	2021	-
FGV Yapid MAS (Golden Land)	Malaysia	TBD	2021	-
PT Citra Niaga Perkasa	Indonesia	TBD	2021	-
PT Temilia Agro Abadi	Indonesia	TBD	2021	-
FGV Estates without FGV Mill	Indonesia	TBD	2021	-

**With reference to time bound plan, the following issues were reviewed openly with the Control Union audit team during the assessment and which may be in conflict with the rules for partial certification, if applicable**

Name of Mill or Plantation	*Area of concern (See examples below)
-	-
<p>Include any known concerns, media reports and major issues both present and from the past covering, for example:</p> <ul style="list-style-type: none"> <li>• Replacement of primary forest or any area containing HCV's since November 2005.</li> <li>• Evidence of non-compliance with the law</li> <li>• Legal issues</li> <li>• Compensation payments</li> <li>• Social relations</li> <li>• Burning</li> <li>• Labor disputes</li> </ul>	

## 2.5 Summary of the findings for Partial Certification

*The audit team assessed compliance with the above requirements during this audit. Failure to address any non-compliance identified may lead to certification suspension.*

The company had declared to Control Union Certifications (CUC) that all process regarding the partial certification. Felda Global Ventures Holdings Berhad are committed to join again in RSPO. Felda Global Ventures Holdings Berhad has develop the time bound plan. Seen the evidence prepared by Certification & Due Diligence (CDD) Department.

The time bound plan will be started from year 2017 until year 2021. According to announcement made by Dato' Zakaria Arshad - Group President/CEO Felda Global Ventures Holdings Berhad, 16 FGV complexes are to be targeted for RSPO certification in year 2017. The rest of the complexes is going to be certified as scheduled in the time bound plan.

## 2.6 Partial Certification Audit Agenda

Date	Location	Agenda
09-10/01/2017 & 31/03/2017	Menara Felda Meeting room	Verification of time bound plan
21/08/2017	FGV Keratong 09	Re-verification partial certification & time bound plan.

## PART 3: AUDIT PROCESS

### 3.1 About the Certification Body

Control Union Certifications is a member of the Control Union World Group – an international inspection and certification body. CUC performs Audits and certification in many agricultural based fields such as FSC, RSPO, and Organic production, Sustainable Textile Production, Organic Exchange, GLOBALGAP, HACCP, BRC, GMP and GTP.

CUC is accredited by the Dutch Council of Accreditation (RVA) on the European quality standard EN 45011 for the inspection and certification of CUC Organic program (according to the EU regulation 2092/91) and EUREPGAP program. When requested a copy of the accreditation certificate can be obtained from CUC.

**Control Union (Malaysia) Sdn Bhd is a registered affiliate member of RSPO and is a private limited company owned by the Control Union World Group based in Malaysia. Control Union (Malaysia) Sdn Bhd is authorized to conduct and issue certification on behalf of RSPO and Control Union Certifications.**

### 3.2 Audit Team

<b>Lead auditor:</b>	<b>Muhd Jamalul Arif</b>
Team member 1:	Ahmad Furqon
Team member 2:	Elzy Ovktafia Chairul
Team member 3:	Ashikin Shafinaz Whayab
Observer	Mohd Izzat Fahmy
Observer	Mohd Ezani Abd Aziz

#### 3.2.1 Qualifications of the Lead Auditor

Requirement	Qualifications
A minimum of post high school (post-secondary school) training in either agriculture/forestry, environmental science or social sciences;	Graduated in Plantation Management and Cargo Surveying from local university.
At least 5 years professional experience in area of work relevant to the assessment (e.g., palm oil management; agriculture/forestry; ecology; social science);	Experience in auditing since 2011 in RSPO P&C, SCCS, ISCC, GMP B2 & B3, ESCAS Animal Welfare and Global Gap standards. Working experience in handling Q&Q cargo survey for agricultural products in bulks such Palm Oil, Soybean, Sugar etc.
Training in the practical application of the RSPO criteria, and RSPO certification systems;	Involved in RSPO assessment since 2011. Member of CUC RSPO audit team. Involved in audits for P&C and SCCS conducted in Malaysia, Indonesia, Colombia, Ivory Coast, Papua New Guinea and Middle East country.
Successfully completion of an ISO 9000:19011 lead auditors course;	Completed ISO 9001:2008 Lead auditor in 2011, trained in ISO 19011 & 17021 requirements in 2014.
Training in the practical application of RSPO certification systems.	Involved in RSPO assessment since 2011. Member of CUC RSPO audit team. Involved in audits for P&C and SCCS conducted in Malaysia, Indonesia, Colombia, Ivory Coast, Papua New Guinea and middle east country.
A supervised period of training in practical auditing against the RSPO criteria or similar sustainability standards, with a minimum of 15 days audit experience and at least 3 audits at different organizations.	Involved in RSPO assessment since 2011. Has conducted RSPO P&C audit for more than 250 days in more than 5 various oil palm companies.
RSPO endorsed lead auditors course.	Passed RSPO Lead Auditor Course in 2013 and 2016 conducted by Proforest and Wild Asia. Successful completed the RSPO SCC Endorsed Course by David Ogg & Partners on 2014.

Signed code of conduct.	Yes
<b>General knowledge of:</b>	Yes
• RSPO P&C standards.	Yes
• CUC organizational structure.	Yes
• CUC quality systems.	Yes
• Lead auditor role.	Yes
• Report writing.	Yes
• Stakeholder consultation.	Yes
• Certification decision process.	Yes
• RSPO SCCS program manual.	Yes
• CUC filing systems.	Yes
• Correct use of RSPO trademarks.	Yes
• History and objectives of RSPO.	Yes
• CV available.	Yes
Completion of CUC RSPO lead auditor training.	Yes

### 3.2.2 Qualifications of the Assessment Team

RSPO Requirement	Team Member Name	Qualifications
Fluent in main local languages and English.	Elzy Ovktafia Chairul	Fluent in Bahasa and English
	Ashikin Shafinaz	Fluent in Bahasa and English
	Ahmad Furqon	Fluent in Bahasa and English
Field working experience in the palm oil sector, or a demonstrable equivalent.	Elzy Ovktafia Chairul	Working experience in Agronomist background for almost 5 years with plantation company. Graduated from UPM in Agricultural Science. Qualified RSPO P&C and SCC auditor. Passed Lead Auditor Course ISO 9001:2015. Well trained in ISO 17021 requirements.
	Ahmad Furqon	Post graduate qualification in agriculture with more than 5 years working experience in various plantation company. Completed and certified ISO 9001:2015, ISO 14001 auditor.
Good agricultural practices (GAP), integrated pest management (IPM), pesticide and fertilizer use.	Elzy Ovktafia Chairul	Working experience in Agronomist background for almost 5 years with plantation company. Graduated from UPM in Agricultural Science. Qualified RSPO P&C and SCC auditor. Passed Lead Auditor Course ISO 9001:2015. Well trained in ISO 17021 requirements.
	Ashikin Shafinaz	Graduated from Universiti Kebangsaan Malaysia in Chemical Engineering. Been part of RSPO P&C and SCC team member during audits in Malaysia. Trained on ISO 9001 and GAP in RSPO perspectives including OSH requirements in Malaysia.
Health and Safety auditing on the farm and in processing facilities. (For example OHSAS 18001 or occupational. Health and safety assurance system).	Ashikin Shafinaz	Graduated from Universiti Kebangsaan Malaysia in Chemical Engineering. Been part of RSPO P&C and SCC team member during audits in Malaysia. Trained on ISO 9001 and GAP in RSPO perspectives including OSH requirements in Malaysia.

Workers welfare issues and social auditing experience. (For example with SA8000 or related social or ethical accountability codes).	Elzy Ovktafia Chairul	Qualified RSPO P&C and SCC auditor. Passed Lead Auditor Course ISO 9001:2015. Well trained in ISO 17021 requirements. She is specially trained under Social Issue and Workers Welfare in Social Compliance Audit by Verite in 2017.
Environmental and ecological auditing. (For example experience with organic agriculture, ISO 14001 or environmental management systems).	Ahmad Furqon	Post graduate qualification in agriculture with more than 5 years working experience in various plantation company. Completed and certified ISO 9001:2015, ISO 14001 auditor. He is well experience in environmental issue and HCV as he is incharge for RSPO P&C - Principle 5.
Economic issues.	Muhd Jamalul Arif	Involved in RSPO assessment since 2011. Member of CUC RSPO audit team. Involved in audits for P&C and SCCS conducted in Malaysia, Indonesia, Colombia, Ivory Coast, Papua New Guinea and Middle East country.

### 3.3 Audit Methodology

#### 3.3.1 General Overview

The Audit was carried out in conformity with the procedures as laid down in the CUC Procedure Manual and the RSPO Program Manual for the auditors and Certifier. During the Audit the qualified CUC auditors used the RSPO standard as endorsed for the country in which the audit took place and recorded their findings.

Workers and local communities were interviewed and evidence sought to confirm ongoing compliance to include:

- **Chemical stores.** Storage, MSDS leaflets, Herbicide mixing areas, PPE, Ventilation, Security.
- **Field inspections.** Herbicide application programs. Harvesting sites and efficiency. Fertilizing operations. SOP's. Soil maps. Land preparation. Ground cover. IPM. First aiders and boxes. Ground cover. Soil erosion. Field observations of all operations.
- **Worker interviews.** OSH. Sexual, religious, racial harassment. Pay and contracts. Child labor. First aid. Awareness.
- **Re-planting sites.** Zero burn.
- **HCV's.** Identification. Management plans. Environmental Impact Assessments. Implementation.
- **Riparian zones.** Width. Current and future management. Non maintenance regimes.
- **Water management.** Water courses. Water monitoring.
- **Road maintenance.** Run off.
- **Social amenities.** Social Impact Audits.
- **Local communities.** Contributions made. Employment opportunities. Social impacts. Complaints procedures.
- **Workshops.** Oil traps. Safe working environment. PPE. Diesel tanks. Environmental waste management.
- **Line sites.** Interviews with householders. Inspection of water discharge points. Water improvement plans. Waste disposal.
- **Documentation review.**

#### The Palm Oil Mill audit verification included the following activities:

- **Mill and workshop inspections.** Documentation review & worker interviews.
- **Mill.** SOP's. Safe working environment. Gen sets. Walk ways. Signs. EFB. POME treatment. Emissions. Mass balance. Diesel tanks. PPE. Fire extinguishers. First aiders and boxes. Fuel and water usage.
- **OSH.** Training. Management structure. First aiders.
- **Full document review.** Completion of the checklist. Review and documentation of evidence. All aspects of RSPO P&C's applicable.

- **Worker interviews.** OSH. Sexual, religious, racial harassment. Pay and contracts.
- **Compliance against the RSPO SCCS certification scheme.**

**Verification:**

Verification of implementation was done through field observations, workshop and chemical store inspections, worker and community interviews and mill inspections as summarized above.

Assessment agenda for this Audit		
Date	Location	Main activities
21/08/2017 (Monday)	CUC Office Klang	<b>08.00am – 11.00am</b> Travelling from Klang to Keratong 09 Complex (all auditors).
	LADANG FGVPM BERA SELATAN 05	<b>1100 – 1130: Opening meeting</b> <ul style="list-style-type: none"> <li>• Introduction by team leader</li> </ul> <b>1130 – 1700: Document review</b> <ul style="list-style-type: none"> <li>• Document review [EIA, SIA, CIP, Business Plan]</li> <li>• Complaint mechanism / Request &amp; respond</li> <li>• Best agricultural practices</li> <li>• Safety and Health</li> <li>• Partial Verification</li> </ul> <b>Site verification</b> <ul style="list-style-type: none"> <li>• Chemical / Pesticide / Fertilizer Stores</li> <li>• Worker's facilities (housing, pay, etc)</li> <li>• Workers interview</li> </ul>
22/08/2017 (Tuesday)	LADANG FGVPM BERA SELATAN 05	<b>0900 – 1700: Document review</b> <ul style="list-style-type: none"> <li>• Document review [EIA, SIA, CIP, Business Plan]</li> <li>• Complaint mechanism / Request &amp; respond</li> <li>• Best agricultural practices</li> <li>• Safety and Health</li> </ul> <b>Site verification</b> <ul style="list-style-type: none"> <li>• Best agricultural practices</li> <li>• Manuring, Spraying, Harvesting,</li> <li>• HCV / Conservation Area</li> <li>• Legal compliance / boundary</li> <li>• Workers interview</li> <li>• Stakeholder consultation if required.</li> </ul>
	TBC	<b>1000 – 1200: Stakeholders Consultation Meeting</b> <ul style="list-style-type: none"> <li>• Auditors meeting with invited stakeholders</li> <li>• Conducted without present of client.</li> </ul>
23/08/2017 (Wednesday)	KILANG SAWIT KERATONG 09	<b>0900 – 1700: Document review</b> <ul style="list-style-type: none"> <li>• Document review [EIA, SIA, CIP, Business Plan]</li> <li>• Complaint mechanism / Request &amp; respond</li> <li>• Best milling practices</li> <li>• Safety and Health</li> <li>• Legal requirements</li> </ul> <b>0900 – 1700: Document review</b> Supply Chain Certification Assessment of the POM (RSPO SCCS) <ul style="list-style-type: none"> <li>• Demonstration of legal entity</li> <li>• Roles and responsibility</li> <li>• Procedures/manual/SOP</li> <li>• Record of purchase – RSPO certified product</li> </ul>

		<ul style="list-style-type: none"> <li>Record of sales– RSPO certified product</li> <li>RSPO logo &amp; claims</li> </ul> <p><b>Site verification</b></p> <ul style="list-style-type: none"> <li>Mill inspection</li> <li>Workshops</li> <li>Stores</li> <li>POM application</li> <li>Safety and Health / PPE / Signage</li> <li>Waste Management / Environment</li> <li>Workers interview</li> <li>Stakeholder consultation if required.</li> </ul>
24/08/2017 (Thursday)	LADANG FGVPM MERCHONG	<p><b>0900 – 1700: Document review</b></p> <ul style="list-style-type: none"> <li>Document review [EIA, SIA, CIP, Business Plan]</li> <li>Complaint mechanism / Request &amp; respond</li> <li>Best agricultural practices</li> <li>Safety and Health</li> </ul> <p><b>Site verification</b></p> <ul style="list-style-type: none"> <li>Chemical / Pesticide / Fertilizer Stores</li> <li>Worker’s facilities (housing, pay, etc)</li> <li>Workers interview</li> <li>Best agricultural practices</li> <li>Manuring, Spraying, Harvesting,</li> <li>HCV / Conservation Area</li> <li>Legal compliance / boundary</li> <li>Workers interview</li> <li>Stakeholder consultation if required.</li> </ul>
25/08/2017 (Friday)	TBC	<p><b>0900 – 1100: Preparation for closing meeting</b></p> <ul style="list-style-type: none"> <li>Auditors final discussion and conclusion</li> <li>Additional field visits and meetings with managers as necessary</li> </ul> <p><b>1100: Closing meeting</b></p> <ul style="list-style-type: none"> <li>Presentation of findings by the audit team</li> <li>NC closure dateline (if any)</li> <li>Questions and answers</li> <li>Final summary by team leader</li> </ul> <p><b>End of assessment</b> <b>All auditors travelling back to respective location.</b></p>

## PART 4 ASSESSMENT FINDINGS

### 4.1 Lead Assessor's Summary and Recommendation for Certification

The mill and supply bases visited (as per the above Tables 1.5 and 1.7.1) and were assessed at field, office, facilities, stores and a document review were carried out in accordance to the RSPO principles and criteria. The subscribed RSPO management system's documentations seen with minor changes that due to internal external influenced factors that in relation to scope of certification.

Specific evidence was recorded for estates and mill. Interviews with Estate Managers, Mill Manager, members of workers union and committee took place in both formal and informal environments and worker interviews were conducted at the supply base and the mill. The management is highly committed in maintaining the RSPO system by adopting to continuous improvement programs.

There was some complaint or feedback received during the audit or during the field assessment when interviewing with the external stakeholders. The management continually monitoring the established KPI / objectives that significantly rules the achievement of company's corporate policy on RSPO. The mill is fully verified for RSPO SCCS system verification in compliance with all SCCS requirements except for some additional requirements in RSPO SCCS 2014. See PART 5 below.

#### Summary of Non-Conformance and Current Status

4 Major and 3 Minor non-conformities raise during this main assessment. All Major NC has been closed during finalised this report with all corrective action provided by client. Minor NC will be verified during next surveillance audit.

It is therefore the recommendation of the lead assessor that:

- A certificate of compliance is award.



Signed:

Name: Muhd Jamalul Arif  
Date: 4<sup>th</sup> Sep 2017

### 4.2 Summary of the findings by Principles and Criteria

- Over the 5 year period of the life of the certificate, there will be 4 annual surveillance audits
- Identified Non-Conformities and noteworthy Positive and Negative Observations.
- The RSPO require that this report contain findings by each principle and some example criteria. Please see table below.

