

**MALAYSIAN SUSTAINABLE PALM OIL  
2<sup>nd</sup> ANNUAL SURVEILLANCE ASSESSMENT  
Public Summary Report**

<b>FGV Holdings Berhad</b>
Client company Address: Level 20 West, Wisma FGV Jalan Raja Laut 50350 Kuala Lumpur, Malaysia
Certification Unit: FGV Palm Industries Sdn Bhd (Keratong 3 Palm Oil Mill) & FGV Plantations (Malaysia) Sdn Bhd (Keratong 11 Estate)  Location of Certification Unit: Kilang Sawit Keratong 3, 26900 Muadzam Shah, Pahang, Malaysia

**Report prepared by:**  
**Hu Ning Shing** (Lead Auditor)

**Report Number: 3091769**

**Assessment Conducted by:**  
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## Section 1: Executive Summary

1.1 Organizational Information and Contact Person			
Company Name	FGV Holdings Berhad		
Mill/Estate	MPOB License No.	Expiry Date	
	Keratong 3 Palm Oil Mill - 500194604000	31/03/2021	
	Keratong 11 Estate - 558962002000	28/02/2022	
Address	Kilang Sawit Keratong 3, 26900 Muadzam Shah, Pahang, Malaysia		
Certification Unit	Keratong 3 Palm Oil Mill		
Contact Person Name	Ameer Izyanif Bin Hamzah		
Website	<a href="https://www.fgvholdings.com/home/">https://www.fgvholdings.com/home/</a>	E-mail	ameer.h@fgvholdings.com
Telephone	03-27890497	Facsimile	03-27890440

1.2 Certification Information			
Certificate Number	Mill: MSPO 693214 Plantations: MSPO 693216		
Issue Date	06/12/2018	Expiry date	05/12/2023
Scope of Certification	Mill: Production of Sustainable Palm Oil and Palm Oil Products Estate: Production of Sustainable Oil Palm Fruits		
Standard	MS 2530-3:2013 Part 3 and MS 2530-4:2013 Part 4		
Stage 1 Date	22/05/2018		
Stage 2 / Initial Assessment Visit Date (IAV)	20-21/09/2018		
Continuous Assessment Visit Date (CAV) 1	03-04/12/2019		
Continuous Assessment Visit Date (CAV) 2	03-04/12/2020		
Continuous Assessment Visit Date (CAV) 3	N/A		
Continuous Assessment Visit Date (CAV) 4	N/A		
Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
RSPO 693213	RSPO Principles & Criteria for Sustainable Palm Oil Production: 2013; Malaysian National Interpretation: 2014; RSPO Supply Chain Certification June 2017 for CPO Mills (Module E: Mass Balance)	BSI Services Malaysia Sdn Bhd	24/03/2024

<b>1.3 Location of Certification Unit</b>			
Name of the Certification Unit (Palm Oil Mill/ Estate/ Smallholder/ Independent Smallholder)	Site Address	GPS Reference of the site office	
		Longitude	Latitude
Keratong 3 Palm Oil Mill	Kilang Sawit Keratong 3, 26900 Muadzam Shah, Pahang, Malaysia	102.93535	2.93063
Keratong 11 Estate	Ladang Keratong 11, 26700 Muadzam Shah, Pahang, Malaysia	103.01850	2.88561

<b>1.4 Certified Area</b>					
Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
Keratong 11 Estate	984.24	-	212.16	1,196.40	82.27
<b>TOTAL</b>	<b>984.24</b>	<b>-</b>	<b>212.16</b>	<b>1,196.40</b>	<b>82.27</b>

<b>1.5 Plantings &amp; Cycle</b>							
Estate	Age (Years)					Mature**	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
Keratong 11 Estate	156.29	130.99	129.50	567.46	-	827.95	156.29
<b>Total (ha)</b>	<b>156.29</b>	<b>130.99</b>	<b>129.50</b>	<b>567.46</b>	<b>-</b>	<b>827.95</b>	<b>156.29</b>

<b>1.6 Certified Tonnage of FFB</b>			
Estate	Tonnage / year		
	Estimated (Jan 20 - Dec 20)	Actual (Dec 2019 - Nov 20)	Forecast (Dec 20 - Nov 21)
Keratong 11 Estate	17,400.00	10,415.04	9,707.00
<b>Total</b>	<b>17,400.00</b>	<b>10,415.04</b>	<b>9,707.00</b>

<b>1.7 Uncertified Tonnage of FFB</b>			
Estate	Tonnage / year		
	Estimated (Jan 20 - Dec 20)	Actual (Dec 2019 - Nov 20)	Forecast (Dec 20 - Nov 21)
FELDA & FTP	-	176,284.95	-
Private Supplier	-	69,530.68	-
<b>Total</b>		<b>245,815.63</b>	

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<b>1.8 Certified Tonnage</b>			
	<b>Estimated (Jan 20 - Dec 20)</b>	<b>Actual (Dec 2019 - Nov 20)</b>	<b>Forecast (Dec 20 - Nov 21)</b>
	<b>FFB</b>	<b>FFB</b>	<b>FFB</b>
<b>Mill Capacity: 40 MT/hr</b>	17,400.00	10,415.04	9,707.00
<b>SCC Model: MB</b>	<b>CPO (OER: 22.50%)</b>	<b>CPO (OER: 20.31%)</b>	<b>CPO (OER:21.00%)</b>
	3,567.00	2,115.29	2,038.47
	<b>PK (KER: 5.00%)</b>	<b>PK (KER: 5.06%)</b>	<b>PK (KER: 5.20%)</b>
	870.00	527.00	504.76

<b>1.9 Actual Sold Volume (CPO) (Dec 2019 - Nov 2020)</b>					
<b>CPO (MT)</b>	<b>MSPO Certified</b>	<b>Other Schemes Certified</b>		<b>Conventional</b>	<b>Total</b>
		<b>ISCC</b>	<b>RSPO</b>		
	0	0	0	2,115.29	2,115.29

<b>1.10 Actual Sold Volume (PK) (Dec 2019 - Nov 2020)</b>					
<b>PK (MT)</b>	<b>MSPO Certified</b>	<b>Other Schemes Certified</b>		<b>Conventional</b>	<b>Total</b>
		<b>ISCC</b>	<b>RSPO</b>		
	0	0	333.33	193.67	527.00

## Section 2: Assessment Process

BSI is a leading global provider of management systems assessment and certification, with more than 80,000 certified locations and clients in over 190 countries. BSI Standards is the UK's National Standards Body. BSI provides independent, third-party certification of management systems.

### Assessment Methodology, Programme, Site Visits

This on-site assessment was conducted from 03-04/12/2020. The audit programme is included as Section 2.3. The approach to the audit was to treat the Keratong 3 Palm Oil Mill and Estates as a MSPO Certification Unit. A range of environmental and social factors were covered. This includes consideration of topography, palm age, proximity to areas with HBVs, declared conservation areas and local communities.

The methodology for collection of objective evidence included physical site inspections, observation of tasks and processes, interviews of staff, workers and their families and external stakeholders, review of documentation and monitoring data. MS 2530-3:2013 and MS 2530-4:2013 were used to guide the collection of information to assess compliance. The comments made by external stakeholders were also taken into account in the assessment.

The estates or smallholders sample were determined based on formula  $S = r\sqrt{n}$  where  $n$  is the number of estates while when applicable, the smallholders sample were determined following the MSPO Certification Requirement. The sampling of smallholders were based on the formula  $(r\sqrt{n})$ ; where  $r$  is the risk factor (may defers 1, 1.5 and 2 depending on risk), where  $n$  is total number of group members. The sampled smallholder listed in Appendix C.

Meetings were held with stakeholders to seek their views on the performance of the company with respect to the MSPO requirements and aspects where they considered that improvements could be made. At the start of each meeting, the interviewer explained the purpose of the audit followed by an evaluation of the relationship between the stakeholder and the company before discussions proceeded. The interviewer recorded comments made by stakeholders and these have been incorporated into the assessment findings.

Structured worker interviews with male and female workers and staff were held in private at the workplace in the mill and the estates. Fieldworkers were interviewed informally in small groups in the field. In addition, the wives of workers and staff were interviewed in informal group meetings at their housing. Separate visits were made to each of the local communities to meet with the village head and residents. Company officials were not present at any of the internal or external stakeholder interviews. A list of Stakeholders contacted is included as Appendix B.

All the previous nonconformities are remains closed. The assessment findings for the initial assessment are detailed in Section 4.2.

This report is structured to provide a summary of assessment finding as attached in the Section 3. The assessment was based on random samples and therefore nonconformities may exist that have not been identified.

This report was externally reviewed by MSPO approved Peer Reviewer prior to certification decision by BSI.

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The following table would be used to identify the locations to be audited each year in the 5 years cycle:

<b>Assessment Program</b>					
<b>Name (Mill / Plantation / Group smallholders)</b>	<b>Year 1 (Certification)</b>	<b>Year 2 (ASA 1)</b>	<b>Year 3 (ASA 2)</b>	<b>Year 4 (ASA 3)</b>	<b>Year 5 (ASA 4)</b>
Keratong 3 Palm Oil Mill	√	√	√	√	√
Keratong 11 Estate	√	√	√	√	√

**Tentative Date of Next Visit: December 1, 2021 - December 2, 2021**

**Total No. of Mandays: 4**

**2.1 BSI Assessment Team**

<b>Team Member Name</b>	<b>Role (Team Leader or Team member)</b>	<b>Qualifications (Short description of the team members)</b>
Hu Ning Shing	Team Leader	She holds Bachelor Degree in Science majoring in Applied Chemistry, graduated from University of Malaya on 2011. She has 5 years working experience in rubber and palm oil industry. She also has the experiences as auditor for several standards including ISO 9001, MSPO and RSPO in her previous certification body. She completed the ISO 9001 Lead Auditor Course on 2016, Endorsed RSPO P&C Lead Auditor Course in 2012 and Endorsed RSPO SCCS Lead Auditor Course in 2015. She attended Endorsed MSPO Auditor and MSPO SCCS Lead Auditor Course in 2019. She had been involved in RSPO auditing since November 2015 in more than various companies in Malaysia. During this assessment, she assessed on the aspects of social, legal, workers & stakeholders consultation and SCC for CPO mill. She is fluent in Bahasa Malaysia and English languages.
Mohamad Razin Bakal	Team Member	Graduate in Degree of Accountancy with University Putra Malaysia. Having 18 years of working experience in various field in Malaysia, Africa and Indonesia. Have enough knowledge and experiences in oil palm estate operation inclusive of estate administration, budget preparation, jungle clearing, new planting, nursery establishment and management, harvesting, field upkeep and maintenance, safety and health, vehicle running and skills in Good Agricultural Practices (GAP) including Integrated Pest Management (IPM). Involved in MSPO auditing since 2018. Qualified as Lead Auditor/Auditor for MSPO 2530:2013, ISO 14001:2015 and ISO 9001:2015 from Sirim Berhad.