#### Principle 1: Commitment to Transparency

Criterion by Audit	Summary	
MA	1.1	<p>Organization has defined list of stakeholder and updated once a year, last updated on 10 July 2017 both in Bera Selatan 5 Estate, Merchong Estate, and Keratong 09 Mill. Stakeholder information which was updated such as contact person, name of institution, address and phone number.</p> <p>Stakeholder verification has been performed by organization through visiting and contacting stakeholders directly, if there is a change then immediately will be updated. It was sighted that stakeholder verification has been done and evidenced.</p>



		<p>Information provided to public and stakeholder specified in social communication procedures - FGV/ML-1A/L2-PR12, <i>bagian 7</i>, dated 01 June 2016. Information regarding environmental, social and legal was provide for stakeholder based on their needs since it relevant such as: Plan for social and environmental impact assessment, Occupational health and safety plan, Plan for the reduction and prevention of pollution, Company policy, Certificate/land use rights, HCV management plan, FF price, etc. Information was confidential and restricted for stakeholder such as: financial information.</p> <p>Documents available to the public and stakeholder can be provided to stakeholders according to their relevance through a written request to the organization. The information most frequently requested by stakeholders are information related to the management of occupational health and safety, environmental management report (wastewater, hazardous waste), production data and area statements, etc.</p> <p>Organisation has performed the stakeholder meeting in July 2017 to discuss regarding corporate social responsibility program and to enhance relationship between company and stakeholder.</p> <p>Organization has assigned a responsible person for providing and updating information and stakeholder.</p> <p>SOP to describe the process of information sharing/dissemination defined in social communication procedure no ML – 1A/L2-PR3(0), dated 1 March 2012. Stakeholders already know the type of information available and the procedures for accessing the information. It was verified during public consultation and interview with stakeholder on 22 August 2017.</p>
MA	1.2	<p>Documents available to the public specified in the Procedure '<i>RSPO Stesen Penyelidikan Ladang FGVPM, part C12 Dokumen Pengurusan</i>' dated 10 August 2014. Documents available to the public and stakeholder can be provided to stakeholders according to their relevance through a written request to the organization. List of information available in Indonesian and easily understood by stakeholder.</p> <p>Documents available to the public placed in the respective sections within the organization.</p> <p>Information provided adequate at minimum, an information summary of the document listed such as:</p> <ul style="list-style-type: none"> <li>• Land titles/user rights (Criterion 2.2) <ul style="list-style-type: none"> <li>- Legal boundaries, land use, classification, total area, grant title, permit validity, NCR rights</li> </ul> </li> <li>• Occupational health and safety plans (Criterion 4.7); <ul style="list-style-type: none"> <li>- risk assessment and mitigation, emergency response plan, training, accident records</li> </ul> </li> <li>• Plans and impact assessments relating to environmental and social impacts (Criteria 5.1, 6.1, 7.1 and 7.8); <ul style="list-style-type: none"> <li>- main social and environmental impacts and mitigation measures,</li> </ul> </li> <li>• HCV documentation (Criteria 5.2 and 7.3); <ul style="list-style-type: none"> <li>- identification on HCV areas, maps, management and monitoring HCV</li> </ul> </li> <li>• Pollution prevention and reduction plans (Criterion 5.6);</li> </ul>

		<ul style="list-style-type: none"> <li>- identification of pollutants, management and reduction measures</li> <li>• Details of complaints and grievances (Criterion 6.3);             <ul style="list-style-type: none"> <li>- nature of complaints, parties involved, status of case</li> </ul> </li> <li>• Negotiation procedures (Criterion 6.4);             <ul style="list-style-type: none"> <li>- SOP, consultative, neutral, inclusiveness, timeframe, responsibility</li> </ul> </li> <li>• Continual improvement plans (Criterion 8.1);             <ul style="list-style-type: none"> <li>- for all elements under 8.1,</li> </ul> </li> <li>• Public summary of certification assessment report;             <ul style="list-style-type: none"> <li>- follow RSPO format</li> </ul> </li> <li>• Human Rights Policy (Criterion 6.13).             <ul style="list-style-type: none"> <li>- policy statement should comply to the requirements of 6.13</li> </ul> </li> </ul> <p>Monitoring plan associated with public documents already established and available. For example, for environmental documents the management of HCV, <i>Pelan Kesihatan Masyarakat, Pelan tindakan menghalangi pencemaran.</i></p> <p>Updated monitoring report publicly available. Evidence of delivery of the report in the form of receipts properly documented and archived in a file Receipt.</p>
MA	1.3	<p>Written policy committing to a code of ethical conduct and integrity in all operations and transactions was available in “<i>Polisi kod etika kerja dan Integriti</i>” dated 01 June 2014.</p> <p>Ethic policy includes several aspects, such as:</p> <ul style="list-style-type: none"> <li>- Social Responsibility</li> <li>- Salary</li> <li>- Indiscriminative treatment</li> <li>- Protection against sexual harassment and violence</li> <li>- Protection of reproductive rights</li> <li>- Receipts and provision of gifts, entertainment or assistance in job, corruption and fraud</li> <li>- Relation with supplier</li> <li>- Occupational health and safety, and environment</li> <li>- Employee cooperatives</li> <li>- Human rights</li> </ul> <p>The policy was well documented; latest revision dated 01 June 2014 has been communicated to estate employees, it was sighted dissemination conducted on 15 November 2016 and 10 August 2017, socialization both active through master morning and passive by signboard.</p> <p>Documentation of policy and communication was done in the appropriate languages and easily understood by stakeholders. It was sighted in Kod Etika dan tata laku petugas, issued by <i>Jabatan sumber manusia kumpulan, FGV Holding Berhad.</i></p>

		<p>One minor NC - during audit, there was not evidence that the code of ethical policy has been communicated to the All of mill employee. For estate, there was not evidence at Bera Selatan 5 that the code of ethical has been communicated to the contracted third parties (such as contracted harvester and contracted FFB loader).</p>
<b>Principle 2: Compliance with Applicable Laws and Regulations</b>		
Criterion by Audit	Summary	
MA	2.1	<p>Complete list of legal requirements available in all units audited. There is law and guidelines list, <i>Senarai Undang-Undang Antarabangsa yang Terlibat and Senarai Undang-Undang dan Keperluan yang Berkait bagi Pematuhan RSPO</i> updated by Mohammad Najib on 23.09.16.</p> <p>Apart from this, Kilang Keratong 09 also has the monitoring system on the renewal of all relevant licenses and taxes on the notice board in the mill office with the expiry and amount. In Keratong 09 POM, sample of permits maintained and sighted such:</p> <ul style="list-style-type: none"> <li>• Permit Ordinance 1952 - Permit to purchase store and use of Sodium Hydroxide valid from 01.01.17 – 31.12.2017.</li> <li>• Permit Barang Kawalan Berjadual (C003441) for Diesel (Quantity 16,200 Litre) valid from 01.09.2016-31.08.2017.</li> <li>• Lesen Penggunaan Sumber Air, Siri 0071 valid from 01.01.17 – 31.12.17</li> <li>• Suruhanjaya Tenaga, Akta Bekalan Elektrik 1990, valid from 01.01.17 – 31.12.17 (1 year).</li> <li>• MPOB license valid from 01.04.17 – 31.03.18 (1 year).</li> <li>• Form B2 – Land Title</li> <li>• Quit Rent under name of Felda Palm Industries Sdn Bhd</li> <li>• License from MPOB no: 558847002000 from 01.03.2017-28.02.2018.</li> <li>• Permit Barang Kawalan Berjadual Ref No: PH/BERA(PK)(50L)12/23/01(50L) PETROL to have the Petrol for 50L/day approved by Timbalan Pegawai Bekalan from 08.08.17-07.02.18.</li> <li>• Perakuan Penentuan Timbang dan Sukat No: 52.8.219559 approved by Metrology Corporation Malaysia Sdn Bhd on 13.02.2017.</li> </ul> <p>Tracking for any changes in the law is referred to <i>Sistem Semakan Perubahan Undang-Undang</i> dated 23.06.15 Pindaan 4 from CDD for both FELDA and FGV Holding on related acts involving environmental, social, economy and legal.</p> <p>Example is: for FGV Holding are <i>Akta Racun Makhluk Perosak 1974 (Akta 149), Akta Cukai Jualan 1972 (Akta 64) &amp; regulations, Perintah Gaji Minimum 2012, etc. Other than that, Manual Prosedur Titled: Penilaian Pematuhan Undang2 dan Lain - Lain Keperluan</i> (Evaluation of Compliance to Legal and Other Requirements) Doc No: FPI/L2/QOHSE-17.0, issue 2, dated 02.01.08, revised date: 18.07.08 version 1.</p> <p><b><u>Keratong 09 POM</u></b> During site visit, it was observed that battery, chemical containers, used oil and used filter oil were stored in not designated SW store (observed in Water Treatment Plant) which is not accordance to standard of ENVIRONMENTAL QUALITY ACT 1974 - ENVIRONMENTAL QUALITY (SCHEDULED WASTES) REGULATIONS 2005.</p>

		<p><b>Bera Selatan 05</b> During site visit, it was observed that battery and used oil were stored in “Stor Harian” which is not accordance to standard of ENVIRONMENTAL QUALITY ACT 1974 - ENVIRONMENTAL QUALITY (SCHEDULED WASTES) REGULATIONS 2005 regarding storage of schedule waste.</p>																																											
MA	2.2	<p>There is evidence that physical markers are located and visibly maintained along the legal boundaries. Example of boundary stone number sighted is 218.378, JUPEM C99487. Map of boundary stone is available upon request during audit and verified on site for <i>Peta Kedudukan Batu Sempadan 1B</i> for replanting 2018.</p> <p>There is no dispute or customary right issues. If there is any case, FGV has maintained related procedure such:</p> <ul style="list-style-type: none"> <li>Manual Lestari 1A, 3.5 <i>Prosedur Menangani Aduan dan Rungutan</i> Doc No: ML-1A/L2-PR4(0) dated Mar 2012.</li> <li>Manual Lestari 1A, 3.14 <i>Prosedur Mengenalpasti Hak Perundangan dan Adat</i> Doc No: ML-1A/L2-PR13(0) dated Mar 2012.</li> </ul>																																											
MA	2.3	Land status are clear with state land leasehold does not diminish the legal, customary or user rights of other users.																																											
<b>Principle 3: Commitment to Long-Term Economic and Financial Viability</b>																																													
Criterion by Audit	Summary																																												
MA	3.1	<p>Business management plan (provided from year 2018 - 2020) is available during audit time. There are 3 types of budgets in FGV such General Budget, Operational Budget and Re-planting Budget. Sighted document “2018 - 2020 Estimates” by each field name and hectares, immature hectares, yield per hectares and estimated FFB production. This document also includes summary of expenditure, capital expenditure, indirect cost, mature and immature area statement, estimate vehicle &amp; allocation and relevant appendices.</p> <p style="text-align: center;"><b>FFB Received and Production of CPO for 3-year Projection</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2018 (RM)</th> <th>2019 (RM)</th> <th>2020 (RM)</th> </tr> </thead> <tbody> <tr> <td>FFB</td> <td>143,831</td> <td>145,909</td> <td>150,485</td> </tr> <tr> <td>CPO</td> <td>28,766</td> <td>29,181</td> <td>30,097</td> </tr> </tbody> </table> <p style="text-align: center;"><b>Production Cost/MT CPO (For Mill)</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>RM/MT</td> <td>43.37</td> <td>44.56</td> <td>46.96</td> </tr> </tbody> </table> <p style="text-align: center;"><b>Estimation Production Cost / Hectare (financial year Jan – Dec 2018 (Bera Selatan 05 Estate).</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Field</th> <th>Fertilizer</th> <th>Harvesting</th> </tr> </thead> <tbody> <tr> <td>PM90A</td> <td>827,481</td> <td>548,745</td> </tr> <tr> <td>PM91B</td> <td>733,708</td> <td>591,447</td> </tr> <tr> <td>PM97C</td> <td>207,748</td> <td>219,288</td> </tr> <tr> <td>PR17E</td> <td>980,445</td> <td>568,254</td> </tr> </tbody> </table> <p style="text-align: center;"><b>Estimates FFB production (oil palm crop forecast).</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2018 (RM)</th> <th>2019 (RM)</th> <th>2020 (RM)</th> </tr> </thead> <tbody> <tr> <td>Bera Selatan 05</td> <td>48,002</td> <td>54,635</td> <td>54,636</td> </tr> </tbody> </table>		2018 (RM)	2019 (RM)	2020 (RM)	FFB	143,831	145,909	150,485	CPO	28,766	29,181	30,097		2018	2019	2020	RM/MT	43.37	44.56	46.96	Field	Fertilizer	Harvesting	PM90A	827,481	548,745	PM91B	733,708	591,447	PM97C	207,748	219,288	PR17E	980,445	568,254		2018 (RM)	2019 (RM)	2020 (RM)	Bera Selatan 05	48,002	54,635	54,636
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		<table border="1"> <tr> <td>FGV Merchong</td> <td>28,937</td> <td>32,872</td> <td>35,768</td> </tr> </table> <p>All revenue goes directly to HQ. Indirect cost – Staff salary, CSR &amp; expenses. Direct cost – 3 main costs – Upkeep, Harvesting and Transportation. Estimation cost available in “Anggaran Perbelanjaan Ladang” from year 2018 – 2020 including cost per MT and cost per hectare. For 2019, upkeeping estimated for RM3,842,555.76 equal to RM89.40/MT and RM1703.95/Ha.</p> <p>Complete replanting for 2016/17 programme (OP to OP) at field # PR16E (old # PM90A) completed on Aug 2016. Next replanting programmed on 2018 – 2020 for 1,705.42 Ha in PM90A (1B, 1C, 1D), PM91B (2A &amp; 2B) &amp; PM97C.</p> <p>Above replanting programme in details sighted “Unjuran Program Tanam Semula” – FGVP M Bera Selatan 05”. Observation in field sighted estate has prepared for 2018 programme by identification and marking the boundaries.</p>	FGV Merchong	28,937	32,872	35,768
FGV Merchong	28,937	32,872	35,768			
<b>Principle 4: Use of Appropriate Best Practices by Growers and Millers</b>						
Criterion by Audit	Summary					
MA	4.1	<p>Latest manual and SOPs available in place are documented in:</p> <p>‘Manual Operasi Kilang Sawit’ where 139 SOPs for milling practice is established included of:</p> <ul style="list-style-type: none"> <li>• <i>Felda Palm Industries Sdn. Bhd. Manual Operasi Tajuk: Kawalan Greding BTS Pembekal Luar Felda No. Dokumen: FPI/L3/03-03 Amendment Date 06/11/2013</i></li> <li>• <i>Felda Palm Industries Sdn. Bhd. Manual Operasi Tajuk: Mengisi Minyak CPO Ke Dalam Tanker Lori No. Dokumen: FPI/L3/11-01 dated 02/01/2001</i></li> <li>• <i>Felda Palm Industries Sdn. Bhd. Manual Operasi Tajuk: Kawalan Keluar Dan Masuk BTS Alihantar NO. Dokumen: FPI/L3/01-06 amendment date 31/12/2014</i></li> </ul> <p>‘Manual Operasi Makmal’:</p> <ul style="list-style-type: none"> <li>• <i>Felda Palm Industries Sdn. Bhd. Makmal-Pengambilan Sampel Amendment Date on 15/11/2010</i></li> <li>• <i>Felda Palm Industries Sdn. Bhd. Penggunaan Alatan Makmal Amendment Date on 15/11/2010</i></li> <li>• <i>Felda Palm Industries Sdn. Bhd. Penyediaan Bahan Kimia Amendment Date on 15/11/2010</i></li> </ul> <p>108 safety operating procedure are available in place as sighted Felda Palm Industries Sdn. Bhd. <i>Senarai Prosedur Kerja Selamat (Pengurusan Keselamatan dan Kesihatan Pekerjaan)</i> reviewed date on 04/04/2017, No. Issue: 22.</p> <ul style="list-style-type: none"> <li>• <i>Prosedur Kerja Selamat Tajuk: Kawalan Am Kenderaan Procedure No.: FPI-PK-002 Isu. No.:3 dated 14/07/2010</i></li> <li>• <i>Prosedur Kerja Selamat Tajuk: Operasi Bahagian Pentadbiran/Jambatimbang Procedure No.: FPI-PK-003 Isu. No.:3 dated 14/07/2010</i></li> </ul>				

		<ul style="list-style-type: none"> <li>• <i>Prosedur Kerja Selamat Tajuk: Operasi Effluent Treatment Procedure No.: FPI-PK-027 Isu. No.:3 dated 14/07/2010</i></li> </ul> <p><i>'Manual Prosedur System Pengurusan Kualiti Keselamatan, Kesihatan Pekerjaan Dan Alam Sekitar' (QOHSE):</i>        Felda palm industries Sdn. Bhd. <i>Prosedur system pengurusan kualiti, keselamatan, kesihatan pekerjaan dan alam sekitar (QOHSEMS) amendment date 31/05/2017 listed 26 SOPs:</i></p> <ul style="list-style-type: none"> <li>• <i>Manual Prosedur Tajuk: Plan Kualiti, Pengenalpastian Hazad, Penilaian Risiko, Penentuan Kawalan Dan Aspek Alam Sekitar (quality planning, hazard identification, risk assessment, determining control, risk environmental aspect) no dokumen: FPI/L2/QOHSE-1.0</i></li> <li>• <i>Manual Prosedur Tajuk: Kemampuan, Kesedaran Dan Latihan (competency, awareness and training) no dokumen: FPI/L2/QOHSE-5.0</i></li> <li>• <i>Manual Prosedur Tajuk: Pengurusan Bahan Buangan (Waste Management) No Dokumen: FPI/L2/QOHSE-9.0</i></li> </ul> <p>SOP for estate operations and Sustainability are well documented and available in place. <i>'Manual Prosedur Pensijilan RSPO Kategori Ladang FGVPM'</i> prepared by Mr. Anthonius Sani (Pengurus Kanan Unit Certification &amp; Due Diligence) reviewed by Mr. Norazam Abdul Hameed (Ketua Unit Certification &amp; Due Diligence) and approved by YM Raja Dato' Zamilia Raja Dato' Seri Mansur (Ketua Jabatan SED Sustainability &amp; Environment Department) outline 25 SOP for sustainable practice. Among the procedure identified are:</p> <ul style="list-style-type: none"> <li>• <i>Pengenalpastian Hazad, Penilaian Risiko Dan Penentuan Kawalan (HIRARC) No Dokumen: FGV/ML-1A/L2-Pr2 No. Isu: 1 effective dated 01/06/2016</i></li> <li>• <i>Pengurusan Makhluk Perosak Perosak Bersepadu (IPM) No Dokumen: FGV/ML-1A/L2-Pr3 No. Isu: 1 effective dated 01/06/2016</i></li> <li>• <i>Pengurusan Makhluk Perosak Perosak Bersepadu (IPM) No Dokumen: FGV/ML-1A/L2-Pr3 No. Isu: 1 effective dated 01/06/2016</i></li> <li>• <i>Kemampuan, Kesedaran Dan Latihan No Dokumen: FGV/ML-1A/L2-Pr5 No. Isu: 1 effective dated 01/06/2016</i></li> </ul> <p><i>'Manual Ladang Sawit Lestari Edisi II'</i> are available for:</p> <ul style="list-style-type: none"> <li>• <i>Pembajaan Sawit (Seksyen 5)</i></li> <li>• <i>Sawit Matang (Seksyen 4)</i></li> <li>• <i>Sawit Pramatang (Seksyen 3)</i></li> <li>• <i>Pembangunan Tanam Semula Sawit (Seksyen 2)</i></li> <li>• <i>Pengurusan Tapak Semaian Sawit (Seksyen 1)</i></li> </ul> <p>37 OSH SOP are available in place and documented in FGVPM Senarai Prosedur Kerja Selamat (Pengurusan Keselamatan Dan Kesihatan Pekerjaan Ladang) reviewed on 13/10/2016 No. Isu: 8. The SOPs included are:</p> <ul style="list-style-type: none"> <li>• <i>FGVPM/L3/PK-04 Prosedur Kerja Selamat Pengendalian Bahan Kimia issued on 01/04/2014</i></li> </ul>
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MA	4.2	<p>Laporan Agronomi FGVP(M) Bera Selatan 5, visit done on 23/05/2017 by Mr. Chow Chee Wai (Agronomist) and received by Mr. Azman Aman (Manager) and in Laporan Agronomi FGVPM Merchong dated 26/04/2017 agreed with Manager, Mr. Amran Abdullah shown the recommendation to enhance soil fertility. The recommendation highlighted on:</p> <ul style="list-style-type: none"> <li>• Soil fertility</li> <li>• Manuring</li> <li>• Soil moisture/erosion control</li> <li>• Pruning</li> <li>• Weeding</li> <li>• Pest and disease</li> </ul> <p>Agronomist had cited the comment for respective fields and had come out with suggestion to estate management to counter act the issues raised and done with following the manual of sustainable palm 2<sup>nd</sup> edition.</p> <p>Based on Program Pembajaan 2017, fertilizer from type of NK MIX, FPM 25, GML, FGR-A1 and MOP are to be applied in planted area based on agronomist's recommendation. Fertilizing record are done in Felda Plantations Sdn. Bhd. in "Buku Rekod Kerja Membaja Ladang: Bera Selatan 5" record latest updated until August 2017 for FPM 25 and NK MIX at PM01D with total coverage of 483.95 Ha. 2.50 Kg of FPM 25 and 2.85 Kg pf NK MIX has been applied to date.</p> <p>EFB mulching is applied at estate area. This application is recorded in record book, "Mengangkut Dan Menyusun Tandan Kosong". Estate had hired external contractor, Wawasan Margosa Maju as sighted SPK No. 5300002989 dated 22/03/2017 and endorsement letter Bil. 12/2017 dated 14/06/2017. In overall, 729.69 Ha of estate area has been applied with EFB to date.</p>