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## 2.2 Accompanying Persons

No.	Name	Role
N/A		

## 2.3 Assessment Plan

The Assessment plan was sent to the client prior to the assessment (attached assessment plan).

Date	Time	Subjects	HNS	MR
Thursday 03/12/2020  <b>Keratong 3 Palm Oil Mill</b>	0830 - 0900	Opening Meeting: <ul style="list-style-type: none"> <li>Opening Presentation by Audit team leader.</li> <li>Confirmation of assessment scope and finalize Audit plan (including stakeholder's consultation).</li> <li>Verification on previous audit findings</li> </ul>	√	√
	0900 - 1300	<b>Keratong 3 Palm Oil Mill</b> FFB receiving, warehouse, workshop, wastes management & Landfill, Effluent Ponds, OSH & ERP, Environment issues, POME application, water treatment, laboratory, weighbridge and palm product storage area, staff, workers and contractor interview, housing and facility inspection, clinic, etc.	√	√
	1000 - 1200	Stakeholder consultations: Consultation with stakeholders such as government agencies/enforcers, NGO, contractors, suppliers, surrounding communities (e.g. neighboring estates, smallholders, villages, workers representative, etc.)	√	-
	1300 - 1400	Lunch	√	√
	1400 - 1630	<b>Keratong 3 Palm Oil Mill</b> Document Review P1 – P6 (part 4), P1: Management commitment and responsibility, P2: Transparency, P3: Compliance to legal requirement, P4: Social responsibility, health safety and employment condition, P5: Environment, natural resources, biodiversity and ecosystem services and P6: Best practices	√	√
	1630 - 1700	Interim Closing Briefing	√	√
Friday 04/12/2020  <b>Keratong 11 Estate</b>	0830 - 1300	<b>Keratong 11 Estate</b> Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH&ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc), agrochemical mixing area, Schedule waste management, worker housing, clinic, Landfill, etc.	√	√
	1300 - 1400	Lunch	√	√
	1400 - 1600	<b>Keratong 11 Estate</b> Document review P1 – P6 (part 3), P1: Management commitment and responsibility, P2: Transparency, P3: Compliance to legal requirement, P4: Social responsibility, health safety and employment condition, P5: Environment, natural resources, biodiversity and ecosystem services and P6: Best practices, P7: Development of New Planting	√	√



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<b>Date</b>	<b>Time</b>	<b>Subjects</b>	<b>HNS</b>	<b>MR</b>
	1600 - 1630	Preparation of Closing Meeting	√	√
	1630 - 1700	Closing Meeting	√	√

### Section 3: Assessment Findings

#### 3.1 Details of audit results

This assessment has been assessed using the following MSPO normative requirements. The assessment details are provided in Appendix A.

- MSPO MS 2530-2:2013 – General Principles for Independent Smallholders
- MSPO MS 2530-3:2013 – General Principles for Oil Palm Plantations and Organized Smallholders
- MSPO MS 2530-4:2013 – General Principles for Palm Oil Mills

#### 3.2 Details of Nonconformities and Opportunity for improvement

The nonconformity is listed below.

During the Certification Assessment there were two (2) Major, two (2) Minor nonconformities and one (1) Opportunity for Improvement raised. The Keratong 3 Palm Oil Mill and Estates Certification unit submitted Corrective Action Plans for the nonconformity. Corrective action plans with respect to the nonconformity was reviewed by the BSI audit team and accepted.

The implementation of the corrective action plans to address the minor nonconformity will be followed up during the next surveillance assessment.

Major Nonconformities:		
<b>Ref:</b> <b>1993322-202011-M1</b>	<b>Area/Process: Keratong 11 Estate</b>	<b>Clause: 4.6.1.1 - Part 3</b>
	<b>Issue Date: 04/12/2020</b>	<b>Due Date: 04/03/2021</b>
Requirements:	Standard operating procedures shall be appropriately documented and consistently implemented and monitored.	
Statement of Nonconformity:	Implementation of the Standard Operating Procedure was inconsistent.	
Objective Evidence:	<ol style="list-style-type: none"> <li>1. As per the Penyerahan &amp; Pengimpanan Passport TKA semasa dalam Perkhidmatan (Doc. No.: FGV/FGVPM-JTK/OP/021, Rev. 0 dated 01/09/2019, Clause 6.5.6, the person responsible has to conduct inspection on the passport that kept in the locker provided by the company on monthly basis and record of inspection must be documented. However, there was no record of inspection was carried out in Keratong 11 Estate.</li> <li>2. The contractor appointed by the Keratong 11 Estate’s management to transport FFB from ramp to mill has signed the agreement (Contract No.: 5300002395). The contractor has appointed sub-contractor to be the lorry driver. However, there was no written consent between the contractor and FGVPMSB sighted. This has not complied with Terma dan Syarat bagi Pesanan Belian (PB)/ Perintah Kerja (PK) 1/2013, Clause 12 – Tugas dan Perlantikan Sub-kontraktor and Document Contract, Clause 13 – Assignment of Sub-Contracting.</li> <li>3. Reviewed of the pay slips and Kad Kerja in Keratong 11 Estate found that the workers did not receive RM 1,200 as per company’s guidance (Ref. No.:</li> </ol>	