MA	4.3	<p>Plantation Sustainability and Quality Management “Polisi Perlindungan Tanah Curam Dan Rezab Sungai” signed by Mr. Emir Mavani (Presiden and CEO FGV) dated 01/06/2014 stated the best practice to conserve hilly area and riparian zone.</p> <p><b>FGVPM BERA SELATAN 05</b></p> <p>There is no problematic or fragile soil exist in estate. The soil map available in show soil series as follow:</p> <ul style="list-style-type: none"> <li>• Bungor (BGR)</li> <li>• Bungor lateritic (BGR/L)</li> <li>• Bungor shallow (BGR/S)</li> <li>• Chat (CHT)</li> <li>• Gajah Mati (GMI)</li> <li>• Harimau (HMU)</li> <li>• Holyrood (HYD)</li> <li>• Jabil (JBL)</li> <li>• Lating (LTG)</li> <li>• Local alluvium (LAA)</li> <li>• Lunas (LNS)</li> <li>• Malacca (MCA)</li> <li>• Malacca deep (MCA/D)</li> <li>• Munchong (MUN)</li> <li>• Organic clay and muck (OCM)</li> <li>• Serdang (SDG)</li> <li>• Tavy (TVY)</li> </ul> <p>Estate consisted of flat and undulated land where terracing planting are not available. Verified in ‘Peta Kontur Ladang Bera Selatan 05’.</p> <p>To inhibit any occurrence of soil erosion, estate has done several steps as recorded in Stesen Penyelidikan Ladang FGVPM Bera Selatan 05 C 4.3 Pengawalan Hakisan Bukti Amalan Cegah Hakisan such as:</p> <ul style="list-style-type: none"> <li>• EFB mulching</li> <li>• Frond alignment at estate area based on SOP</li> <li>• Application of silt pit</li> </ul> <p>Manual Pengurusan Ladang Sawit Lestari Nama Document: GAP-Penyelenggaraan Jalan Pertanian No Document: GAP-2.9 No. Issue: 1 dated 01/09/2006.</p> <p>Road maintenance program are available in ‘Stesen Penyelidikan Ladang FGVPM Bera Selatan 05 C 4.3 Pengawalan Hakisan Program Pembaikan Jalan. Mohd Aizuddin Selamat Enterprise is hired as contractor as sighted SPK, rujuk surat kuasa: (066)9522/WB/870-01/SPK 2017dated 10/06/2017. The road maintenance programme has been conducted in January and August for construction of sponge pit, culverting, agriculture road and drainage.</p>
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		<p><b>LADANG FGVP M MERCHONG</b></p> <p>The soil map available in 'Peta Siri Tanah Ladang FGVP M Merchong' identified as Local alluvium, Masai, Renggam, Malacca and Bungor laterite.</p> <p>Manual Ladang Sawit Lestari No. Document: MSL (Ed.2) – Sec.2 (11.0) dated 01/06/2012 are available and will be referring as guidance for terracing planting. Estate consisted of flat, hilly and undulated land where terracing plating are not available.</p> <p>To inhibit any occurrence of soil erosion, estate has done Maintenance of agricultural road as recorded in "Ladang Felda Merchong Buku Rekod Kerja SPK Ladang". The progress of road maintenance is done as to date at PM 00B 20, 300 m of road. Sri Bintang Trading is appointed as approved contractor to carried out road maintenance. Verified SPK No. 5600001700 dated 30/03/2017 to Sri Bintang Trading.</p>				
MA	4.4	<p><b>KILANG SAWIT KERATONG 09</b></p> <p>Water extracted from Sungai Keratong is used for mill processing activities. The water management plan is available in place stated in Felda/FGVPM: Pelan Pengurusan Air Tahun 2017 prepared by Mr. Yazid dated 20/06/2017.</p> <p>The final effluent discharged is monitored and tested weekly by Makmal Analisa Bukit Goh. Sighted the latest result done:</p> <p><u>1<sup>st</sup> week August 2017:</u>          BOD: 32 mg/L, Standard: &lt;100          pH: 8.73, Standard: &lt;9.00          Suspended solid: 80 ppm, standard: &lt;400          Oil and grease: 7 mg/L, standard: &lt;50 mg/L          Nitrogen: 9 mg/L, Standard: &lt;150 mg/L</p> <p><u>4<sup>th</sup> week July 2017:</u>          BOD: 25 mg/L, Standard: &lt;100          pH: 8.22, Standard: &lt;9.00          Suspended solid: 33 ppm, standard: &lt;400          Oil and grease: 5 mg/L, standard: &lt;50 mg/L          Nitrogen: 5 mg/L, Standard: &lt;150 mg/L</p> <p><u>3<sup>rd</sup> week July 2017:</u>          BOD: 31 mg/L, Standard: &lt;100          pH: 8.82, Standard: &lt;9.00          Suspended solid: 14 ppm, standard: &lt;400          Oil and grease: 1 mg/L, standard: &lt;50 mg/L          Nitrogen: 8 mg/L, Standard: &lt;150 mg/L</p> <p>The water usage per ton FFB processed recorded as below:</p> <table border="1" data-bbox="758 1937 1268 1975"> <thead> <tr> <th>Month</th> <th>Water/ton FFB</th> </tr> </thead> <tbody> <tr> <td style="background-color: black; color: white;"> </td> <td style="background-color: black; color: white;"> </td> </tr> </tbody> </table>	Month	Water/ton FFB		
Month	Water/ton FFB					

		<table border="1"> <tr> <td>March 2017</td> <td>0.98</td> </tr> <tr> <td>April 2017</td> <td>0.99</td> </tr> <tr> <td>May 2017</td> <td>1.01</td> </tr> <tr> <td>June 2017</td> <td>1.00</td> </tr> <tr> <td>July 2017</td> <td>1.01</td> </tr> </table> <p><b>LADANG FGVPM BERA SELATAN 05</b> Ladang Bera Selatan 05 Pelan Pengurusan Air Tahun 2017 prepared by Mr. Murshidi (RSPO Asst.) dated 01/07/2017 shown water management plan to be implemented in estate. there is no water source, course way or water body available in estate compound. No river flowing and crossing estate compound.</p> <p><b>LADANG FGVPM MERCHONG</b> Water Management Plan (Pelan Tindakan Bagi Kawalan Pencemaran Air Sungai) dated 10/05/2017 to follow Class III interim national river water quality standard shown plan implemented in estate area.</p> <p>There is no river flowing across the estate. Sg. Kelayar and Sungai Jambarua flowing adjacent to estate boundary. As initiative, estate maintain the riparian zone of the river and done annual water analysis at inlet and outlet. Result are meet the permissible limit of local regulations. Sighted test result: Test certificate- Water Analysis sample description: Sample (RSPO)- Merchong issued dated 28/12/2016 shown:</p> <ul style="list-style-type: none"> <li>• pH: 4.7</li> <li>• BOD: 2 mg/L</li> <li>• SS: 9 mg/L</li> <li>• Ammoniacal nitrogen: 0.9 mg/L</li> </ul>	March 2017	0.98	April 2017	0.99	May 2017	1.01	June 2017	1.00	July 2017	1.01
March 2017	0.98											
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MA	4.5	<p><b>LADANG FGVPM BERA SELATAN 05</b> <i>Pengurusan Makhluk Perosak Bersepadu (IPM) No. Document: FGV/ML-1A/L2-Pr3 No. Isu: 1 effective dated 01/06/2016 showing IPM to be implemented in estate operational activity.</i></p> <p>Verified IPM monitoring done as below:</p> <ul style="list-style-type: none"> <li>• <i>Stesen Penyelidikan Ladang FGVPM Bera Selatan 05 Fail Bancian Serangan Musuh Penyakit</i></li> <li>• <i>Program Kerja Ladang 2017 (Sawit Matang) Ladang Bera Selatan 05 And Program Kerja Ladang 2016 (Pra-Matang) Ladang Bera Selatan 05 outlined the IPM plan to be conducted in immature and mature area.</i></li> </ul> <p>Estate has conducted census for owl as verified in, <i>Rumusan Bancian Sarang Burung Pungguk Jelapang</i> at 2611.42 Ha. Estate has in total barn owl: 43 Which 30 of them is occupied.</p> <p>FGVPM Ladang Bera Selatan 05 program OSH 2017 outlined OSH program included of Training, OSH meeting, medical surveillance etc. <i>Laporan Program Taklimat Keselamatan Dan Latihan Menabur Umpan Tikus (Butik Super)</i> given by Mr. Nazri, Mr. Norhiedzam and Mr. Abd. Rahman and attended by 6 workers was sighted.</p> <p><b>LADANG FGVPM MERCHONG</b></p>										

		<p>Pelan Pengurusan Kawalan Serangan MakhluK Perosak Tanaman Bersepadu (IPM) outlined for:</p> <ul style="list-style-type: none"> <li>• Rat census</li> <li>• Pest and disease: conducted on 30/05/2017</li> <li>• Barn owl census</li> <li>• Training for IPM: done dated 25/07</li> <li>• Planting of beneficial plant: tunera, cassia, antigonon</li> <li>• Bag worm census</li> <li>• Census and training for ganoderma attack</li> </ul> <p><i>Latihan Cara-Cara Penaburan Butik dated 25/07/2017 attended by 9 workers and Latihan Pemakaian PPE Dan Meracun dated 17/07/2017 attended by 14 workers are done.</i></p>
MA	4.6	<p><b>KILANG SAWIT KERATONG 09</b></p> <p>Summary report of a chemical health risk assessment (USECHH Regulations, 2000) date of assessment on 28/02/2013 done by Mr. Ihsan Sharif (JKKP HIE 127/171-2(85)). 7 unit and 72 chemicals are being assessed as sighted below:</p> <ul style="list-style-type: none"> <li>• Laboratory assistant and attendant</li> <li>• Water treatment plant operator</li> <li>• Boiler maintenance personnel</li> <li>• Scheduled waste personnel</li> <li>• Workshop personnel</li> <li>• Chemical store personnel</li> <li>• Diesel storage personnel</li> </ul> <p>Hearing test is done dated 07/04/2017 and 20/04/2017 as sighted the baseline &amp; annual audiometric test report Kilang Sawit Keratong 9 where 83 workers has been tested. 21 workers are diagnosed to have hearing impairment. These workers are given hearing protector and will undergo further test. PPE distribution is done as verified <i>Rekod Pengambilan Alatan Keselamatan</i>. Sighted application letter to</p> <ul style="list-style-type: none"> <li>• Specialist mobile safety supplies Sdn. Bhd. Audiometric test results done to Abd Shukur bin Mat Ali (Chargeman), Serial No.: GS0065181</li> <li>• Specialist mobile safety supplies Sdn. Bhd. Audiometric test results done to Masrulrizal bin Madon (general worker), Serial No.: GS0065181.</li> <li>• Specialist mobile safety supplies Sdn. Bhd. Audiometric test results done to Azuan bin Abdul (workshop), Serial No.: GS0065181 showed normal hearing.</li> </ul> <p>Occupational Medical Surveillance Program Kilang Sawit Keratong 9 dated 04/05/2017 prepared by Dr. Ling Kay Kwong. Test done for blood, urine, lung function, 2,5- Hexanedione and physical checkup. 25 workers had undergone medical surveillance as below:</p> <ul style="list-style-type: none"> <li>• Laboratory unit: 5</li> <li>• Mechanical &amp; electrical unit: 15</li> <li>• Water treatment unit:2</li> <li>• Executive and store unit:3</li> </ul> <p>Verified medical surveillance test, Employee Medical Record Book done for Mohamad Hafizdzuan bin Mohd Wahid, Mohd Saifulhaman and Ridzuan</p>

		<p>Ibrahim where test confirm they are fit to carry out his work.</p> <p><b>LADANG FGVPM BERA SELATAN 05</b></p> <p>CHRA has been conducted by Occumed Consultancy &amp; services dated 26/06/2015. This CHRA is valid for 5 years and will be reviewed again on 2020. Pesticide including in CHRA are:</p> <p>Pesticide:</p> <ul style="list-style-type: none"> <li>• Malathion 96%, class III</li> <li>• Glyphosate isopropylamine 41%</li> <li>• Metsufuron methyl, class IV</li> <li>• Paraquat dichloride 13%</li> <li>• Triclopyr butoxyethyl ester 32.1 %</li> <li>• Glyphosate potassium 49%</li> <li>• Resigen SC</li> <li>• Glufosinate-ammonium 13.5%</li> <li>• Cypermethrin, class III</li> </ul> <p>Fertilizer:</p> <ul style="list-style-type: none"> <li>• Rock phosphate</li> <li>• Kieserite</li> <li>• Compound fertilizer</li> <li>• MOP</li> <li>• NK mixture</li> <li>• Ammonium sulphate</li> </ul> <p>Letter restriction use of Paraquat dichloride signed by Mr. Suhaidi (CEO Felda Global Ventures Plantations) bil: (27)010810/HQ/JAB.OP.17/PLANTATIONS/AM dated 08/05/2017. The letter circulates the ban of herbicides application that contained Paraquat dichloride.</p> <p>Pesticide record usage are documented in RSPO Stesen Penyelidikan Ladang FGVPM Bera Selatan 05 P4-Amalan Pertanian Baik Rekod Penggunaan Bahan Kimia. The pesticide used are summarized per month and available as below:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Pesticide</th> <th style="text-align: center;">a. i.</th> </tr> </thead> <tbody> <tr> <td>Ellytech 20 WG</td> <td>Metsulfuron methyl</td> </tr> <tr> <td>Supresate 41</td> <td>Glyphosate isopropyl amine</td> </tr> <tr> <td>Paranox</td> <td>Paraquat dichloride</td> </tr> <tr> <td>Garlon Mix</td> <td>Aminopyralid potassium/ triclopyt-butotyl</td> </tr> <tr> <td>Butik Super</td> <td>Chlorophacinone</td> </tr> <tr> <td>Metfuron</td> <td>Metsulfuron methyl</td> </tr> </tbody> </table> <p>The usage and application areas of the pesticide is recorded in 'Rekod Racun Tahun 2017 % Pengiraan a.i/hektar &amp; a.i/tan bts'.</p>	Pesticide	a. i.	Ellytech 20 WG	Metsulfuron methyl	Supresate 41	Glyphosate isopropyl amine	Paranox	Paraquat dichloride	Garlon Mix	Aminopyralid potassium/ triclopyt-butotyl	Butik Super	Chlorophacinone	Metfuron	Metsulfuron methyl
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		<p>Medical surveillance report 2017 FGV Plantation (M) Sdn. Bhd. Ladang Felda Bera Selatan 05 'Organophosphate Exposure' by Dr. Halim Bin Ishak (JKKP HQ/08/DOC/00/387). 59 employees had undergone medical test dated 29/03/2017</p> <ul style="list-style-type: none"> <li>• Certificate of fitness to Tuhir (Sprayer) showed test conducted for physical examination, blood, urine, spirometry and cholines indicated normal result and he is medically fit to carry out his work</li> <li>• Certificate of fitness to Suspendi Rahman (sprayer) showed test conducted for physical examination, blood, urine, spirometry and cholines indicated normal result and he is medically fit to carry out his work</li> <li>• Certificate of fitness to Taufik Hidayat (sprayer) showed test conducted for physical examination, blood, urine, spirometry and cholines indicated normal result and he is medically fit to carry out his work</li> </ul> <p>All 59 workers are medically fit to carry out their work as sighted their documented test result</p> <p><b>LADANG FGVPM MERCHONG</b> Chemical Health Risk Assessment Felda Global Ventures Plantations (M) Sdn. Bhd, Ladang Felda Merchong In Compliance to Regulation 9 Under Occupational Safety and Health (Use and Standard of Exposure of Chemicals Hazardous to Health) Regulation 2000 is available in place showing pesticide allowable to be used in estate.</p> <p>Pesticide record available until Mac 2017 in 'Rekod Racun Tahun 2017 % Pengiraan a.i/hektar &amp; a.i/tan bts' shown 4 types of pesticides used as below:</p> <table border="1" data-bbox="694 1288 1327 1523"> <thead> <tr> <th>Pesticide</th> <th>a. i</th> </tr> </thead> <tbody> <tr> <td>Supresate 41</td> <td>Glyphosate isopropyl amine</td> </tr> <tr> <td>Garlon Mix</td> <td>Aminopyralid potassium/triclopyt-butotyl</td> </tr> <tr> <td>Butik Super</td> <td>Chlorophacinone</td> </tr> <tr> <td>Metfuron</td> <td>Metsulfuran methyl</td> </tr> </tbody> </table> <p>SOP <i>Pengurusan Sisa Pepejal</i> no. document: FGV/ML-1A/L2-Pr19 No. Issue: 1 effective dated 01/06/2016 for handling of schedule waste.</p> <p>Scheduled waste inventory is recorded in scheduled waste inventory, <i>Rekod Keluar Dan Masuk Bekas/Tong Racun</i> updated by person in charge. The last collection was done on 21/07/2017 by SS Setia Teknologi Enterprise receipt no.: 0072. 116 pesticide containers and 8 pesticide pumps are being collected. Letter of approved scheduled waste collected is issued by department of agriculture to SS Setia Teknologi Enterprise letter no.: JPK.NO.3.45/06-() dated 04/03/2013.</p> <p>Medical surveillance for physical examination, blood, liver and urine:</p> <ul style="list-style-type: none"> <li>• Certificate of fitness Iswandi Ali (AT 032976) confirm he is medically fit</li> </ul>	Pesticide	a. i	Supresate 41	Glyphosate isopropyl amine	Garlon Mix	Aminopyralid potassium/triclopyt-butotyl	Butik Super	Chlorophacinone	Metfuron	Metsulfuran methyl
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		<p>to carry out his work</p> <ul style="list-style-type: none"> <li>• Certificate of fitness Khairul Anwar confirm he is medically fit to carry out his work</li> <li>• Certificate of fitness Jalalludin (A 7451381) confirm he is medically fit to carry out his work</li> </ul>
MA	4.7	<p><b>KILANG SAWIT KERATONG 09</b></p> <p>OSH Policy available in place such as:</p> <ul style="list-style-type: none"> <li>• <i>Dasar Kesihatan, Keselamatan Dan Alam Sekitar signed by Dato' Zakaria Arshad (Ketua Pegawai Eksekutif) dated 15/10/2016</i></li> <li>• <i>Dasar Keselamatan Dan Kesihatan Pekerjaan signed by Mr. Suhaidi Hamzah (Ketua Pegawai Eksekutif) issued on 30/03/2017</i></li> </ul> <p>HIRARC document (<i>Pengenalpastian Hazad, Penilaian Risiko Dan Penentuan Kawalan</i>), FPI/L4/QOHSE-1.4 Pind. 1 prepared by AJK QOHSE dated 10/02/2016. Mill activities involved such as:</p> <ul style="list-style-type: none"> <li>• Confined space: boiler, Silo, digester, Crude clarifier tank</li> <li>• Store</li> <li>• Prime mover</li> <li>• Water pump</li> <li>• Boiler</li> <li>• Biogas</li> <li>• Weighbridge</li> <li>• Loading ramp/marshalling yard</li> <li>• Sterilizer: sterilizer, tipper, autofeeder</li> <li>• Press: Crane, cake breaker conveyor, thresher, press, fruit elevator, digester, bunch crusher</li> <li>• Kernel plant: fiber cyclone, shell bunker, kernel silo, air lock etc.</li> </ul> <p>Training Programme for Contractors: FPISB Keratong 9 Tahun: 2017 for QOHSE awareness, safety operating procedure, emergency response plan, HIRARC, PPE etc. the plan completed with target group, frequency and scheduled. This plan is prepared by Mr. Najib (Assistant) and approved by Mr. Malik (Manager) dated 10/02/2017.</p> <p>PPE distribution is done as verified '<i>Rekod Pengambilan Alatan Keselamatan</i>'.</p> <p>Training conducted such as:</p> <ul style="list-style-type: none"> <li>• <i>Taklimat Dan Latihan Alat Bantuan Pencegahan Kebakaran</i> dated 03/06/2017 and attended by 34 workers</li> <li>• QOHSE awareness training is done dated 01/03/2017 given by Mr. Najib Ishak (Asst. Manager). The training was attended by 69 mill workers.</li> </ul> <p><b>There is Major NC was raise under 4.7.2 for HIRARC done for chemical store did not cover for case of chemical exposure. During site visit, it was observed that electrical wire connected to Pump 1 was broken</b></p>