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	<p>(01)HREO/WW/01/1/2020) dated 05/02/2020 issued by Human Resource Department (Plantations) in FGV Holdings.</p> <table border="1" data-bbox="491 436 1286 931"> <thead> <tr> <th>Month</th> <th>Employee No.</th> <th>Wages</th> </tr> </thead> <tbody> <tr> <td rowspan="3">August 2020</td> <td>FW04830553</td> <td>RM 1,169.92</td> </tr> <tr> <td>FW04830551</td> <td>RM 1,165.80</td> </tr> <tr> <td>FW04830555</td> <td>RM 1,169.86</td> </tr> <tr> <td rowspan="3">September 2020</td> <td>FW04830553</td> <td>RM 1,188.44</td> </tr> <tr> <td>FW04830468</td> <td>RM 1,190.94</td> </tr> <tr> <td>FW04830513</td> <td>RM 1,196.48</td> </tr> <tr> <td rowspan="3">October 2020</td> <td>FW04830555</td> <td>RM 1,186.54</td> </tr> <tr> <td>FW04830468</td> <td>RM 1,190.94</td> </tr> <tr> <td>FW04830553</td> <td>RM 1,185.74</td> </tr> </tbody> </table>	Month	Employee No.	Wages	August 2020	FW04830553	RM 1,169.92	FW04830551	RM 1,165.80	FW04830555	RM 1,169.86	September 2020	FW04830553	RM 1,188.44	FW04830468	RM 1,190.94	FW04830513	RM 1,196.48	October 2020	FW04830555	RM 1,186.54	FW04830468	RM 1,190.94	FW04830553	RM 1,185.74
Month	Employee No.	Wages																							
August 2020	FW04830553	RM 1,169.92																							
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October 2020	FW04830555	RM 1,186.54																							
	FW04830468	RM 1,190.94																							
	FW04830553	RM 1,185.74																							
<p>Corrections:</p>	<ol style="list-style-type: none"> <li>1. Implement the monitoring record of employee passport storage boxes every month by the Foreign Worker Affairs Officer (HEP).</li> <li>2. Estate management especially HEP officers are trained and have good knowledge related to SOP management of foreign workers.</li> <li>3. Regional JTK officers conduct periodic SOP compliance inspections as an enforcement mechanism to estate management.</li> <li>4. Provide joint agreement documents between FGVPM management and main contractors for the appointment of sub-contractors;</li> <li>5. Letter of notification of application for appointment requirements of sub-contractors from the main contractor for the consideration of the FGVPM Procurement Department.</li> <li>6. Letter of information on the results of the application for the appointment of a sub-contractor agreed by the FGVPM Procurement Department of the province with the conditions to be complied with.</li> <li>7. Procurement department issues a letter of notification to all contractors to comply with the terms in the work contract, among them need to inform and obtain the consent of any sub-contractor appointment.</li> <li>8. Procurement department provides clear information to projects related to contractor requirements to comply with the terms of the Terms and Conditions for Purchase / Work Order] 1/2013, Clause 12 - Assignment and Appointment of Sub-contractors [Duties and Appointment of Sub-contractors] and Contract Documents, Clause 13 - Submission of Sub-Contract to be complied with.</li> <li>9. Provide a record format for monitoring employees who do not reach the minimum wage every month reviewed by estate management and action every month.</li> <li>10. A reminder letter is given to the staff supervising the employment of employees so that monitoring of employee employment is done every week.</li> <li>11. Conduct investigations by JTK regional officer for employees who do not achieve the minimum wage whether the problem of low productivity is due to poor</li> </ol>																								

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	<p>monitoring of officers or employees' failure to comply with the prescribed work discipline.</p> <p>12. Consultation discussions and mutual agreement are implemented to the group of employees who do not reach the minimum wage monitored every month of development.</p> <p>13. Provide regular training related to the minimum wage payment method to all employees as it improves the understanding of salary calculation and productivity methods.</p>
<p>Root cause analysis:</p>	<p>SOPs are not implemented consistently by project management as there is no enforcement monitoring mechanism and corrective action is implemented immediately to ensure SOPs are complied with by the responsible staff.</p>
<p>Corrective Actions:</p>	<ol style="list-style-type: none"> <li>1. There is a SOP enforcement monitoring mechanism for estate management from the regional procurement department and regional Labour Department (JTK) officers who are implemented regularly through internal audits and project visits.</li> <li>2. Officers in charge at the estate management level and contractors are given continuous SOP information and training to enhance good understanding.</li> <li>3. Estate management monitors the employment of workers on a weekly basis so that immediate corrections can be implemented for workers with low productivity and not achieving a minimum wage.</li> <li>4. Estate management conducts ongoing discussions with foreign workers to improve the discipline and understanding of workers to achieve the set minimum wage.</li> </ol>
<p>Assessment Conclusion:</p>	<p>During verification of evidence,</p> <p>Regional Controller of Wilayah Muadzam has issued a letter (Bil: (6)JTK/WMD/1 dated 08/02/2021 to inform the estates' management to implement the monitoring of passport locker as per the SOP. All the estates' management is required to submit the monitoring report to the JTK Officer in the region before 7<sup>th</sup> of the month started on March 2021. Besides, a seminar and training on the management of passport locker was conducted on 08/02/2021 by Senior Manager of JTK Southern Zone with all the estates in the region included Keratong 11 Estate. Training records such as minutes and attendance list were sighted. Passport locker inspection form was established and Keratong 11 Estate has carried out the inspection on 18/01/2021 with the status of the passport was remarked in the form. The inspection was carried out by the manager.</p> <p>The contractor has made application to the management for appoint a sub-contractor for carry out duty in the estate. Seen the letter of application dated 26/12/2020. The Regional Controller has approved the application and sent a letter of notification (Bil: (30) Persuratan Am) dated 31/12/2020 to the contractor. Terms and conditions for the sub-contractor to be complied with were clearly stated in the letter of notification. The contractor has signed an agreement with the sub-contractor to ensure the sub-contractor is complied with the terms and conditions. Procurement department has issued a letter of notification to all contractors to comply with the terms in the work contract dated 18/01/2021. The procurement department has provided clear information to mill and estates to obtain approval prior the appointment of sub-contractors from Regional Controller. The email has been circulated on 23/02/2021.</p>

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	<p>An inspection to Keratong 11 Estate was conducted on 05/02/2021 by Manager of JTK FGVP to investigate the workers who do not achieved minimum wages. From the report of investigation found that the workers who did not achieved minimum wages were due to discipline issues. Reminder letters were issued to the respective workers for not absenteeism and not attended roll call were sighted. A reminder letter dated 30/12/2020 (Bil: (17)483/06-01-06 (ARAHAN PENGURUS)) was issued to the supervisors in the estate to ensure monitoring of the workers' wages to achieve minimum wage. Workers' Welfare meeting was conducted on 24/12/2020 to explain the minimum wage and the reason of the workers who did not achieve minimum wage. Besides, monitoring of the wages through eRML system by the respective person in charge.</p> <p>The implementation of corrective actions was found effective and thus, major non-conformance was closed on 26/02/2021.</p>
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**Major Nonconformities:**

<b>Ref:</b> <b>1993322-202011-M2</b>	<b>Area/Process: Keratong 3 Palm Oil Mill</b>	<b>Clause: 4.3.1.1 - Part 4</b>
	<b>Issue Date: 04/12/2020</b>	<b>Due Date: 04/03/2021</b>
Requirements:	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.	
Statement of Nonconformity:	Compliance to the legal requirement was not demonstrated effectively.	
Objective Evidence:	<p>Based on the "Jadual Permatuhan Pengurusan Buangan Pepejal Kelapa Sawit, Para No. 22 – "Lokasi pengumpulan tandan kosong (EFB) hendaklah ditempatkan sepertimana yang ditunjukkan di dalam pelan lokasi penstoran EFB pada Lampiran B1. Lokasi ini hendaklah berada sekurang – kurangnya 100m dari alurair terdekat".</p> <p>However during the POM visit by the auditor, it was found that there is another area used by the POM's management to place EFB adjacent to cooling pond area. This non-compliance practise was confirmed by the POM Executive during the site visit to EFB area. This has not complied with Jadual Permatuhan, No. Lesen 005103 issued by Department of Environment, Pahang State– JP/KKS/2020/2021/005103.</p>	
Corrections:	<ol style="list-style-type: none"> <li>1. Issue reminder letters to responsible staff to ensure legal compliance is taken seriously immediately and involves KPI performance appraisals being assessed.</li> <li>2. POM management prepares EFB management action plans for short term, long term and emergency are available.</li> <li>3. Perform cleaning work and transfer of EFB waste piles to designated drainage areas refer to EFB storage location plan Compliance schedule.</li> <li>4. Appoint a work contract to send the excess EFB to the farm as a cover to reduce the EFB relief placed in unauthorized areas.</li> </ol>	
Root cause analysis:	No firm follow-up action was taken by the POM management to enforce the existing legal compliance mechanism implemented by the responsible officer.	

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Corrective Actions:	<ol style="list-style-type: none"> <li>Existing legal compliance mechanisms such as from internal audit reports, work area checklists are taken into account by updating daily actions during the morning meeting on legal compliance issues.</li> <li>Strict action is taken by the POM management by taking action against the Head of the responsible staff who failed to comply with the legal requirements subject to a reminder letter action that will affect the evaluation of KPI performance.</li> </ol>
Assessment Conclusion:	<p>During verification of evidence,</p> <p>The management has developed management plan for EFB 2021 with short term and long-term plan identified. Emergency management plan was identified as well in case of any emergency happened. Reminder letter dated 28/12/2020 (Bil: (02)4028/Ktg 3/840A/RSPO/MSPO) was issued to responsible staff to ensure legal compliance is taken seriously immediately and involves KPI performance appraisals being assessed.</p> <p>Existing legal compliance mechanisms such as from internal audit reports, work area checklists are taken into account by updating daily actions during the morning meeting on legal compliance issues. Standing meeting on daily basis was conducted to update if there are any issues related to legal compliance. Seen the record of standing meeting conducted on 12/01/2021. Photo evident of the clearance of EFB beside the sludge pit was sighted. The EFB was disposed by contactor and seen the <i>Surat Perintah Kerja</i> with No. SPK: 3301472074 dated 31/12/2020 sighted. Monitoring checklist of compliance of compliance schedule of DOE was developed and implemented. The last monitoring was conducted on 18/01/2021.</p> <p>The implementation of corrective actions was found effective and thus, major non-conformance was closed on 26/02/2021.</p>

<b>Minor Nonconformities:</b>		
<b>Ref:</b> <b>1993322-202011-N1</b>	<b>Area/Process: Keratong 11 Estate</b>  <b>Issue Date: 04/12/2020</b>	<b>Clause: 4.4.1.1 Part 3</b>  <b>Due Date: Next surveillance assessment</b>
Requirements:	Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.	
Statement of Nonconformity:	The social management plan has not completed comprehensively.	
Objective Evidence:	<p>Some of the impacts' changes in Keratong 11 Estate were not identified in the management plan:</p> <ol style="list-style-type: none"> <li>Delaying in the MyEG service provider on payment which caused the FOMEMA result of workers expired.</li> <li>Deduction of water was made since October 2019 for total RM 10 after the Regional Control Unit's visit on 07/10/2019.</li> <li>Monitoring of the recruitment fee by the sub-agent in source of country.</li> </ol>	