		<p><b>These issues are not being assessed and implemented in risk assessment. Thus, level of the risk cannot be defined.</b></p> <p><b>LADANG FGVPM BERA SELATAN 05</b> FGVPM Ladang Bera Selatan 05 Program OSH 2017 shown dedicated trainings to be conducted on 2017 such as OSH awareness, medical surveillance, HIRARC etc. Among the training plan sighted is:</p> <ul style="list-style-type: none"> <li>• <i>Latihan Membaja Dan Pemakaian PPE done by Mr. Murshidi and Mr. Asmadi dated 16/05/2017 to 6 sprayers</i></li> <li>• <i>Latihan Pengendalian Bahan Kimia Kepada Kerani Bekalan Dan Pengendalian Racun done by Mr. Murshidi and Mr. Asmadi and Mr. Razak dated 06/02/2017 to 13 sprayers</i></li> <li>• <i>Taklimat Kesihatan Kepada Pekerja Meraacun Dan Petugas Yang Terlibat Dengan Racun dated 29/03/2017 by Dr. Halim (Klinik Sulaiman).</i></li> </ul> <p><b>There is Major NC was raise under 4.7.2 for PPE allocated to harvester is not practice according to HIRARC. No goggles are distributed for harvesting operation.</b></p> <p><b>LADANG FGVPM MERCHONG</b> Ladang FGVPM Merchong Program OSH 2017 shown intended program for OSH to be carried out for whole 2017 completed with target group, timeline etc.</p> <p>Latest HIRARC in Ladang FGVPM Merchong in <i>Pengenalpastian Hazad, Penilaian Risiko Dan Penentuan Kawalan</i> Form No.: 4.7.1 prepared by Mr. Nafi and checked by Mr. Shamsudin dated 25/03/2016 for:</p> <ul style="list-style-type: none"> <li>• Harvesting: adequate PPE provide</li> <li>• Manuring: SaOP and PPE</li> <li>• Spraying: SaOP and PPE</li> </ul> <p>PPE issuance: Harvester can replace their rubber shoes depend on condition (if workers not purposely damage their shoes). Done for rubber gloves to chemical handling workers, apron, Mask 3M single-face, filter mask 3M, goggle for sprayers and rubber shoes. The PPE distributed once a year.</p>
MA	4.8	<p><b>KILANG SAWIT KERATONG 09</b> Training plan program was outlined for the whole 2017. Verified Training Programme for Workers and Contractors FPISB Keratong 9 Tahun: 2017 prepared by Mr. Najib and approved by Mr. Malik dated 10/02/2017. The training scheduled for:</p> <ul style="list-style-type: none"> <li>• Awareness training for QOHSE (ISO 18001/14001/9001), RSPO &amp; ISCC</li> <li>• Safety operating procedure</li> <li>• Emergency response procedure</li> <li>• Chemical handling</li> <li>• HIRARC</li> <li>• Awareness Training ISO QOHSE done dated 01/03/2017 attended by 69 participants.</li> </ul>

		<p>Records of training for each employee been maintained. Record verified: Zabidi bin Mohamad Saad (Workshop):</p> <ul style="list-style-type: none"> <li>• Thresher training dated 19/08/2017</li> <li>• QOHSE awareness dated 01/03/2017</li> <li>• Safety operating procedure dated 12/08/2017</li> </ul> <p>Latip (loading ramp)</p> <ul style="list-style-type: none"> <li>• Thresher training dated 19/08/2017</li> <li>• QOHSE awareness dated 01/03/2017</li> </ul> <p>Muhammad Akhbar (Store keeper)</p> <ul style="list-style-type: none"> <li>• Engine room training dated 15/07/2017</li> <li>• QOHSE awareness dated 01/03/2017</li> </ul> <p><b>LADANG FGVPM BERA SELATAN 05/</b> Training plan such as PPE, spraying, harvesting, new workers, environment, OSH, medical surveillance etc. is shown in Program OSH 2017, Ladang Bera Selatan 05</p> <p><b>LADANG FGVPM MERCHONG</b> Training program stated in program latihan 2017 Ladang FGVPM Merchong prepared by Mr. Samsudin for program such as OSHA, pesticide, PPE, fire burning, new workers and triple rinse, sexual harassment, ERP, HIRARC etc. is available in place. The realization and planned date is showed.</p>
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**Principle 5: Environmental Responsibility and Conservation of Natural Resources and Biodiversity**

Criterion by Audit	Summary	
MA	5.1	<p>Environmental Impact Assesment Document of Keratong Mill, Bera Selatan 5 and Merchong Estates was approved on 11<sup>st</sup> of January 2016. Sighted in <i>'Laporan Aspek Impak alam sekitar melalui aktifitas perladangan, bahan buangan, dan pencemaran.</i> The EIA has been conducted and documented according to local requirements and include consultation with relevant stakeholders to identify impact and to develop any mitigation measures.</p> <p>The result of consultation and the mitigation measures were stated at SEIA document. Keratong 9 Mill, Merchong and Bera Selatan 5 estates have ensured that all activities with significant environmental impacts were managed. Control measure were defined and implemented for ensuring that negative environmental impact was prevented or mitigated. The implementation of those control measures is monitored during monthly environmental patrol and also round of internal audits.</p> <p>The evident sighted regarding stakeholder consultations include government and public as the minutes of meeting within the document.</p> <p>For internal environmental aspect and evaluated its impact document, the information of environmental aspect and impact was reviewed and updated at least once a year based on Environmental Management System ISO 14001:2004. Last review and update of environmental aspect and impact register was performed on 11 January 2016.</p> <p>Document of environmental impact assessment covered:</p> <ul style="list-style-type: none"> <li>• Water resources</li> <li>• Biological diversity</li> </ul>



		<ul style="list-style-type: none"> <li>• Air quality</li> <li>• Environment quality</li> <li>• Economic, social and culture</li> <li>• Building new roads, processing mills or other infrastructure;</li> <li>• Putting in drainage or irrigation systems;</li> <li>• Replanting and/or expansion of planting areas;</li> <li>• Management of mill effluents;</li> <li>• Clearing of remaining natural vegetation;</li> <li>• Management of pests and diseases palms by controlled burning;</li> <li>• Result of stakeholder consultation</li> </ul> <p>Keratong 9 Mill, Bera Selatan 5 and Merchong Estates has implemented procedure for identifying environmental aspect and evaluating its impact based on Environmental Management System ISO 14001. As required by the procedure, the information of environmental is reviewed and updated regularly. Last review and update of environmental aspect and impact register was performed on September 2016.</p> <p>Both mill and estate has ensured that all activities with significant environmental impacts were managed. Control measure were defined and implemented for ensuring that negative environmental impact were prevented or mitigated. There were several types of control measures defined: engineering control, administrative control and PPE.</p> <p>There were environmental management plan year 2017, some program has been implemented within a comprehensive action plan, such as water measurement analysis, air ambient and emission measurement, updating environmental aspect and impact identification.</p> <p><b>However, Minor NC raise under 5.1.2 there was not evidence that The Enviromental management plan has identified the responsible person for Keratong 9 POM.</b></p>
MA	5.2	<p>Identification of any protected, rare, threatened or endangered species and HCV habitat has been performed by Mr Yaslam bin Mohammad Salleh. The HCV assessment performed in 6 December 2016.</p> <p>HCV assessment been conducted and cover the following:</p> <ul style="list-style-type: none"> <li>• Presence of protected areas that could be significantly affected by the grower or miller;</li> <li>• Conservation status (e.g. IUCN status), legal protection, population status and habitat requirements of rare, threatened, or endangered (RTE) species that could be significantly affected by the grower or miller.</li> <li>• Identification of HCV habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower or miller.</li> </ul> <p>Public consultation was carried out on 28 September 2016, participated by people representing the local community and local government. It had intended to get aspiration and responses from stakeholders related identification result of HCV and its management.</p> <p>HCV assessment were including checking of available biological records in and around of FGVP.</p> <p>Assessment performed in accordance to the latest methodology available at global and national level. The method used in accordance with scientific</p>

		<p>standards and Identification Guide HCVA in Malaysia version in 2003. Stages of identification activities include:</p> <ul style="list-style-type: none"> <li>• Review of the data and information that has been available</li> <li>• Early identification of HCV</li> <li>• Drafting of plans for field surveys</li> <li>• Secondary data collection</li> <li>• Field survey</li> <li>• Mapping and landscaping</li> <li>• Assessment aspect fauna</li> <li>• Assessment aspects of flora</li> <li>• Assessment aspects of social, economic and cultural</li> <li>• Analysis and Mapping</li> </ul> <p>HCV identified was mapped in HCV Map with scale 1: 35.000.</p> <p>RTE assessment have been carried out and the report sighted in the document “Wildlife survey Bera Selatan 5 and Merchong Estate and submitted on 6<sup>th</sup> December 2016 by Mr Yaslam bin Mohammad Salleh</p> <p>Sighted the SOP for HCV monitoring in document “Procedure Biodiversity and sustainability)”. List of birds encountered during filed activities also sighted. Each species has been remarked as endangered, human commensal, edge species, forest species.</p> <p>Management plan was available containing appropriate measures that are expected to maintain and/or enhance them, includes:</p> <ul style="list-style-type: none"> <li>• Maintenance of HCV marking, manual upkeep, fertilization by drilling at the riparian</li> <li>• Replacement of warning sign</li> <li>• Monitoring of riparian</li> <li>• Erosion handling</li> <li>• Monitoring the presence of wildlife</li> <li>• Monitoring of illegal hunting</li> </ul> <p>Management plans and monitoring of HCV was breakdown in Estate HCV Management Program, each Division assistant was responsible for the program and its implementation.</p> <p>On 21<sup>th</sup> and 23<sup>th</sup> January 2017, HCV refresher training have been conducted at Merchong Estate for all the ESH personnel. The objective of the training to train back the old personnel and train the new personnel on HCV monitoring, camera trapping, GPS and mapping, RTE and discussion on HCV issues within the plantations.</p> <p>Sighted the HCV monitoring and action plan for Merchong Estate from 2016 until 2019 latest revised 15<sup>th</sup> February 2017.</p> <p>As per mention in the action plan, estate need to set up signboard of HCV and riparian base on the types of HCV. During the site visit, sighted estate management has set up signboard for each HCV.</p> <p>As per mention in the action plan stated that estate need to mark the riparian boundary and mark palms and erect riparian signboards as recommended in</p>
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		<p>riparian management guidelines. Stated also that the management will maintain the red marking indicator for riparian boundaries and to ensure that clear riparian boundaries are visible and identified.</p> <p>Sighted the SOP for HCV monitoring in document “Procedure biodiversity and sustainability” issued in December 2016.</p> <p>Marking need to be done at interval 50 meters depend to the topography and to ensure the boundaries are clearly sighted.</p>
MA	5.3	<p>All the waste product has been identified and listed in the document title “Kilang Keratong Waste and pollution-identification, prevention, mitigation and improvement plan 2017.</p> <p>The waste has been identified base on the mill operation and process that are</p> <ol style="list-style-type: none"> <li>a. Mill operation</li> <li>b. Effluent (POME)</li> <li>c. General store</li> <li>d. Schedule waste store</li> <li>e. Laboratory</li> <li>f. Office</li> <li>g. Workshop</li> <li>h. Labour line</li> <li>i. Landfill</li> <li>j. Biogas</li> </ol> <p>Also stated in the same document, the source of waste/pollution, possible waste, effected environment, mitigation, progress/ improvement and person in-charge.</p> <p>Sighted also the procedure for waste handling in the document Wate Management Procedure title handling, storage and disposal common wastes last revision on 21<sup>st</sup> March 2016</p> <ol style="list-style-type: none"> <li>a. Segregation 3 types of wastes (organic, non-organic and schedule wastes.</li> <li>b. Landfills distance from any water way or housing</li> <li>c. Additional for current practices</li> <li>d. Landfill guidelines</li> </ol> <p>In the SOP stated the purpose, scope and responsibility of the SOP.</p> <p>Stated in the SOP, waste that did not declared as schedule waste is call as common waste and categorised into two which is</p> <ol style="list-style-type: none"> <li>a. Household waste</li> <li>b. Milling waste</li> </ol> <p>SOP for handling schedule waste also sighted in document “Labeling handling storage, transfer and disposal of schedule waste”</p> <p>Recycling plan for metal scrap is by selling the scrap iron when the quality become significant or more than 10 MT and need to obtain approval by General Manager mill, and must be weighed before selling to scrap iron dealer and record maintained and verified by Mill manager.</p>

		<p>Stated in the procedure handling, storage and disposal of common wastes document, all households' wastes shall be segregated in 3 types (schedule waste. Non-organic and organic waste) and different types of wastes bin will handle different categories of household</p> <p>Records of common wastes sent to landfill sighted for April, May and June 2017. Sighted in the records, the collection has been carried out twice in a week.</p> <p>For schedule waste, sighted the schedule waste management report as at June 2017. Total 13 schedule wastes have been listed base on the waste code and name of waste. Date generated also stated in the same report.</p> <p>POM maintained the inventory of schedule wastes through eswis and also sighted the inventory from march 2017 until July 2017.</p> <p>Latest disposal sighted on 16<sup>th</sup> April 2017. Total 8 types of SW have been disposed. Consignment notes sighted for each schedule waste.</p> <p><b><u>Merchong and Bera Selatan 5 Estate</u></b></p> <p>Waste have been identified in the document waste and pollution, identification, assessment, prevention, mitigation and improvement plan for year 2017. The waste has been identified based on the operations/activities and stated the source of waste/pollution.</p> <p>Sample taken for fertilizing and agrochemical usage, stated that the possible waste is plastic and chemical waste. Stated the prevention methods is to collect the all the fertilisers bags and returned to store, the fertilisers bags need to be kept at store after triple rinsing.</p> <p>The disposal methods (hazardous and non-hazardous) were described on documented procedure 4.2 Waste Management dated March 2016, detailed as follows: Waste category such as:</p> <ol style="list-style-type: none"> <li>1. Hazardous waste (solid and liquid waste)</li> <li>2. Non-hazardous waste, separated for non-organics (economic and non-economic value) and organics</li> </ol> <p>Hazardous waste separated for:</p> <ul style="list-style-type: none"> <li>• Solid waste, such as used rags, used battery, used toner and cartridge, used lamp, used chemical/agrochemical container, medical waste</li> <li>• Liquid waste, such as used oil, chemical expiry</li> </ul> <p>Hazardous waste was stored at hazardous waste temporary storage and managed by licenced vendors/transporter. It was observed that last disposal with document no 007634, waste category 6W305, on 15 August 2017. Disposed methods:</p> <ol style="list-style-type: none"> <li>1. Landfill (organics and non-organics)</li> <li>2. Hazardous waste temporary storage managed by licensed vendors</li> <li>3. Reuse</li> <li>4. Burnt as boiler fuel</li> </ol> <p>All empty agrochemical containers were triple rinsed, the jerry can were reused to spraying activities, while bottles containers were stored in the designated area and categorized as hazardous waste. Records of chemical</p>
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		<p>containers quantity disposed were evident. Liquid waste from agrochemical was reused for the next spraying application.</p> <p>Several ex-chemicals materials containers that use at mills and estates operations such as laboratory chemicals ex-containers, boiler additive liquids, lubricants, workshop materials, use battery, medical waste, ex-agrochemical container, used filter, etc. were categorized as hazardous wastes that stored at hazardous waste temporary warehouse, that will be managed by licensed vendor (Kualiti Alam Sdn Bhd).</p> <p><b>It was found the waste water from Shower room, eye wash and waste from Premix area flow in to Monsoon drain, during the visit, It was observed the facilities was not function, such as the pump, and recycle water tank filled with waste, such as containers cap and plastic bags.</b></p> <p>Waste management and disposal plan 2016 available consists of operation, source of waste, possible waste, environment impacts, prevention/mitigation, improvement and person in-charge. Waste treated water are used for land application and the tests are conducted for every month.</p>																										
MA	5.4	<p><b><u>Keratong 9 POM</u></b></p> <p>Monitoring of improving efficiency sighted in the document “Water consumption, electricity and effluent discharge cost monitoring from January 2016 until December 2016. POM mill the usage for diesel, electricity, water (domestic, process, boiler and process + boiler).</p> <p>Diesel usage for year 2016 is 153,892 litre and ratio are 0.71 litre/Mt</p> <p><b><u>FGV Merchong and FGV Bera Selatan 5</u></b></p> <p>There is plan on efficiency use of fossil fuel and optimize renewable energy for year 2017. Plan to reduce/improving of fossil fuel usage by:</p> <ul style="list-style-type: none"> <li>- Regular servicing of vehicles according to the hours usage</li> <li>- Minimise the usage of the engine hours.</li> </ul> <p>There’s a record for Diesel Consumption from Jan to Aug 2016 classified by light vehicle, farm tractors, heavy machineries, genset and lorry.</p> <table border="1" data-bbox="778 1473 1241 1912"> <thead> <tr> <th>Month</th> <th>Diesel (l) / FFB (Mt)</th> </tr> </thead> <tbody> <tr><td>Jan 2016</td><td>0.72</td></tr> <tr><td>Feb 2016</td><td>1.00</td></tr> <tr><td>Mar 2016</td><td>0.67</td></tr> <tr><td>Apr 2016</td><td>1.52</td></tr> <tr><td>May 2016</td><td>0.52</td></tr> <tr><td>Jun 2016</td><td>0.66</td></tr> <tr><td>Jul 2016</td><td>0.60</td></tr> <tr><td>Aug 2016</td><td>0.49</td></tr> <tr><td>Sep 2016</td><td>0.51</td></tr> <tr><td>Oct 2016</td><td>0.59</td></tr> <tr><td>Nov 2016</td><td>0.55</td></tr> <tr><td>Dec 2016</td><td>0.66</td></tr> </tbody> </table> <p>2017 diesel consumption monthly return as at to date April 2017 below,</p>	Month	Diesel (l) / FFB (Mt)	Jan 2016	0.72	Feb 2016	1.00	Mar 2016	0.67	Apr 2016	1.52	May 2016	0.52	Jun 2016	0.66	Jul 2016	0.60	Aug 2016	0.49	Sep 2016	0.51	Oct 2016	0.59	Nov 2016	0.55	Dec 2016	0.66
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MA	5.5	<p>Sustainability policy been established as updated April 2016 signed by Dato Zakaria Arshad (Group President).</p> <p>Estate has established decision letter of zero burning with document no 40 /FGVPM/PSQM/SPQ/HQ/01 on 24 July 2015 approved by Mr Ab Ghani Mohd Ali, it was stated "Makluman Larangan Pembakaran terbuka di kawasan Ladang dan Kilang".</p> <p>The environmental policy stated, practices of zero-burning. Polisi Larangan Pembakaran Terbuka: "Tiada seorang pun petugas atau pekerja FGV atau kontraktor yang bekerja di permis FGV boleh membenarkan atau menyebabkan pembakaran terbuka, sama ada semasa aktiviti, kerja-kerja tanam semula, pembakaran sampah domestic di tapak pelupusan sampah, kawasan pejabat, kawasan penempatan petugas dan pekerja segala jenis pembakaran terbuka di premis."</p> <p>Sustainability policy been established as updated April 2016 signed by Dato Zakaria Arshad (Group President).</p>										
MA	5.6	<p><b><u>Keratong POM</u></b> Identification of all pollution available in Waste Management and Disposal Plan 2016. The plan described and identified waste/polluting activities. Significant pollutants and greenhouse gas (GHG) emissions be identified, available in Palm GHG summary report. There is improvement plan to reduce polluting/waste in doc Pelan "Mengurangi pencemaran dan pemantauan kesan perlepasan gas rumah hijau".</p> <p>GHG inventory sighted in the document GHG inventory 2016. The GHG have been calculated based on the process and item. The value gained also remarks and the data sources also have been remarks. The process included in the GHG calculations are:</p> <ol style="list-style-type: none"> <li>a. Electricity</li> <li>b. Heat generation             <ol style="list-style-type: none"> <li>i. Boiler 1</li> <li>ii. boiler 2</li> </ol> </li> <li>c. Production process</li> <li>d. Waste water effluent</li> <li>e. Transportation EFB to estate</li> <li>f. Transportation in the mill</li> <li>g. Other inputs</li> <li>h. Oil and lubricants</li> <li>i. Water intake</li> </ol> <p><b><u>Merchong and Bera Selatan 5 Estate</u></b> Identification of all pollution available in document. Waste &amp; Pollution – identification, prevention, mitigation and improvement. The plan described and identified waste/polluting activities. Provided data of FFB intake, CPO &amp; PK</p>										

		<p>dispatches data, shell consumption and dispatches data and EFB dispatches data. Document controller compiled all the relevant GHG data and information for GHG calculation data sheet.</p> <p>Refer Appendix 2 for Summary of GHG Emissions</p>
<b>Principle 6: Responsible Consideration of Employees and of Individuals and Communities by Growers and Millers</b>		
Criterion by Audit	Summary	
MA	6.1	<p>There is <i>Laporan Penilaian Impak Sosial</i> for all units, Document No: RSPO 2017 (Kriteria 6.1) 1/2016 dated 27.10.2016 by Certification &amp; Due Diligence, Sustainability &amp; Environment Department.</p> <p>Table 5.2.1 Management Plan for Social Impact clearly mentioned all the positive and negative issues with the action plan deadline. Examples of negative findings:</p> <ul style="list-style-type: none"> <li>• Severe cases of electric trip cause damages to household electric equipment. This is due to unstable electric supply from Genset. In Jan-Jun 2017: Has conducted meeting with TNB and FESSB to manage electricity in systematic ways.</li> <li>• No vehicle to sending Muslim workers for Friday Prayers. On Jan-Jun 2017: Has established "vehicle schedule" to avoid vehicle unavailability during peak hours.</li> </ul> <p>Examples of positive findings:</p> <ul style="list-style-type: none"> <li>• No conflict between foreign workers and local workers or communities.</li> <li>• Workers has adequately trained with job scope and company's policy.</li> </ul> <p>Summary of questionnaire distributed among Ladang FGVP M Bera Selatan 05 mentioning all issues with impact, risk calculation and includes various aspect such as conflict, salaries, environmental, facilities, villager's safety, transportation, contract employment, etc.</p> <p>Certification &amp; Due Diligence (CDD) has visited to Kilang Keratong 09 on 25.10.2016 for Interview Session SIA. There is stakeholder's attendance list for Kilang Keratong 09 on 25.10.2016. A total of 18 employees/employer's representatives, from general workers, administration, sustainability team and contractor's representatives involved. Sighted the photos of interview session attached in the SIA.</p> <p>Sighted plan to avoid or mitigate of negative impacts implementation status updated according to their management plan. Sampled the evidences as below:</p> <ul style="list-style-type: none"> <li>• A letter to the responsible contractor for the complaint of electrical trouble on 06 April 2017 to Tuahirah (M) Sdn Bhd.</li> <li>• SPK # FGVP M/435/001/2017 dated 22.2.2017 to Mohd Zaidi for transport workers to mosque (quantity: 46 person), cost RM 150.00.</li> </ul> <p>Based on SOP for SIA Doc No: FGV/ML-1A/L2-Pr21 issue 1 effective date 01.06.16, the management plan will be reviewed at least once in 2 years and sighted all implementation status done accordingly this year.</p>
MA	6.2	<p>Felda Global Ventures has the Polisi Komunikasi established by Mohammed Emir Mavani Abdullah (Presiden &amp; CEO FGV) on 01.06.2014.</p>

		<p>Apart from that, there is Manual lestari 1A, 3.4: Prosedur Komunikasi, Penglibatan dan Rundingan Doc No: ML-1A/L2-PR3(0) dated Mar 2012. SOP clearly explained the internal communication between management-worker and vice versa. Examples are roll call meeting, memorandum, signboard and poster, worker’s representative suggestion boxes and meeting. For external communication, estate manager is the responsible person to respond to the feedback given by outside parties. SOP: Menangani Aduan dan Rungutan No Doc: FGV/ML-1A/L2-Pr13 issue 1 effective date 01.06.2017 available as references.</p> <p>FGV also has published the Booklet Stakeholder Consultation to all stakeholders during the stakeholder consultation conducted on 08.08.2017 attended by 126 people. For complaint, there is a procedure of Aduan &amp; Rungutan included in the booklet too through <a href="http://www.felda.net.my">www.felda.net.my</a>, call: 1800-88-4943, SMS: 1felda &amp; send to 36553 or directly contact the estate manager.</p> <p><b><u>Kilang Keratong 09</u></b> Site having the letter of appointment:No: (01)4033/K9/RSPO dated 01.09.16, titled: Perlantikan sebagai Pegawai Komunikasi di antara Pengurusan dengan Pekerja to Khairul Azri (Pen. Pengurus Senggaraan) approved by Abdul Malik (Mill Manager). The role is to received and solve the worker’s issues under the management of Kilang Keratong 09. There are no foreign workers hired in Keratong 09 Mill.</p> <p><b><u>FGV Bera Selatan 05</u></b> For workers, there are official translators appointed:</p> <ul style="list-style-type: none"> <li>• Bil: (40)435/1-1-13 dated 10.04.2017. Perlantikan Sebagai Jurubahasa Bangladesh/India to Jahangir Hossain (Wakil TKB) approved by Azman bin Aman (Estate Manager).</li> <li>• Bil: (42)435/1-1-13 dated 10.04.2017. Perlantikan Sebagai Jurubahasa Indonesia to Tuhir (Wakil TKI) approved by Azman bin Aman (Estate Manager).</li> </ul> <p>For official communication and consultation officer in charge for Bera Selatan 05, there are Mr Asmadi (Bil (9)435/RSPO/6.2.2) appointed on 16.01.2017 and Mr Mohd Murshidi (Bil (10)435/RSPO/6.2.2) appointed on 16.01.2017 and approved by Mr Azman bin Aman (Estate Manager).</p> <p><b><u>FGV Merchong</u></b> Mr Shamsudin bin A. Aziz (1401073) was appointed as the representative for operation for working agreement offer and communication to all workers on 20.03.2017 as per appointment letter.</p> <p>Apart from that, sighted the appointment letter to OSH representative for Merchong Estates as below:</p> <ul style="list-style-type: none"> <li>• Amran Abdullah (2.1.14)</li> <li>• Mohd Fadzil (14.2.14)</li> <li>• Mohd Azizi (2.1.14)</li> </ul> <p>For translator, there are appointment letters dated 20.03.17 for 3 persons for Indonesian and Bangladeshi workers such as:</p> <ol style="list-style-type: none"> <li>1. Zulfayandi (A3425861) Indonesia</li> </ol>
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		<p>2. Humayun Kabir (A0860738) Bangladesh 3. Iswandi Ali (AT032970) Indonesia</p> <p>List of stakeholders is available and updated latest on 30.01.2017 by Estate Manager. There are 12 people for employer and employees' representatives, 17 representatives from safety, education, health, estate and shops and 8 contractors' representative with phone number, designation and site allocation. Sighted evidences of meeting with stakeholders:</p> <ul style="list-style-type: none"> <li>Stakeholder Meeting related to MSPO/RSPO organized by CDD&lt; FELDA Wilayah Kuantan, FGVPM Wilayah Segamat &amp; FGVPM Wilayah Bera Kompleks Selancar 2B at Dewan Wisma Keratong 09, Felda Keratong 09 on 08.08.2017 attended by 126 people.</li> <li>Stakeholder Consultation Kompleks Selancar 2A, 2B &amp; Keratong 09 on 13 July 2017 at FGVPM Ladang Bera Selatan 07 attended by 33 people.</li> <li>Letters of invitation to join Program Stakeholder Consultation Pengurusan Sawit Lestari Kumpulan Felda/FGV to all stakeholders on 27/07/17 by Mr Azman (EM).</li> </ul>
MA	6.3	<p>SOP: Manual Lestari 1A, 3.5: <i>Prosedur Menangani Aduan dan Rungutan</i> Doc No: ML-1A/L2-PR4(1) dated 22 Mei 2015.</p> <p>There are stages to be followed for the grievances procedures. For internal and external grievances, there is 5 stages (stage 1: 7 days, stage 2: 14 days, stage 3: 2 months, stage 4: refer to Board Panel and stage 5: 21 days).</p> <p>Site also has the SOP <i>Menangani Aduan &amp; Rungutan</i> Doc No: FGV/ML-1A/L2-Pr13 issue 1 dated 01.06.16 with the person responsible for the complaints.</p> <p>For external complaint, sighted 1.1.1 <i>Rekod Permohonan dan Maklum Balas</i> mentioned a total of 13 records of complaint and feedbacks. Sampled below:</p> <ul style="list-style-type: none"> <li>24.5.17: Ujian Saringan Malaria Kepada Pekerja Asing. Action: Done (24.05.17).</li> <li>01.06.17: Visit to workers housing L3 &amp; L5. Action: Done (01.06.17).</li> </ul> <p>Up to audit, no major complaint from external people. Apart from this, the complaint and feedback to FGV also can be logged into website: <a href="http://www.feldaglobal.com/our-company/whistleblowing/">http://www.feldaglobal.com/our-company/whistleblowing/</a></p>
MA	6.4	<p>There are no any negotiations concerning compensation for loss of legal, customary or user rights happens in FGV Keratong 09 Complex. FGV in general has in place SOP Manual Lestari 1A, 3.13: <i>Prosedur Mengenalpasti Hak Perundangan dan Adat</i>, Doc No: ML-1A/L2-PR12(0) Mac 2012 and SOP <i>Pengenalpastian dan Penyelesaian Pertikaian Tanah</i> Doc no: ML-1A/L2-Pr10(0) effective date 01.06.16 is referred and available during audit. There is reference made to Jabatan Kemajuan Orang Asli, Jabatan Penilaian and Perkhidmatan Harta, Suruhanjaya Hak Asasi Manusia, Jabatan Ukur dan Pejabat Tanah.</p>
MA	6.5	<p>Sighted the letter from FGVHB (FGVH/AOM/03(32) on 25.7.16 for the minimum wages implementation for Peninsular Malaysia is RM1,000/month and RM4.81/hour while for Sabah Sarawak &amp; Labuan is RM920/month and RM4.22/hour.</p> <p>Merchong Estate has a total of 57 workers from Malaysia, Indonesia and Bangladesh.</p>

		<p>FGV has circulated the <i>Polisi Pengambilan Pekerja Asing</i> on 01.06.14 by President &amp; CEO FGV. Sighted Employment Contract Agreement between FGV and Foreign Work Force as below:</p> <p>For Bangladesh, agreement is 3 years and renewed for 10 years. The contract cover working hour 8 hours a day and six days per week, housing facilities, electricity (Rm6) and water (Rm4), passport and work Permit, Health, Transportation, Leaves, etc. Seen also the agreement for employer to keep the original foreign workers' passport. The employment contract is available in Bengali language as the total of 6 Indian workers understand Bengali language instead of Tamil language. They also refer to the appointed Bangladeshi translator to understand the contract. Generally during interview, they understand the basic information about the working details such as salary, medical, water supply subsidy, worker's representative, etc.</p> <p>For Indonesian workers, agreement is 2 years and renewed every 10 years. The contract cover working hour 8 hours a day and six days per week, housing facilities, electricity (Rm6) and water (Rm4), passport and work Permit, Health, Transportation, Leaves, etc. Seen also the agreement for employer to keep the original foreign workers' passport and agreed for the deduction of Premium Insurans Luar Negara Tenaga Kerja Indonesia for minimum 1 month to maximum 6 months.</p> <p>At Keratong 09 POM, sighted Employment Contract Agreement between FGV and Local Employee:</p> <p>Term and Regulations of Daily Paid workers Felda Palm Industries Sdn Bhd explaining the service period with notice, overtime, annual leaves (less than 2 years: 8 days), 2-5 years: 12 days, 5 years or more: 16 days, sick leaves and 2 months maternity leaves. New contracted workers have all the information regarding employment in the new contract. Sampled for Hairulhisham Abd Hamid as General Workers on 15.05.2017 with RM1000/month in Gred 7 (T).</p> <p>As for current practice, site has distributed the <i>Perjanjian Bersama</i> between FELDA Palm Industries Sdn Bhd with <i>Kesatuan Pekerja-Pekerja FELDA Palm Industries Sdn Bhd Semenanjung</i> for 01 Jan 2016-31 Dec 2018 covering leaves, subsidy for water consumption, allowances, salary grades, yearly bonus, etc.</p> <p>FGV has the programme for housing Schemes for their workers in FGV Plantations (M) Sdn Bhd for locals' worker after 10 years services, to have the benefits for RM12,000 and RM100/monthly until 55 years old as housing allowances.</p> <p>For foreign workers, sighted in their own employment contract that housing is provided for free, with limited electrical (RM6/month) and water (RM4/month). If the cost consumed is exceeded, worker has to bear the additional cost.</p> <p>All workers in Kilang Keratong 09 are Malaysian and live in company quarters at Perantau Damai. During site visit, it was observed that the house has a sufficient clean water from government and electric but the subsidy is given to water only which is RM3/pax – RM15/family.</p> <p>Kilang Keratong 09 also having the weekly housing inspection as per sighted in <i>Kertas Semak Mingguan Kebersihan, Keselesaan, Keselamatan Kawasan</i></p>
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MA	6.6	<p>FGV respects the rights of all personnel to form and join trade unions of their choice and to bargain collectively. There is <i>Polisi Hak Kebebasan Bersuara &amp; Menganggotai Kesatuan</i> publicly displayed and communicated through notice board in workers quarters and office in Malay and English language. All units have their own workers welfare committee which has periodically meeting among themselves or involving management, if necessary. All the minutes available and up to date.</p>
MA	6.7	<p>There is <i>Polisi Pekerjaan Kanak-Kanak</i> which explained that individual below 18 years is not employed by estate. This was made publicly shown in notice board and worker's quarters.</p> <p>Apart from this, there is Manual Lestari 1A 3.10 <i>Prosedur Mengelak Pengambilan Pekerja Kanak-Kanak</i> Doc No: ML-1A/L2-PR9(0) dated Mar 2012 available.</p> <p>During site visit, it was observed that no child labour was employed. Also, seen the list of workers that based on date of birth, there is no workers under 18 hired in all sample units.</p>
MA	6.8	<p>A policy of "Equal Opportunities" is established. No new promotion or demotion registered as per this audit period. Wage records show that wages are the same and interviews confirmed that there is no discrimination.</p> <p>Wage records show that wages are the same within all race and interviews confirmed that there is no discrimination on race, national etc. No latest advertisement for work sighted.</p> <p>Sighted the <i>Jabatan Tenaga Kerja, Seksyen 1- Application for Plantation Workers</i>, dated 01.04.2015 mentioning all steps, standard, equipment and action. For foreign workers, <i>Seksyen 2 – Pengambilan Pekerja Asing</i>, 1.0 Recruitment Process for Foreign Workers is referred.</p> <p>Based on the application form for job application, as well as <i>Syarat-Syarat Perkhidmatan Pekerja Ladang Tempatan FGVMBSB</i>, effective on 01/04/14, applicant is selected based on their skills and qualification of working.</p> <p>For Kilang Keratong 09, seen the vacancy advertisement for General Worker showed that the worker selected based on qualification, shift and capabilities. Since this is considered as high risk works, the company is preferred to hire male workers.</p>

MA	6.9	<p>Site has the Polisi Gangguan Seksual, Keganasan serta Hak Kebebasan Reproduksi signed on 01/06/2014 by Mohammed Emir Mavani (President &amp; CEO FGV).</p> <p>For Ladang Bera Selatan 05, this policy is communicated through the Morning Muster call to the worker. Sighted the Morning Standing Meeting Book Tahun 2016/2017/2018/2019/2020 updated by Murshidi on 04.04.17 to 9 workers including assistant manager, RSPO assistant and Mandores.</p> <p>For Kilang Keratong 09, there is a training titled: 'Gender Committee Policy' conducted by Assistant Manager Mill by Mohammad Najib to 3 female workers (only 3 female workers in office) on 3.1.2017.</p> <p>Sampled the appointment letter as Gender Committee representative in Kilang Sawit Keratong 09, Doc. No: (01)4033/K9/RSPO to Ms Anizah approved by Abdul Malik.</p> <p>For Ladang Merchong, sighted appointment letter for Gender Committee RSPO (Jawatankuasa Wanita RSPO) on 20.4.16 to Puan Harini and 02.01.16 to Nur Azazahira.</p> <p>Further, there is policy to protect the reproductive rights of all, especially of women, being implemented and communicated to all levels of the workforce. Policy training is communicated through "Policy Training" On 19.07.2017 to all workers attended by 24 people.</p> <p>There is specific grievance mechanism to handle the gender issue through Prosedur Aduan Gangguan Seksual oleh Jawatankuasa Bertindak Wanita (Gender Committee) in a diagram form as mechanism to grievance for gender committee.</p> <p>A grievance mechanism in flow chart "Handling of sexual harassment", if any allegation received, chairman of women's committee to inform manager of complaint and investigating will be conducted and finding submitted to Manager.</p>
MA	6.10	<p>Pricing is followed by actual MPOB pricing system. Online system from Felda HQ. A daily review and update does guarantee a clear and transparent procedure, complete records are available.</p> <p>Prices are displayed at the mills weighbridge - notice board for public information [FFB]. The contract between Mill and contractor/ supplier evident. As the Felda has no intervention with settlers, no direct contractor taken for any job. Construction contractor dealt by District Office [Wilayah].</p> <p>Mill has the daily FFB price updated in the notice board in front of office. Sighted on 23.08.17, there are 2 types of FFB prices:</p> <ul style="list-style-type: none"> <li>• Price A (FELDA): RM 2950</li> <li>• Price B (OUTSIDER): RM 2900</li> </ul> <p>Sighted the payment voucher to:</p> <ul style="list-style-type: none"> <li>• Tai Ichi Enterprise Sdn Bhd. Voucher No:350185232 dated 16.08.17 amount RM 199,732.87 for payment month 08/2017.</li> <li>• Perniagaan Sawit CLS. Voucher No:350131054 dated 21.09.16 amount RM 48,102.04 for payment month 09/2016.</li> </ul>

		<p>Evidence available that all parties understand the contractual agreements they enter into, and that contracts are fair, legal and transparent. As sample there is agreement between FGV and:</p> <ul style="list-style-type: none"> <li>• Perniagaan Maju Bera dated 16.08.17 Ref No: (396)26/2/10-11/20-2017(Zon 3&amp;4). Agreed payment for transporting FFB to mill Keratong 09, Keratong 03 and Keratong 02 with 9610 MT and internal transporter for 9160 MT. This is newly contracted that will start on 01.10.17 to 30.09.18.</li> <li>• Chua Agriculture Enterprise dated 13.04.17 Ref No: (7)14/239/5300002530) Agreed payment for FFB harvesting works with 7 harvesters and 3 loose fruit collectors. This contract is valid from 01.12.16 to 30.11.18.</li> </ul>
MA	6.11	<p>Contributions to local development are based on the results of consultation with local communities can be demonstrated such evidence of local contribution to SK Melati for gifts, goodies, etc dated 18.02.16 EFB on 27.02.17 and funds for flood victim on 03.03.17. These are based on consultation and request by stakeholders input through stakeholders meeting. Other than that, FGV is offering the job vacancy to the settler's children who live nearby as per job vacancy as general worker in mill and estates.</p> <p>Contributions to local development that are based on the results of consultation with local communities not demonstrated at Complex level; but monitored and extended by Felda HQ.</p>
MA	6.12	<p>No forms of forced or trafficked labour are used. In Bera Selatan 05 Estate, there is a total of 78 of foreign workers contracted and based on the records and date of birth in passport, no workers under 18 is employed in Ladang Bera 05.</p> <p>Workers Contract Agreement between FGV and Tenaga Kerja Indonesia dated on 25.03.2014 and workers are freely to move and can obtain their passport when necessary.</p> <p>Letter <i>Larangan Pengambilan Tenaga Kerja Asing Tanpa Izin</i> also been circulated on 09.01.2017 from estate manager to contractor is evident.</p> <p>During the site visit, there is no evident of illegal workers contracted. No contract substitution occurred as sighted in the employment contract signed by workers as well as from the interviews conducted on site.</p>
MA	6.13	<p>The company has <i>Polisi Hak Asasi Manusia</i> to respect human rights approved by Dato' Mohammed Emir Mavani bin Abdullah dated 1.06.2014. The policy was documented and communicated to all levels of the workforce and operations.</p>
<b>Principle 7: Responsible Development of New Plantings</b>		
Criterion by Audit	Summary	N/A. There is no new planting in FGV Keratong 09 Complex.
MA	7.1	Not applicable.
MA	7.2	Not applicable.
MA	7.3	Not applicable.
MA	7.4	Not applicable.
MA	7.5	Not applicable.
MA	7.6	Not applicable.
MA	7.7	Not applicable.
MA	7.8	Not applicable.