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Corrections:	<ol style="list-style-type: none"> <li>1. Conduct SIA evaluation for review with the involvement of all stakeholders involved and changes in the impact on stakeholders are assessed.</li> <li>2. Provide the latest SIA procedures that have been approved by management to be implemented.</li> <li>3. Provide training on SIA assessment procedures to responsible staff to improve skills to identify the impact of SIA on projects.</li> <li>4. Submit a social impact assessment (SIA) report using the latest SIA procedure format.</li> </ol>
Root cause analysis:	The revision of the existing SIA plan review could not be carried out by the estate management due to lack of skills in conducting a comprehensive social impact assessment and the latest SOP is still in the process of reviewing management approval.
Corrective Actions:	Responsible officers at the estate level can implement and identify new impact changes to provide a more complete management action mitigation plan.
Assessment Conclusion:	The CAP is accepted, and the implementation of the CAP will be verified during next assessment.

Minor Nonconformities:		
<b>Ref:</b> <b>1993322-202011-N1</b>	<b>Area/Process: Keratong 3 Palm Oil Mill</b>	<b>Clause: 4.5.3.2 - Part 4</b>
	<b>Issue Date: 04/12/2020</b>	<b>Due Date: Next surveillance assessment</b>
Requirements:	<p>A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:</p> <ol style="list-style-type: none"> <li>a) Identifying and monitoring sources of waste and pollution</li> <li>b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products</li> </ol>	
Statement of Nonconformity:	The waste management plan for scheduled waste and non-scheduled waste item was not implemented and monitored effectively.	
Objective Evidence:	<p>During the site visit to the staff housing complex at Block H and Class F14, the auditors found the following non-compliances:</p> <ol style="list-style-type: none"> <li>1. Disposal of domestic waste using fire was seen at the residential area.</li> <li>2. Empty lubricant containers, empty chemical container, empty paint container, empty mineral water bottle and spillage of engine oil was seen at the residential area.</li> </ol>	
Corrections:	<ol style="list-style-type: none"> <li>1. Issue a reminder letter to staff who fail to comply with the level of cleanliness and waste management practices set by management.</li> <li>2. Prepare the schedule of the gotong royong program every month with the involvement of the entire staff housing staff in continuously improving cleanliness.</li> </ol>	
Root cause analysis:	The management of domestic waste and scheduled waste in staff housing areas is less effective because the waste management is managed by employees and families who do not get information and continuing education for awareness of the need to manage the waste more responsibly. There are employees who deliberately do not comply with the instructions of the POM management for the ban on open burning because no serious and firm action will be taken will be imposed.	

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Corrective Actions:	1. Conduct campaigns and provide education on domestic waste management and scheduled waste by all family members living in staff housing. 2. Install several warning signs of Open Burning Prohibition and Scheduled Waste Disposal in the staff housing area provided.
Assessment Conclusion:	The CAP is accepted, and the implementation of the CAP will be verified during next assessment.

**Opportunity For Improvement**

<b>Ref:</b> <b>1993322-202011-I1</b>	<b>Area/Process: Keratong 11 Estate</b>	<b>Clause:</b> <b>4.5.1.2 – Part 3</b>
Objective Evidence:	Existing of "Pengenalpastian Aspek dan Penilaian Impek" for Keratong 11 Estate is acceptable and well maintained nevertheless the Estate management should improve and regularly review the aspect and impact activities for each station/ area.	

**Noteworthy Positive Comments**

1	Good relationship being maintained with surrounding communities and stakeholders.
2	Good commitment from the management on maintaining the certification.

**3.3 Status of Nonconformities Previously Identified and OFI**

**Major Nonconformities:**

<b>Ref:</b> <b>1859638-201911-M1</b>	<b>Area/Process: Keratong 3 Palm Oil Mill</b>	<b>Clause: 4.4.4.2 (d)</b>
Requirements:	The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).	
Statement of Nonconformity:	Sighted three employees exposed to high noise area not wearing ear plugs/muff and a welders and contractor employees performing hot work activities not wearing face shield.	
Objective Evidence:	Keratong 3 POM: During site visit sighted PPE provided by the employer not adequately used by employees exposed at high noise area as sighted 2 employees at boiler area, and overhead crane operator not wearing ear plugs and employee at workshop performing hot work activity (welding) and contractor employee (Tinta Bumi Enterprise) doing welding on cage not wearing face shield to protect face and eye from potential injury.	
Corrections:	- Issue a warning letter or warning to the employees and contractors involved. - Appoint the responsible officer to check the compliance of the PPE application at the mill premises.	
Root cause analysis:	There is no monitoring and enforcement of compliance with the use of PPE by workers and contractors in the workplace by the mill management.	
Corrective Actions:	Conduct periodic inspections of compliance with the application of PPEs by officers and contractors in the field.	
Assessment Conclusion:	CAP has been accepted and evidence of CAP implementation was verified as following: - Issuance of warning letter to employees and contractors involved dated 15/12/2019 - Letter of appointment of officer to check compliance of PPE use in mill	