Principle 8: Commitment to Continuous Improvement in Key Areas of Activity		
Criterion by Audit	Summary	
MA	8.1	<p><b>KILANG SAWIT KERATONG 09</b></p> <p><i>Bukti Penambahbaikan Berterusan</i> stated the plan for continuous improvement plan as below:</p> <ul style="list-style-type: none"> <li>• Environmental impacts: water quality analysis and smoke emission analysis etc.</li> <li>• Waste reduction: recycle practice</li> <li>• Pollution and greenhouse gas (GHG) emissions: fire burning training, diesel usage reduction etc.</li> <li>• Social impacts: CSR projects to school, sport activities etc.</li> </ul> <p><b>LADANG FGVPM BERA SELATAN 05</b></p> <p>Continuous improvement plan is documented in '<i>Stesen Penyelidikan Ladang FGVPM Bera Selatan 05 P8-Komitmen Kepada Pembaikan Berterusan C 8.1- Bukti Pembaikan Berterusan</i>' done for:</p> <ul style="list-style-type: none"> <li>• Reduction in use of pesticides: ban of paraquat using, barn owl, beneficial plant etc.</li> <li>• Environmental impacts: scheduled waste disposal, RTE monitoring, buffer zone conservation etc.</li> <li>• Waste reduction: reuse of fertilizer bag for loose fruit, scrap metals,</li> <li>• Pollution and greenhouse gas (GHG) emissions: fire burning training, diesel usage reduction etc.</li> <li>• Social impacts: improvement of infrastructure, welfare contribution, foreign workers</li> <li>• Optimising the yield of the supply base: loose fruit collection, regulated estate operation etc.</li> </ul> <p>This plan is prepared by Mr. Murshidi (RSPO Asst.) and verified by Mr. Azman (Manager)</p>



#### 4.3 Non-conformity Raised During this Audit and Any from the Previous Year, if applicable

This section gives an over view of new or revised non-conformities raised during this audit and of action taken to close out non-conformities raised during the previous audits, if applicable



- If a minor-non-conformity raised at the last audit, is not closed out, then this will be raised to Major status and the company given 60 days to close this out.
- The NC number is comprised of 2 parts to include the year in which the NC was raised as well as a sequential number.

#### 4.3.1 Non-Conformities Identified during this Audit


The following NC's were raised for this audit.


NC number:	01-2017		
Client name:	Keratong 09 POM		
Date raised:	25.08.17		
Major or Minor:	<b>Major</b>	Site:	Bera Selatan 05 & Keratong POM
Raised by:	Elzy Ovktafia	Deadline:	-
<b>Aspect of standard:</b> 2.1.1 Evidence of compliance with relevant legal requirements shall be available.			
<b>Evidence of non-conformity:</b> <b>Keratong 09 POM</b> During site visit, it was observed that battery, chemical containers, used oil and used filter oil were stored in not designated SW store (observed in Water Treatment Plant) which is not accordance to standard of ENVIRONMENTAL QUALITY ACT 1974 - ENVIRONMENTAL QUALITY (SCHEDULED WASTES) REGULATIONS 2005. <b>Bera Selatan 05</b> During site visit, it was observed that battery and used oil were stored in "Stor Harian" which is not accordance to standard of ENVIRONMENTAL QUALITY ACT 1974 - ENVIRONMENTAL QUALITY (SCHEDULED WASTES) REGULATIONS 2005 regarding storage of schedule waste. <b>Lead Assessor signature:</b> 			
<b>Date:</b> 25 <sup>th</sup> August 2017			
<b>Root Cause Analysis and extent: (To be filled by Auditee)</b> Lack of knowledge on understanding on handling method and regulations related to Schedule Waste.			
<b>Corrective/Preventive Actions: (To be filled by Auditee)</b> Housekeeping and segregation in daily store. Used oil and others SW been transferred to Keratong 09 Mill to be disposed through registered SW collector with DOE. As preventive action, training will be provided to storekeeper regarding SW regulations and appropriate handling of waste.			
<b>Evidence of Conformity:</b> 1. Housekeeping and segregation in daily store. Ensure SW been transferred to designated store with update inventory. 2. Used battery been recycled back by sending back to appointed supplier. 3. Used oil and others SW been transferred to Keratong 09 Mill to be disposed through registered SW collector with DOE 4. Training done by the management to storekeeper regarding SW regulations and appropriate handling of waste.			
<b>Review of evidences submitted to CUC:</b> Action plan submitted including person in-charge to respective non-conformity raise. Before and after condition in pictorial evidence and attendance record of "Schedule Waste Training" conducted on 5 <sup>th</sup> Sep 2017 been submitted to close this NC.			
<b>Conclusion by CUC:</b> Satisfactory with corrective and preventive action taken therefore this Major NC is closed.			
<b>NC Status:</b> Yes <input checked="" type="checkbox"/> (CLOSED) No <input type="checkbox"/> (OPEN)			
<b>ON SITE VERIFICATION REQUIRED</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
<b>Lead Assessor signature:</b> 		<b>Date:</b> 20 <sup>th</sup> Oct 2017	



NC number:	02-2017		
Client name:	Keratong 09 POM		
Date raised:	25/08/2017		
Major or Minor:	Major	Site:	Kilang Keratong 9, FGVP M Bera Selatan 5
Raised by:	Ashikin Shafinaz	Deadline:	-
<p><b>Aspect of standard: 4.6.5</b> Pesticides shall only be handled, used or applied by persons who have completed the necessary training and shall always be applied in accordance with the product label. Appropriate safety and application equipment shall be provided and used. All precautions attached to the products shall be properly observed, applied, and understood by workers (see Criterion 4.7).</p>			
<p><b>Evidence of non-conformity:</b> Kilang Keratong 9:</p> <ul style="list-style-type: none"> <li>The precaution procedure and information of the chemical material was not available. During visit, observed material safety data sheet (MSDS) of aluminum sulphate was not available in the chemical storage.</li> </ul> <p>FGVPM Bera Selatan 5:</p> <ul style="list-style-type: none"> <li>During visit at workers' housing, it was found sprayers PPE are kept at housing.</li> <li>It was observed that not all the PPE was kept in the PPE storage, there was only 5 PPE than 8 spraying operator which be kept in the PPE storage.</li> </ul> <p><b>Lead Assessor signature:</b> </p> <p><b>Date: 25 August 2017</b></p>			
<p><b>Root Cause Analysis and extent: (To be filled by Auditee)</b> New PPE been replaced without management consent for old or damaged PPE resulted those PPE is not disposed accordingly by workers. This is the reason used PPE found in housing that in fact is not longer been use by the workers.</p>			
<p><b>Corrective/Preventive Actions: (To be filled by Auditee)</b></p> <ol style="list-style-type: none"> <li>Collect all damaged PPE that available in housing area.</li> <li>Do segregation in schedule waste store.</li> <li>Record inventory of PPE.</li> </ol>			
<p><b>Evidence of Conformity:</b></p> <ol style="list-style-type: none"> <li>Collect all damaged PPE that available in housing area.</li> <li>Do segregation in schedule waste store.</li> <li>Record inventory of PPE.</li> <li>Conducted training of PPE usage to sprayer workers.</li> <li>Tightened the enforcement of PPE storage in designated area to all workforce.</li> <li>On-going reminder on this practice during daily muster call.</li> <li>To issue warning letter to those workers who not follow this requirement.</li> </ol>			
<p><b>Review of evidences submitted to CUC:</b> Action plan submitted including person incharge to respective non-conformity raise. Before and after condition in pictorial evidence and attendance record of "Schedule Waste Training" conducted on 5<sup>th</sup> Sep 2017 been submitted to close this NC.</p>			
<p><b>Conclusion by CUC:</b> Satisfactory with corrective and preventive action taken therefore this Major NC is closed.</p>			
<p><b>NC Status:</b> Yes <input checked="" type="checkbox"/> (CLOSED) No <input type="checkbox"/> (OPEN) <b>ON SITE VERIFICATION REQUIRED</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>			
<p><b>Lead Assessor signature:</b> </p>		<p><b>Date:</b> 20<sup>th</sup> Oct 2017</p>	



NC number:	03-2017		
Client name:	Keratong 09 POM		
Date raised:	25/08/2017		
Major or Minor:	Major	Site:	Kilang Keratong 9, FGVP M Bera Selatan 5
Raised by:	Ashikin Shafinaz	Deadline:	
<b>Aspect of standard: 4.7.2</b>			
All operations where health and safety is an issue shall be risk assessed, and procedures and actions shall be documented and implemented to address the identified issues. All precautions attached to products shall be properly observed and applied to the workers			
<b>Evidence of non-conformity:</b>			
Kilang Keratong 9:			
<ul style="list-style-type: none"> <li>HIRARC done for chemical store did not cover for all potential risk such case of chemical exposure during handling by personels.</li> <li>During site visit to Mill's pump house, it was observed that electrical wire connected to Pump 1 was exposed that potential risk of accident occurred is high.</li> </ul>			
FGVPM Bera Selatan 5:			
<ul style="list-style-type: none"> <li>PPE allocated to harvester as mitigation measures is not practice according to HIRARC. No evidence of goggles is distributed for harvesting operation while HIRARC</li> </ul>			
These issues are not being assessed and implemented in risk assessment. Thus, level of the risk cannot be defined.			
<b>Lead Assessor signature:</b>			
			
<b>Date: 25 August 2017</b>			
<b>Root Cause Analysis and extent: (To be filled by Auditee)</b>			
<ol style="list-style-type: none"> <li>The supplied PPE (Goggles) is unsuitable because the eye conditions are volatile due to the hot weather.</li> <li>Due to this factor, workers (harvests) prefer not to use the PPE.</li> <li>Lack of training and exposure to harvesters regarding the use of goggles while working.</li> <li>Lack of knowledge and understanding amongst the harvesters regarding the importance of using the complete PPE while working.</li> <li>Lack of monitoring and awareness by PIC on exposed electric life cable at pump house.</li> </ol>			
<b>Corrective/Preventive Actions: (To be filled by Auditee)</b>			
<ol style="list-style-type: none"> <li>Re-study the needs of goggles for all harvesters in HIRARC</li> <li>Provide goggles that are more suitable for harvesters.</li> <li>Conducting exercise of usage and the importance of PPE for harvesting work.</li> <li>Monitor the compliance of PPE compliant with the harvesters.</li> <li>Issuance of a memorial letter / memo to the workers if it fails to use the complete PPE while working.</li> <li>Immediate corrective action taken to replace new pump cable at pump house. Pictorial evidence available.</li> </ol>			
<b>Evidence of Conformity:</b>			
<ol style="list-style-type: none"> <li>Record of PPE re-issued the suitable goggles to all harvesters on 6/9/2017.</li> <li>Record of PPE training conducted on 5/9/2017 to 18 harvesters.</li> <li>Pictorial evidence provided for replacement new cable at mill pump house.</li> </ol>			
<b>Review of evidences submitted to CUC:</b>			
Training record, PPE issuance record and pictorial evidence.			
<b>Conclusion by CUC:</b>			
Satisfactory with corrective and preventive action taken therefore this Major NC is closed.			
<b>NC Status:</b> Yes <input checked="" type="checkbox"/> (CLOSED) No <input type="checkbox"/> (OPEN)			
<b>ON SITE VERIFICATION REQUIRED</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			

<b>Lead Assessor signature:</b> 	<b>Date:</b> 20 <sup>th</sup> Oct 2017
--	--

NC number:	04-2017		
Client name:	FGVPM		
Date raised:	25/08/2017		
Major or Minor:	Major	Site:	Keratong 9 POM, Bera Selatan 5 Estate
Raised by:	Ahmad Furqon	Deadline:	

**Aspect of standard: 5.3.2**

All chemicals and their containers shall be disposed of responsibly.

**Evidence of non-conformity:**

Keratong 9 POM:

It was found the waste water from Shower and eye wash emergency at WTP and Chemical storage flow in to Monsoon drain.

Bera Selatan 5 Estate:

It was found the waste water from Shower room, eye wash and waste from Premix area flow in to Monsoon drain, during the visit, It was observed the facilities was not function, such as the pump, and the recycle water tank filled with waste, such as chemical container cap etc.

**Lead Assessor signature:**



**Date:** 25<sup>th</sup> August 2017

**Root Cause Analysis and extent: (To be filled by Auditee)**

1. Preparation of the premix store design is wrong from the farm.
2. The position of plug and pump recycle exposed to rain and heat causes the pump to not functioning.

**Corrective/Preventive Actions: (To be filled by Auditee)**

1. Cleaning the sump tank out of dirt.
2. Remove the premix mixtures in the tank sump manually.
3. Provide chemical spill control training to chemical personnel and operators.
4. Estate will apply through Pengurusan Wilayah Bera to modify existing premix store positions (drains, sumps, recycle pump repairs).
5. Ask for proposals to improve from Technician and SHO Wilayah Bera regarding renovation of existing premix store.

**Evidence of Conformity:**

1. Modification done on the drainage system in premix area to not going out to monsoon drain. Photo of new drain at premix area are provided.
2. Enforcement evidence to reuse the premix mixtures from tank by manual collection.
3. Training has been conducted for chemical control training to chemicals operators.

**Review of evidences submitted to CUC:**


Training record, request letter to Pejabat Pengurusan Wilayah Bera from estate manager for advice and financial support to modification and pictorial evidence of compliance.

**Conclusion by CUC:**

Satisfactory with corrective and preventive action taken therefore this Major NC is closed.

**NC Status:** Yes  (CLOSED) No  (OPEN)

**ON SITE VERIFICATION REQUIRED** Yes  No

<b>Lead Assessor signature:</b> 	<b>Date:</b> 20 <sup>th</sup> Oct 2017
--	--

NC number:	05-2017		
Client name:	FGVPM		
Date raised:	25/08/2017		
Major or Minor:	Minor	Site:	Keratong 9 POM, Merchong
Raised by:	Ahmad Furqon	Deadline:	Next Surveillance Audit

**Aspect of standard: 1.3.1**

There shall be a written policy committing to a code of ethical conduct and integrity in all operations and transactions, which shall be documented and communicated to all levels of the workforce and operations.

Specific guidance:

All levels of the operations will include contracted third parties (e.g. those involved in security).

**Evidence of non-conformity:**

Keratong 9 POM:

- There was no evidence that the code of ethical policy has been communicated to the all of mill employee.

Merchong Estate

- There was no evidence that the code of ethical has been communicated to the contracted third parties (such as contracted harvester and contracted FFB loader)

**Lead Assessor signature:**



**Date:** 25 August 2017

**Root Cause Analysis and extent: (To be filled by Auditee)**

Previous briefing has been done however not been documented.

**Corrective/Preventive Actions: (To be filled by Auditee)**

Training conducted on 8<sup>th</sup> September 2017 on "Taklimat Polisi Syarikat" by mill and estate. Evidence provided with attendance list and pictorial.

**Evidence of Conformity:**

To be verified on next surveillance audit.

**Review of evidences submitted to CUC:**

To be verified on next surveillance audit.


**Conclusion by CUC:**

To be verified on next surveillance audit.

**NC Status:** Yes  (CLOSED) No  (OPEN)

**ON SITE VERIFICATION REQUIRED** Yes  No

<b>Lead Assessor signature:</b>	<b>Date:</b>
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NC number:	06-2017		
Client name:	FGVPM		
Date raised:	25/08/2017		
Major or Minor:	Minor	Site:	Keratong 9 POM
Raised by:	Ahmad Furqon	Deadline:	
<p><b>Aspect of standard: 5.1.2</b> Where the identification of impacts requires changes in current practices, in order to mitigate negative effects, a timetable for change shall be developed and implemented within a comprehensive action plan. The action plan shall identify the responsible person/persons.</p>			
<p><b>Evidence of non-conformity:</b> There was no evidence that The Environmental Management plan has identified the responsible person.</p> <p><b>Lead Assessor signature:</b></p>  <p><b>Date: 25<sup>th</sup> August 2017</b></p>			
<p><b>Root Cause Analysis and extent: (To be filled by Auditee)</b> Lack of awareness to include responsible person in management plan.</p>			
<p><b>Corrective/Preventive Actions: (To be filled by Auditee)</b> Management plan will be updated to include identified responsible person column.</p>			
<p><b>Evidence of Conformity:</b> To be verified on next surveillance audit.</p>			
<p><b>Review of evidences submitted to CUC:</b> To be verified on next surveillance audit.</p>			
<p><b>Conclusion by CUC:</b> To be verified on next surveillance audit.</p>			
<p><b>NC Status:</b> Yes <input type="checkbox"/> (CLOSED) No <input checked="" type="checkbox"/> (OPEN)</p> <p><b>ON SITE VERIFICATION REQUIRED</b> Yes <input type="checkbox"/> No <input type="checkbox"/></p>			
<b>Lead Assessor signature:</b>		<b>Date:</b>	

NC number:	07-2017		
Client name:	Keratong 09 POM		
Date raised:	25.08.17		
Major or Minor:	Minor	Site:	Bera Selatan 05 & Merchong
Raised by:	Elzy Ovktafia	Deadline:	24.09.17
<p><b>Aspect of standard:</b> 6.5.3 Growers and millers shall provide adequate housing, water supplies, medical, educational and welfare amenities to national standards or above, in accordance with Workers' Minimum Standard of Housing and Amenities Act 1990 (Act 446) or above, where no such public facilities are available or accessible (not applicable to smallholders).</p>			
<p><b>Evidence of non-conformity:</b> <b>Bera Selatan 05</b> During the linesite visit, it was observed that there is inadequate supply water and electricity in certain housing area at Asrama B (Indonesian quarters) and Asrama A (Bangladeshi quarters). This was checked further to the record of housing inspection and sighted that the inconsistencies of the frequency of housing inspection for worker's house.</p>			

These observations are not complying with the Malaysia Housing & Amenities 1990 where for:

- **Supply of water and electricity and maintenance of houses:**

6. (1) *Where workers and their dependants are provided with housing at their place of employment it shall be the duty of the employer of such place of employment—*

*(a) to provide free and adequate piped water drawn from a public main, or where the Director General so permits in writing, to provide free and adequate supply of potable piped water drawn from any other source which shall be filtered and treated in a manner approved by the Director General;*

*(b) to provide adequate electricity supply;*

*(c) to ensure that the buildings are kept in a good state of repair and painted to present a satisfactory appearance; and*

*(d) to ensure that no unauthorized extensions or structural alterations are made to the buildings.*

- **Weekly inspection of workers' housing**

23. (1) *It shall be the duty of the employer of a place of employment where workers and their dependants are provided with housing accommodation to ensure that—*

*(a) the area surrounding the workers' housing is kept clear of undergrowth and maintained in a clean and sanitary condition;*

*(b) the perimeter drains around each dwelling or block of dwellings including all outlet drains are kept in a good state of repair and clear of refuse or undergrowth to permit free flow of water;*

*(c) all refuse in the housing site is collected daily and disposed of satisfactorily; and*

*(d) all communal latrines and bathrooms are kept in a clean, sanitary and working condition.*

### **Merchong**

The housing inspection was done in once in every 2 weeks as per Rekod Pemantauan Asrama. The latest is done on 07 and 19/08/17 for August 2017.

This observation is not complying with the Malaysia Housing & Amenities 1990 where for:

- **Weekly inspection of workers' housing**

23. (1) *It shall be the duty of the employer of a place of employment where workers and their dependants are provided with housing accommodation to ensure that—*

*(a) the area surrounding the workers' housing is kept clear of undergrowth and maintained in a clean and sanitary condition;*

*(b) the perimeter drains around each dwelling or block of dwellings including all outlet drains are kept in a good state of repair and clear of refuse or undergrowth to permit free flow of water;*

*(c) all refuse in the housing site is collected daily and disposed of satisfactorily; and*

*(d) all communal latrines and bathrooms are kept in a clean, sanitary and working condition.*

**Lead Assessor signature:**



**Date: 25<sup>th</sup> August 2017**

**Root Cause Analysis and extent: (To be filled by Auditee)**

1. The water problem is due to low water pressure and difficult to reach the high area. Not only the worker's dormitory, but the office and the staff housing also deal with the same issue.

<p>2. Many of the facilities that have been damaged and damaged cause wastage of water. (Pipe, head pipe)</p>	
<p><b>Corrective/Preventive Actions: (To be filled by Auditee)</b></p> <p>1. Has reported this issue to JBA Muadzam Shah. The JBA has sent 1 tank of water to accommodate the amount of water in the JBA tank.</p> <p>2. Farmers have tendered the tender to build a clean water storage tank at every employee dormitory.</p> <p>3. Farmers have also provided enough water reservoirs and distributed to each worker's dormitory. (1 hostel = 6 barrels).</p> <p>5. Apply for approval from Bera Regional Management to issue tender for staff worker repair.</p>	
<p><b>Evidence of Conformity:</b> To be verified on next surveillance audit.</p>	
<p><b>Review of evidences submitted to CUC:</b> To be verified on next surveillance audit.</p>	
<p><b>Conclusion by CUC:</b> To be verified on next surveillance audit.</p>	
<p><b>NC Status:</b> Yes <input type="checkbox"/> (CLOSED) No <input checked="" type="checkbox"/> (OPEN)</p> <p><b>ON SITE VERIFICATION REQUIRED</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	
<p><b>Lead Assessor signature:</b></p>	<p><b>Date:</b></p>

#### 4.3.2 Non-Conformity Identified during the last ASA, not applicable for MA

Non-were raised during the last audit as this is the Main Assessment.

#### 4.3.3 Observations Raised During this Audit

No observation raises during this audit

#### 4.4 Issues that were raised during the Stakeholder Consultation, if any

Stakeholders that are likely to have information relevant for the evaluation was identified during the evaluation planning process.

- For Main and Re-Assessments, a 30 day Stakeholder consultation announcement is published on the RSPO website prior to the audit. The same announcement is circulated by the client and independently by the Control Union prior to the audit.
- For subsequent Annual Assessments, it is based on stakeholders reading the approved public summary reports available on the RSPO website, the client's procedures in receiving on-going feedback or if feedback was sent directly to Control Union prior to an audit or thorough RSPO complaints procedures.

Prior to and during all assessments (Main and annual), the audit team will seek to gather evidence about all relevant principles and criteria directly from stakeholders including statutory bodies, indigenous peoples, local communities (including displaced communities, if any), workers and workers' organizations [including migrant workers], smallholders, and local and national NGOs.

During each assessment the audit team will review the company's implemented procedures in receiving feedback and will execute field visits and interviews. Not limited to the following questions, any feedback received is reviewed and summarized in this summary report for either Part 2 – Partial Certification or Part 4 – Assessment Findings above or noted below, if applicable:

1. Do you have any remarks on the RSPO standard?
2. What is your relation with the applicant?
3. Are there any plantation or mill management practices that affect you?
4. Do you consider any management is in conflict with the RSPO principles and criteria?
5. Do you have any suggestions for management?
6. Are you aware of any HCV in the plantations or in adjacent land?
7. Are you aware of any endangered or rare species?
8. Are there any adverse (or positive) effects on local communities?
9. Additional comments?
11. Do you have any comments about the assessment team and would you like to meet with them?
12. Do you have any comments for the client's management of any other plantations?

#### 4.4.1 Issues Raised during Stakeholder Consultation

RSPO Principle	Stakeholder comment	CUC response
1 – Commitment to transparency	<p>Stakeholder 1:</p> <ul style="list-style-type: none"> <li>There is no issue relating to environment such as smoke, dust, effluent, etc.</li> </ul> <p>Stakeholder 2:</p> <ul style="list-style-type: none"> <li>There are no problem in social communication between mill management and settlers</li> </ul> <p>Stakeholder 3:</p> <ul style="list-style-type: none"> <li>Informing that JCC meeting is once a month.</li> <li>There are no worst case issue. Discussing FFB price.</li> </ul> <p>Stakeholder 4:</p> <ul style="list-style-type: none"> <li>State that there are no issue with foreign workers.</li> </ul> <p>Stakeholder 5:</p> <ul style="list-style-type: none"> <li>Good allocation can be receive for mosque from the mill manager</li> </ul>	All positive feedback received during stakeholders meeting.
2 - Compliance with applicable laws and regulations		
3 - Commitment to long-term economic and financial viability		
4 - Use of appropriate best practices by growers and millers		
5 - Environmental responsibility and conservation of natural resources and biodiversity		
6 – Responsible consideraton of employees, and of individuals and communitis affected by growers and mills		
7 - Responsible development of new plantings		
8 - Commitment to continuous improvement in key areas of activities		

#### PART 5: RSPO SUPPLY CHAIN CERTIFICATION

The palm mill mentioned in the scope of the audit was audited against the requirements of the following:  
RSPO Supply Chain Certification Systems. November 2014  
RSPO Supply Chain Certification Standard. November 2014

##### 5.1 POM Included In The Scope Of The Audit

Name Palm Oil Mill (POM)	Mill Capacity MT/Hour	Location Address	Supply Chain Model (IP or MB)
Keratong 9 Palm Oil Mill	40	Kilang Sawit Keratong 09, Peti Surat 32, 26900, Bandar Tun Razak, Pahang Darul Makmur.	MB

##### 5.2 Confirmation Of The Company's Summary Of Annual Certified Volume Of RSPO Certified Palm Oil And Palm Kernel Over A Specified Period

Product CU Code	CPO (MT)	PK (MT)	Specified 12 month period
POM 1	28,766	8,055	Forecasted volumes between 01/01/2018 to 31/12/2018. See also 1.6 above. Note: please provide forecasted certified volume

##### 5.3 Summary Report Including A Brief Description Of The Scope Of Certification

Felda Keratong 9 POM is running under approved capacity of 40MT/Hour to process FFB received from own estates and external supplier within this complex.

Actual quantities of certified FFB delivered to the mill are entered into a central computer system and the actual quantities of CPO and PK produced are also entered and the OER is known. The quantities of certified CPO and PK are shown in real time and summarized each day on a spreadsheet.

A full RSPO SCCS certification audit was used during this annual assessment and the findings support the certification based on supply chain model listed above.

##### 5.4 Monthly Records of Certified and Uncertified FFB Received Since the Last Audit In case of Main Assessment, it shall be the last 12 month figure.

Figure are actual FFB production on monthly basis

No	MONTH-YEAR	Certified Supply Bases (MT)	Uncertified Supply Bases (MT), if any	Total (MT)
1	August 2016	20,532.64	1418.40	21,951.04
2	September 2016	19,847.95	1301.21	21,149.16
3	October 2016	15,880.05	1844.54	16,724.59
4	November 2016	13,454.21	1860.35	14,314.56
5	December 2016	19,423.15	1775.48	20,198.63
6	January 2017	18,348.35	1785.18	19,133.53
7	February 2017	15,815.52	2860.48	16,676.00
8	March 2017	16,890.65	6206.90	23,097.55
9	April 2017	16,041.88	5514.33	29,556.21
10	May 2017	13,494.25	3756.79	27,251.04
11	June 2017	13,831.87	2445.52	26,277.39
12	July 2017	13,847.16	3424.38	25,271.54
	TOTAL	<b>197,407.68</b>	<b>34,193.56</b>	<b>261,601.24</b>



### 5.5 Monthly Records of Certified CPO and PK Since the Last Audit

In case of Main Assessment, it shall be the last 12 month figure.

Figure are actual CPO and PK production on monthly basis

No	MONTH-YEAR	Certified CPO (MT)	Certified PK (MT)
1	August 2016	3940.47	1238.23
2	September 2016	4437.34	1352.12
3	October 2016	3446.35	1041.47
4	November 2016	2323.05	707.29
5	December 2016	4300.40	1304.16
6	January 2017	3911.21	1049.24
7	February 2017	3514.65	844.37
8	March 2017	4294.86	1059.33
9	April 2017	5259.78	1660.17
10	May 2017	5107.10	1574.30
11	June 2017	5084.40	1391.79
12	July 2017	5266.80	1429.79
	<b>TOTAL</b>	<b>50,886.41</b>	<b>14,652.26</b>

### 5.6 Records of Certified CPO & PK Sold under GreenPlam to Buyers since the Last Audit, if Any

In case of Main Assessment, it shall be the last 12 month figure.

Figure are actual Certified CPO & PK Sold under GreenPlam to Buyers on monthly basis

No	Buyers Name	GreenPalm Trading No	Certified CPO (MT) Sold	Certified PK (MT) Sold
1	Not applicable			

(add additional lines as required)

### 5.7 Records of Certified CPO & PK Sold under UTZ eTrace to Buyers since the Last Audit, if Any

In case of Main Assessment, it shall be the last 12 month figure.

If this is an Annual Surveillance Assessment, the figures used are since the last audit.

The transactions were sighted from the clients registered UTZ eTrace Account.

No	Buyers Name	UTZ eTrace Trading No	Certified CPO (MT) Sold	Certified PK (MT) Sold
1	Not applicable			

(add additional lines as required)

### 5.8 Non-Conformities Identified during this Audit

#### Timeline for compliance:

- All non-conformances observed during an audit shall be classified as 'major' since all requirements for Supply Chain certification have to be met before granting certification.
- For Main Assessments, all non-conformances shall be addressed satisfactorily by the operation before certification may be granted by the certification body. If non-conformances are not addressed within three (3) months of the audit, a full re-audit shall be required. The certification body shall assess the effectiveness of the corrective and/or preventive actions taken before closing out the non-conformances.
- For Annual Surveillance Assessments, non-conformances raised after the certification are serious (i.e. must be considered as a major) and the integrity of the RSPO Supply Chain Certification is at risk. A maximum of one month is to be given to the certified client to satisfactorily address the non-conformance. The certification body shall assess the effectiveness of the corrective and/or preventive actions taken. Should the nonconformance not be addressed within the one-month maximum timeframe, a suspension or withdrawal of the certificate and a full re-audit may be necessary.
- If no non-conformances are observed at an audit or when the corrective action plan has satisfactorily addressed raised non-conformance(s), the client shall be recommended for (re-) certification.

Non-were raised during this audit.

### 5.9 Description of the Organizational Management Systems

Including organizations, management and operational systems to ensure compliance with the RSPO Supply Chain Certification Systems and Standards as detailed above

This palm oil mill and its supply bases were audited against RSPO SCCS. The mill processing capacity is 40 MT/hr FFB per hour. The mill is capable of handling MB supply chain model.

### 5.10 Final Certification decision by Control Union for the RSPO SCCS Audit of the POM

<b>Recommendations made:</b>	<b>Yes</b>
<b>Summary of non-compliances:</b>	<b>N/A</b>
<b>Certification status of client:</b>	<p>The POM included in the scope of this audit demonstrated full compliance with the RSPO SCCS.</p> <p>With effect from the certification date given in the RSPOPC certificate, this POM mentioned in the scope of this report is considered to be certified in accordance with the RSPO SCCS.</p>

## PART 6: CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY

### 6.1 Date of next ASA

The provisional date for the next ASA is: October 2018

### 6.2 Date for Closure of Non-Conformities

See sections above for details of NC's, if any

- All major NCs to be closed by: 27/10/2017 (All closed)
- All minor NCs to be closed by: Before next surveillance audit

### 6.3 Signing by the Client

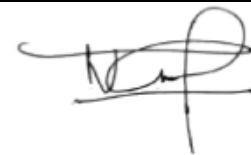
I the undersigned, being the most senior relevant management representative of the operation seeking or holding certification, agree with the contents and audit findings as presented in this document.

I also confirm:

- Acceptance of liability in execution of the instructions given.
- That this company was made aware that the findings of the audit team are tentative; pending review and decision making by the duly designated representatives of Control Union Certifications.
- That during the closing meeting all agenda items was covered by the Lead Auditor.

#### Acknowledged by:

Name:	Norazam Abdul Hameed
Position:	Head of Certification & Due Diligence, FGVH
Date:	15/12/2017



Signature

### 6.4 Signing by the Lead Auditor

I the undersigned, being the Lead Auditor, confirm that this report is an accurate record of the findings and of the closing meeting. I further confirm that the summary of the findings as presented in this report are a true representation of the actual findings of the audit team.

#### Acknowledged by:

Name:	Muhd Jamalul Arif
Position:	Lead Auditor
Date:	08/12/2017



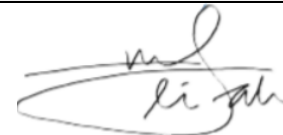
Signature

### 6.5 Signing by the Certifier

I the undersigned, being the Certifier, confirm that the information and conclusions included in this report have been prepared in good faith and that the certification decision has been based upon this information.