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	<p>- Record of work area inspections including PPE use by employees and contractors in mills dated Jan 2020</p> <p>It was confirmed that the CAP has been effective and no recurrence of issue. Hence, Major NC has been closed on 2/2/2020.</p> <p>Verification during ASA2,</p> <p>Sighted the letter dated 1st January 2020 approved by POM Manager for the appointment as a Person in charge of checking the compliance of PPE at POM's Operation.</p> <p>During a visit to POM, sighted the workers have been trained with safety and the workers wear the PPE required according to the job requirement.</p> <p>Thus, the major NC remain closed.</p>
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Minor Nonconformities:		
<b>Ref:</b> <b>1859638-201911-N1</b>	<b>Area/Process: Keratong 3 Palm Oil Mill</b>	<b>Clause: 4.5.3.5</b>
Requirements:	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.	
Statement of Nonconformity:	Domestic waste was disposed at landfill at Block 6 where found no segregation of domestic waste between organic and inorganic in the landfill sighted.	
Objective Evidence:	Sighted during site visit at Landfill in Block 6, domestic waste not properly segregated between organic and inorganic waste and no recycling was practice as required from the 3R Programme 2019.	
Corrections:	<ul style="list-style-type: none"> <li>- Conduct awareness campaigns on the importance of recycling to staffs and estate's workers in line with sustainability procedures.</li> <li>- Separate inorganic waste and collected at a designated collection bin</li> <li>- Sell / dispose of waste that has been segregated to the recycling contractors</li> <li>- Reuse used trash. Examples: - landscaping, field activities.</li> </ul>	
Root cause analysis:	There are no monitoring of domestic waste handling and disposal by contractor	
Corrective Actions:	Appoint person in-charge for management to ensure domestic waste handling by contractor being monitored according to company requirements	
Assessment Conclusion:	<p>Verification during ASA2,</p> <p>The domestic waste from the housing area is well managed and a designated collection bin has been allocated to the respective worker's block.</p> <p>During the site visit to the landfill located at Block 6, the disposal of waste is according to the company SOP.</p> <p>The implementation of corrective action is effective. Thus, minor NC was closed on 04/12/2020.</p>	

Opportunity For Improvement		
<b>Ref:</b> <b>1859638-201911-I1</b>	<b>Area/Process: Keratong 3 Palm Oil Mill</b>	<b>Clause: 4.5.1.6</b>
Objective Evidence:	<p>The meeting to discuss environmental quality to be enhanced further considering more issues and more regularly conducted to establish better commitment on environment.</p> <p>During ASA2 verification,</p>	

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	<p>The Environment issue has been addressed and discussed in the OSH Committee meeting. The meeting has been conducted quarterly as follows: -</p> <ul style="list-style-type: none"> <li>a. 17th February 2020</li> <li>b. 29th June 2020</li> <li>c. 28th September 2020</li> </ul> <p>The FGVPISB Keratong 3 Palm Oil Mill has discussed their concerns about the environmental issue with the workers representative every quarter. Thus, the OFI was closed on 04/12/2020.</p>
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<b>Opportunity For Improvement</b>		
<b>Ref:</b> <b>1859638-201911-I2</b>	<b>Area/Process: Keratong 3 Palm Oil Mill</b>	<b>Clause: 4.5.2.2</b>
<b>Objective Evidence:</b>	<p>The electricity consumption was recorded on daily basis. This need to be improved further to established summary of consumption on monthly basis for easy monitoring.</p> <p>During ASA2 verification,            The Palm Oil Mill has consistently monitored their fossil fuel consumption and established their monitoring record on monthly basis. Sighted the electricity consumption for the year 2020 which being monitor every month maintained by the electrical person in charge.            Thus, the OFI was closed on 04/12/2020.</p>	

<b>Opportunity For Improvement</b>		
<b>Ref:</b> <b>1859638-201911-I3</b>	<b>Area/Process: Keratong 3 Palm Oil Mill</b>	<b>Clause: 4.5.3.3</b>
<b>Objective Evidence:</b>	<p>Generated contaminated waste to be controlled and managed at workshop that was kept in a clearly marked temporary bins for contaminated gloves, rags, empty spray/grease/oils containers/cans need to be improved further.</p> <p>During ASA2 verification,            During a visit to Palm Oil Mill, all schedule waste items were kept in the properly scheduled waste store according to DOE, Schedule waste 2005 requirements.            Thus, the OFI was closed on 04/12/2020.</p>	

<b>Opportunity For Improvement</b>		
<b>Ref:</b> <b>1859638-201911-I5</b>	<b>Area/Process: Keratong 11 Estate</b>	<b>Clause: 4.5.1.6</b>
<b>Objective Evidence:</b>	<p>Regular meeting on environmental quality was conducted and discussed as evidence to support this from Minute of meeting conducted for Safety and Health Committee dated 26/02/19, 14/05/19, 28/08/19, 18/11/19. The environmental quality issues to be further enhanced and mentioned in the future meeting.</p> <p>During ASA2 verification,            The Environment issue has been addressed and discussed in the OSH Committee meeting. The meeting has been conducted quarterly as follows:-</p> <ul style="list-style-type: none"> <li>a. 20th February 2020</li> <li>b. 3rd June 2020</li> <li>c. 2nd September 2020</li> <li>d. 10th November 2020</li> </ul>	

	<p>The FGVPMSB Keratong 11 has discussed their concerns about the environmental issue with the workers' representative every quarter. Thus, the OFI was closed on 04/12/2020.</p>
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Opportunity For Improvement		
<b>Ref:</b> <b>1859638-201911-I6</b>	<b>Area/Process: Keratong 11 Estate</b>	<b>Clause: 4.5.3.3</b>
Objective Evidence:	<p>The labelling of SW 409 and SW 306 in Scheduled Waste Store to be improved and filled up with information required.</p> <p>During ASA2 verification, During a visit to Schedule waste store, all schedule waste items were kept in the properly scheduled waste store according to DOE, Schedule waste 2005 requirements. Thus, the OFI was closed on 04/12/2020.</p>	