#### Acknowledged by:

Name:	Nor Atiqah
Position:	Certifier
Date:	15/12/2017

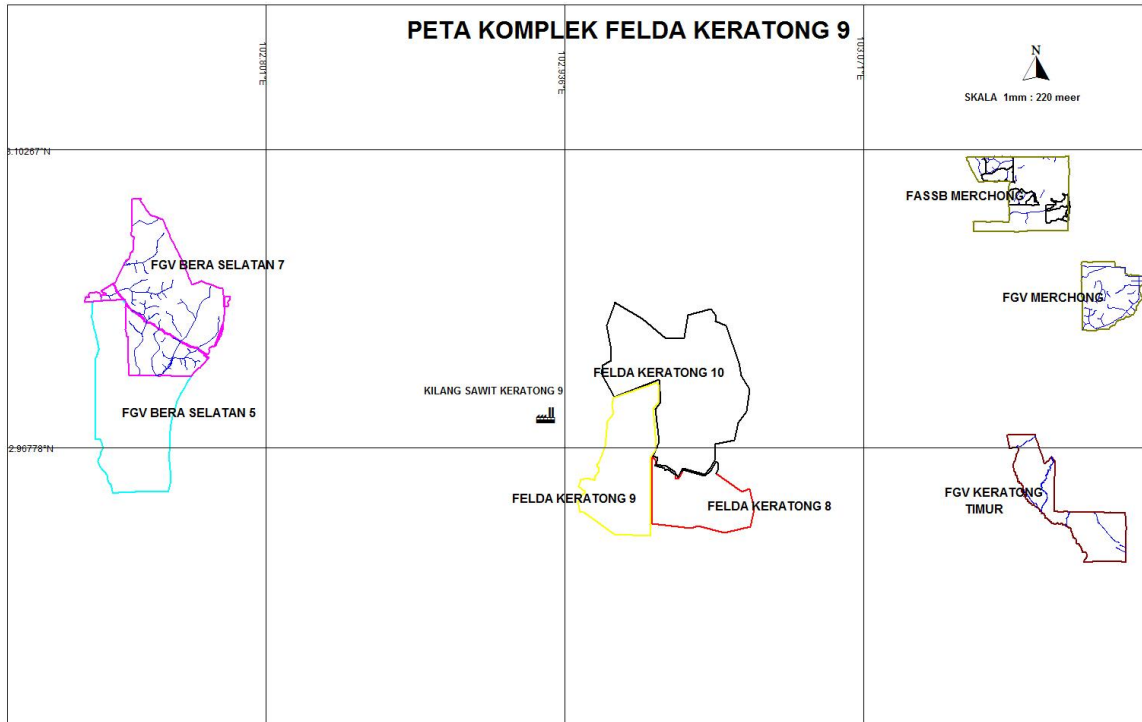


Signature

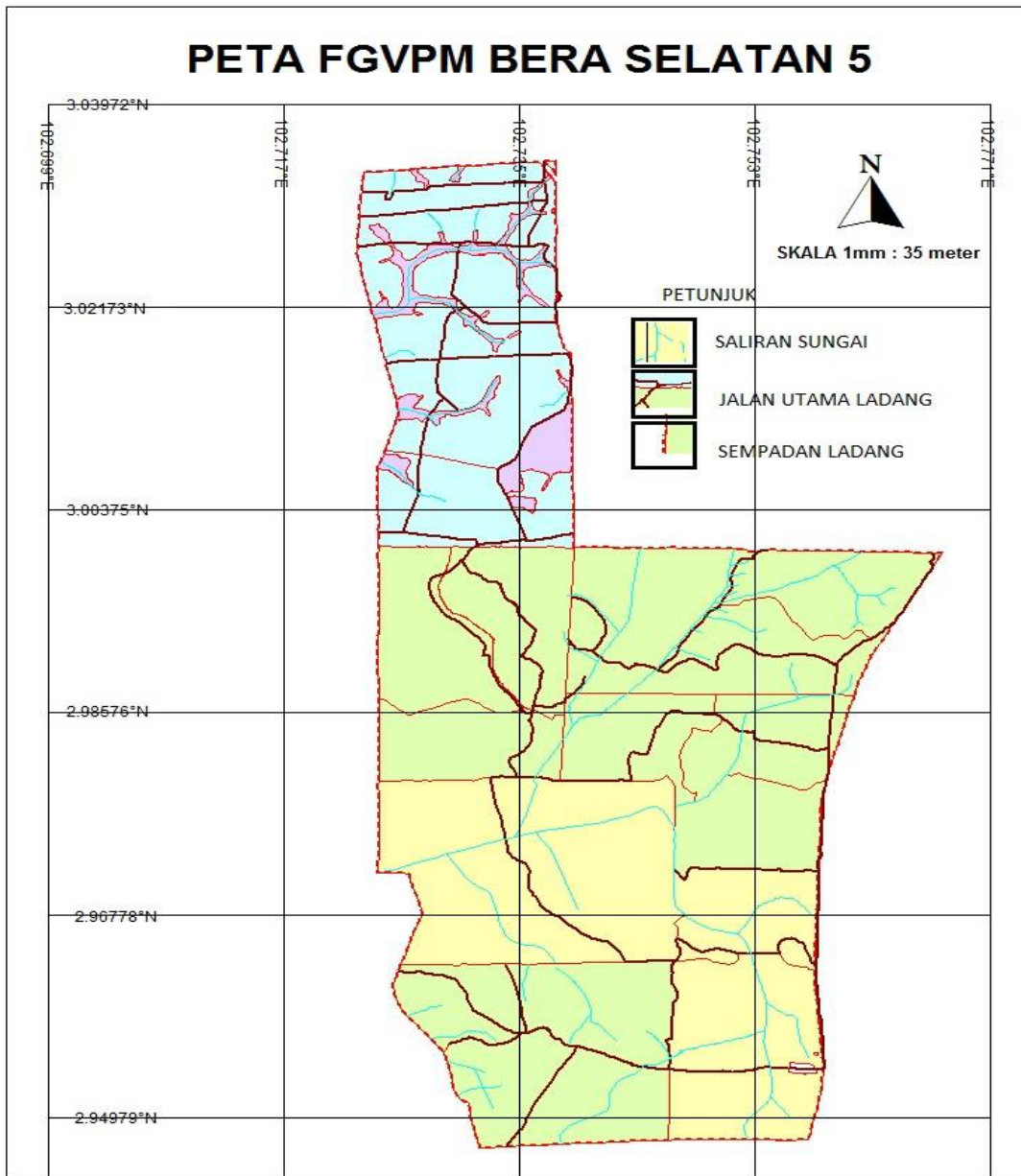
**PART 7: APPENDICIES**

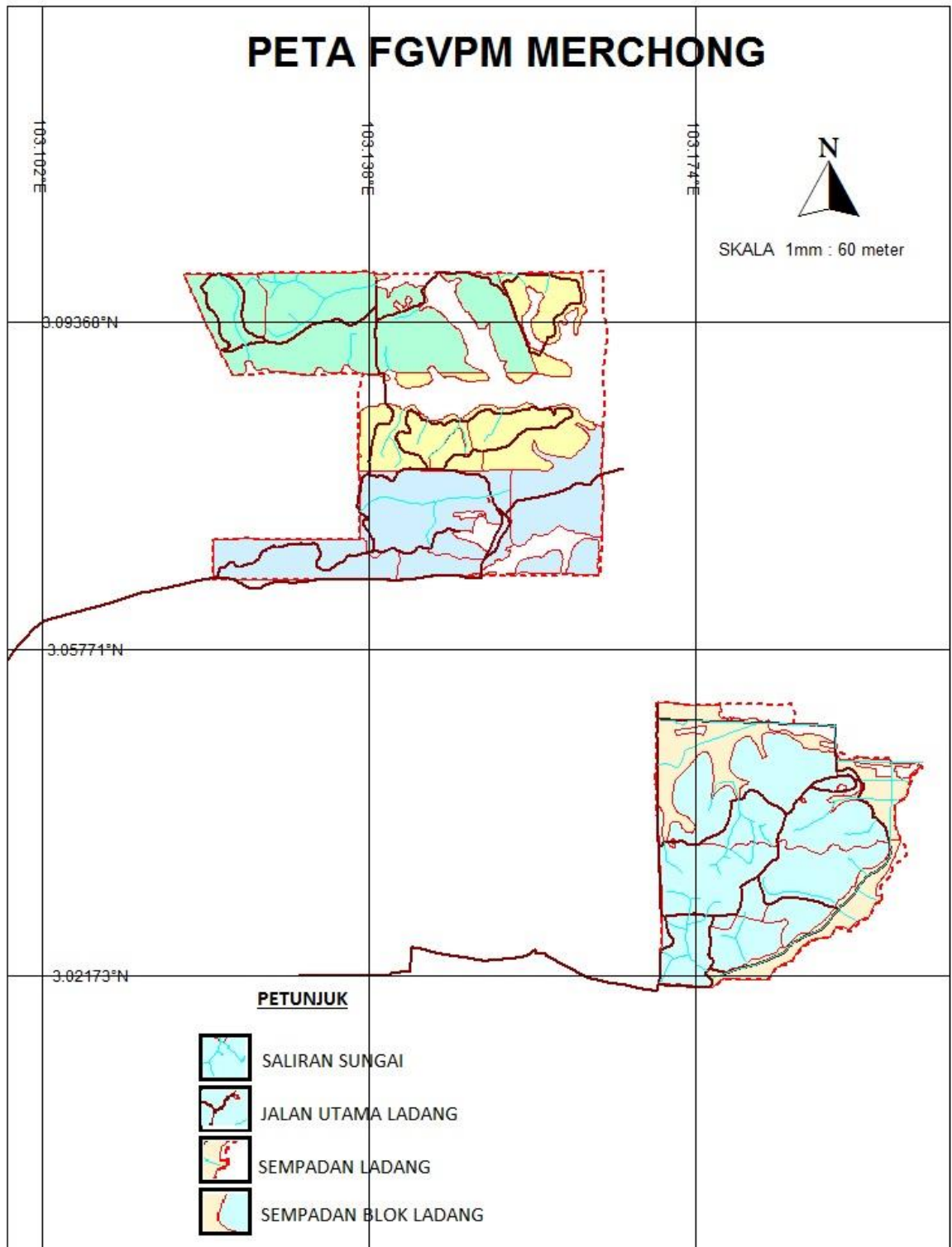
**Appendix 1: Location Map for this Certification Unit**

From 1.9, the location map(s)

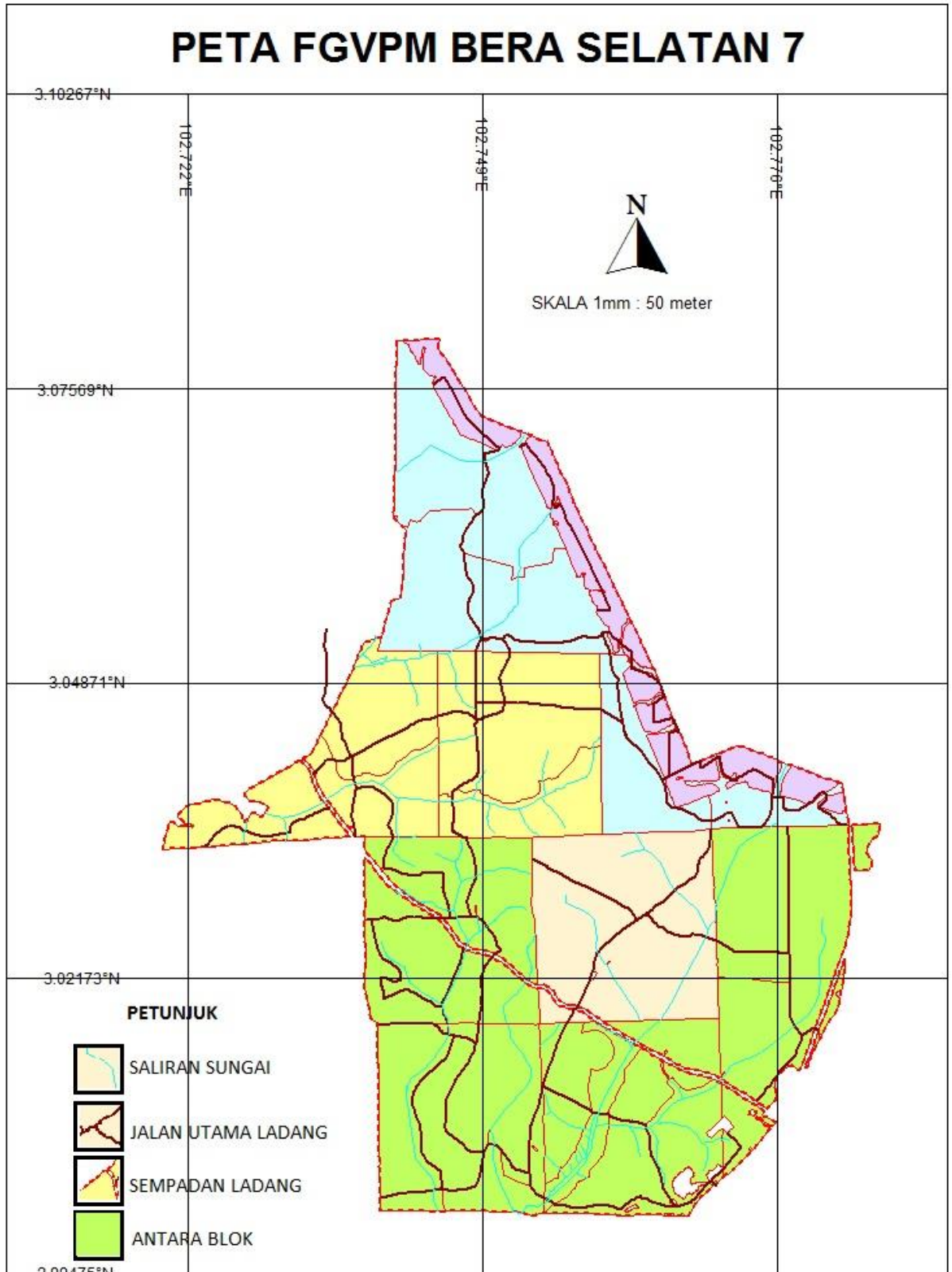


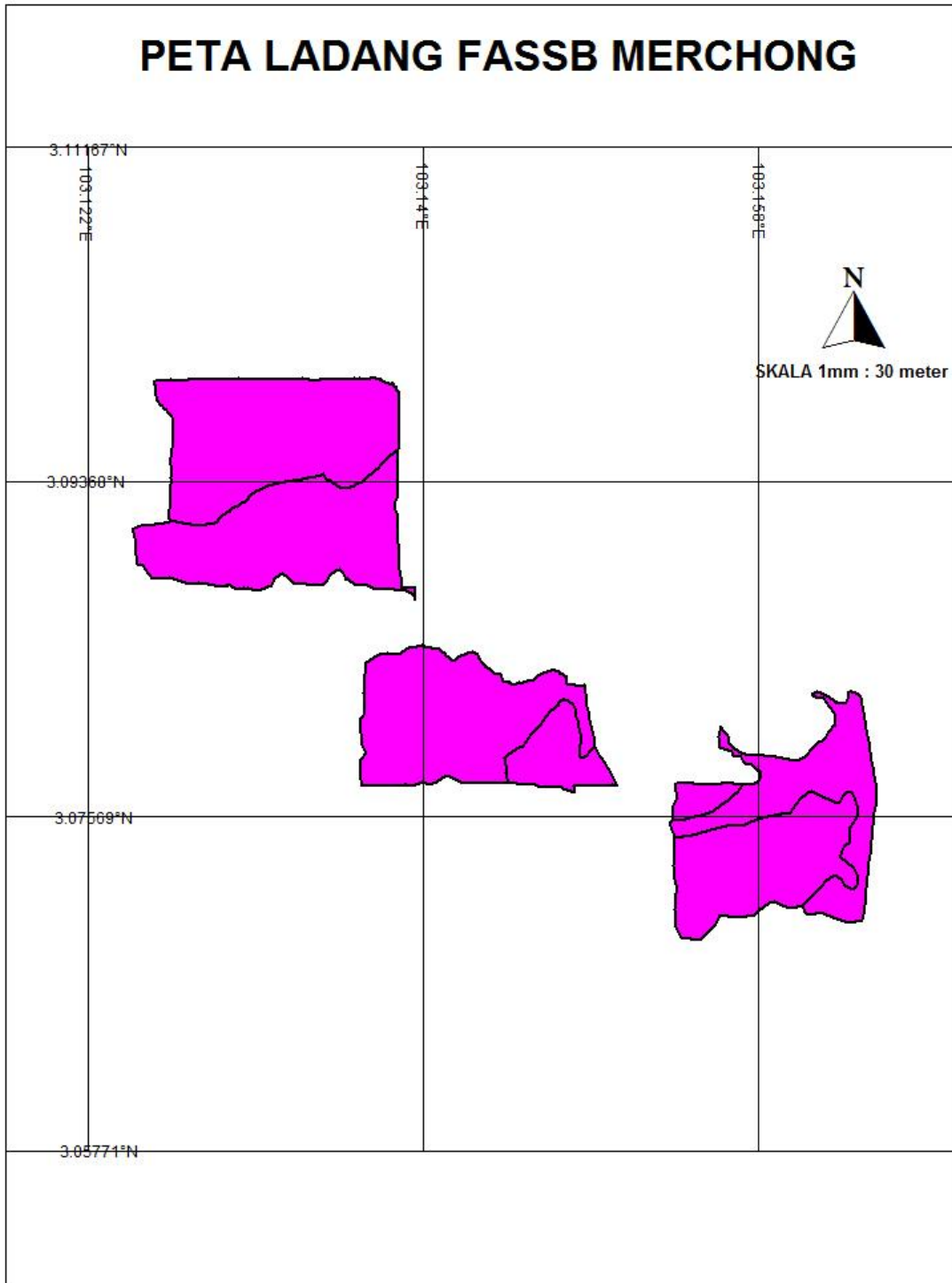
**Location of the Supply Based**













## Appendix 2: Summary of GHG Emissions

All data inputs and the use of RSPO PalmGHG Calculator (include the version number) have been verified with the final summary of the net GHG emissions (tCO<sub>2</sub>e/tCPO) figure in relation to C5.6

Calculation option applied for the reporting: Full Version / Apply November 2005 cut off for LUC / Exclude LUC Emission [Select as applicable]

### Summary of Net GHG Emissions

Emissions per Product	tCO <sub>2</sub> e/tProduct
CPO	1.1
PK	1.1

Extraction	%
OER	19.91
KER	4.52

Production	t/yr
FFB processed	261,601.24
CPO Produced	50,886.41

Land use	ha
OP planted area	8,944.02
OP planted on peat	0
Conservation (forested)	0
Conservation (non-forested)	0
<b>Total</b>	

### Summary of Field Emissions and Sinks

Emissions	Own Crop			Group			3 <sup>rd</sup> Party		
	tCO <sub>2</sub> e	tCO <sub>2</sub> e /ha	tCO <sub>2</sub> e /tFFB	tCO <sub>2</sub> e	tCO <sub>2</sub> e /ha	tCO <sub>2</sub> e /tFFB	tCO <sub>2</sub> e	tCO <sub>2</sub> e /ha	tCO <sub>2</sub> e /tFFB
Land Conversion	-	-	-	-	-	-	-	-	-
*CO <sub>2</sub> Emissions from Fertiliser	5440.06	1.14	0.07	-	-	-	3074.13	1.26	0.08
**N <sub>2</sub> O Emissions	3830.77	0.8	0.05	-	-	-	1686.40	0.73	0.05
Fuel Consumption	487.64	0.1	0.01	-	-	-	232.15	0.09	0.01
Peat Oxidation				-	-	-	-	-	-
<b>Sinks</b>									
Crop Sequestration	-43024.32	-9.05	-0.53	-	-	-	-20302.3	-9.26	-0.57
Conservation Sequestration	0	0	0	-	-	-	0	0	0
<b>Total</b>	10887.24	2.28	0.14	-	-	-	6242.7	3.16	0.2

### Summary of Mill Emissions and Credits

	tCO <sub>2</sub>	tCo <sub>2e</sub> /tFFB
<i>Emissions</i>		
<i>POME</i>	21905.4	0.2
<i>Fuel Consumption</i>	51.48	0
<i>Grid Electricity Utilisation</i>	638.2	0.01
<i>Credits</i>		
<i>Export of Grid Electricity</i>	0	0
<i>Sales of PKS</i>	0	0
<i>Sales of EFB</i>	0	0
<i>Total</i>	22595.08	0.2

### Palm Oil Mill Effluent (POME) Treatment

Divert to compost	0%
Divert to anaerobic digestion	100%

### POME Diverted to Anaerobic Digestion:

Divert to anaerobic pond	100%
Divert to methane capture (flaring)	0%
Divert to methane capture (electricity generation)	0%

### Appendix 3: GHG assessment for new plantings

GHG assessment report for new plantings developed as per 'Chapter 6 – Reporting of GHG assessment for new plantings' within RSPO GHG Assessment Procedure for New Plantings Version 3 was verified by the auditors as part of this evaluation in relation to C7.8

Note: Extract the GHG assessment for new plantings developed by the client under 'Chapter 6 – Reporting of GHG assessment for new plantings' in RSPO GHG Assessment Procedure for New Plantings Version 3 and list below. **Not Applicable since no new planting at Keratong 09 Complex.**

Appendix 4: List of Abbreviations	
BRC	British Retail Consortium
CHRA	Chemical Health Risk Assessment
CoC	Chain of Custody
CPO	Crude Palm Oil
CSR	Corporate Social Responsibility
CU	Control Union
CUC	Control Union Certifications
DOE	Department of Environment
EFB	Empty Fruit Bunch
EIA	Environment Impact Assessment
ERT	Endangered Rare or Threatened species
EU	European Union
FFB	Fresh Fruit Bunch
FSC	Forest Stewardship Council
FSC COC	Forest Stewardship Council Chain of Custody
FSC FM	Forest Stewardship Council Forest Management
GGL	Green Gold Label
GMP	Good Manufacturing Practice
GOTS	Global Organic Textile Standard
GTP	Good Trading Practice
GPS	Global Positioning System
HACCP	Hazard Analysis and Critical Control Point
HCV	High Conservation Value
HCVF	High Conservation Value Forest
IPM	Integrated Pest Management
JAS	Japanese Agricultural Standard
MDC	MDC Publishers Sdn Bhd ( Company Name)
MSDS	Material Safety Data Sheet
NC	Non Conformity
OE	Organic Exchange
OSH	Occupational Safety and Health
OSHAS	Occupational Safety and Health Assessment Scheme
P&C	Principle and Criteria
PEFC	Programme for the Endorsement of Forest Certification
PK	Palm Kernel
POME	Palm Oil Mill Effluent
PPE	Personal Protective Equipment
RSPO	Roundtable on Sustainable Palm Oil
RSPO NI	Roundtable on Sustainable Palm Oil National Interpretation
SA8000	Social Accountability 8000
Sdn Bhd	Sendirian Berhad
SIA	Social Impact Assessment
SOCISO	Social Security Organisation
SOP	Standard Operating Procedure
USDA/NOP	United States Department of Agriculture – National Organic Program
MT	Metric Tonnes
WHO	World Health Organization