Opportunity For Improvement		
<b>Ref:</b> <b>1859638-201911-I7</b>	<b>Area/Process: Keratong 11 Estate</b>	<b>Clause: 4.3.1.4</b>
Objective Evidence:	<p>Documentations related to monitoring of legal compliance such as reference of DOE Compliance Schedule POME Final Discharge Parameters can be included in the legal register.</p> <p>During ASA2 verification, The lists laws being monitored consistently and updated as and when there are any new amendments or any new regulations by the assigned person in charge Thus, the OFI was closed on 04/12/2020.</p>	

Opportunity For Improvement		
<b>Ref:</b> <b>1859638-201911-I8</b>	<b>Area/Process: Keratong 11 Estate</b>	<b>Clause: 4.4.2.2</b>
Objective Evidence:	<p>Status of complaints and resolution recorded in the Complaint Book could be completely filled-in to reflect the actual status either resolved or not.</p> <p>During ASA2 verification, Verified the Complaint Book found that status of the complaint was updated and the complainant has acknowledged after the complaint has been resolved. Thus, the OFI was closed on 04/12/2020.</p>	

### 3.4 Summary of the Nonconformities and Status

CAR Ref.	CLASS	ISSUED	STATUS
1682567-201804-M1	Major	21/09/2018	Closed on 20/12/2018
1682567-201804-M2	Major	21/09/2018	Closed on 20/12/2018
1682567-201804-N1	Minor	21/09/2018	Closed on 03/12/2019

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1859638-201911-M1	Major	03/12/2019	Closed on 02/02/2020
1859638-201911-N1	Minor	03/12/2019	Closed on 04/12/2020
1993322-202011-M1	Major	04/12/2020	Closed on 26/02/2021
1993322-202011-M2	Major	04/12/2020	Closed on 26/02/2021
1993322-202011-N1	Minor	04/12/2020	"Open"
1993322-202011-N2	Minor	04/12/2020	"Open"



**3.5 Issues Raised by Stakeholders**

IS #	Description
<b>1</b>	<b>Feedbacks:</b> Smallholder & Settler – He has good relationship with the management where the management has actively invited them to participate/ attend any celebration organized by Keratong 11 Estate. He also has sought advice from the management related on the operational process such as chemical usage. He understands the procedure of complaint and grievance. No land dispute reported as the boundaries were cleared.
	<b>Management Responses:</b> The management will ensure good relationship is maintain with the smallholders.
	<b>Audit Team Findings:</b> No further issue.
<b>2</b>	<b>Feedbacks:</b> Neighbouring Estate (Ladang DSK) – He informed that there is no land disputed reported as the boundary was demarcated. They are using the same road access with Keratong 11 Estate and they shared the cost of maintaining the road. He has been invited to attend the stakeholder meeting organized by FGV and understand the process of complaint and grievances.
	<b>Management Responses:</b> The management will ensure good relationship with the neighbour plantation.
	<b>Audit Team Findings:</b> No other issue.
<b>3</b>	<b>Feedbacks:</b> Schools' Representatives – They have attended stakeholder meetings organized by the company and briefed on the company's policies and procedures such as complaint and grievances. Attendance of the students were satisfactory, and they did not receive any report on the children working in the plantations. Management of the mill and estate has actively supported the school's events.
	<b>Management Responses:</b> The management will continually provide assistant and support whenever they request.
	<b>Audit Team Findings:</b> No other issue.
<b>4</b>	<b>Feedbacks:</b>

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	<p>Workers (different nationalities) – They informed that they were paid according to the Minimum Wage Order 2020. Overtime was voluntarily basis and they were treated equally. Housing was provided, and subsidized water and electricity was given by the company.</p>
	<p><b>Management Responses:</b>          The management will ensure the workers are paid as per legal requirements.</p>
	<p><b>Audit Team Findings:</b>          No other issue.</p>
<p><b>5</b></p>	<p><b>Feedbacks:</b>          Gender Committee Representatives – They informed that no case of sexual harassment and violence report. WhatsApp group chat for the mill’s female workers was established to act as a channel if there are any issues reported by the female workers. Besides, the management has consulted the needs of new mother and fulfilled the needs accordingly.</p>
	<p><b>Management Responses:</b>          The management will continue to monitor if there is any case of sexual harassment and violence reported.</p>
	<p><b>Audit Team Findings:</b>          No other issue.</p>
<p><b>6</b></p>	<p><b>Feedbacks:</b>          Contractor – The contractor informed that the payment was made promptly. There was no issue to work with FGV. Company’s policies and procedures was briefed to him and his workers.</p>
	<p><b>Management Responses:</b>          The management will continue to monitor to ensure the payment is make according to the payment term.</p>
	<p><b>Audit Team Findings:</b>          No other issue.</p>

**Section 4: Assessment Conclusion and Recommendation**

<b>Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings</b>	
Based on the findings during the assessment Keratong 3 Palm Oil Mill and Estate Certification Unit complies with the MS 2530-3:2013 and MS 2530-4:2013. It is recommended that the certification of Keratong 3 Palm Oil Mill and Estate Certification Unit is approved and/or continued.	
<b>Acknowledgement of Assessment Findings</b>	<b>Report Prepared by</b>
<b>Name:</b> Ahmad Shahrir bin Ismail	<b>Name:</b> Hu Ning Shing
<b>Company name:</b> FGV Holdings Berhad	<b>Company name:</b> BSI Services Malaysia Sdn Bhd
<b>Title:</b> Senior Manager	<b>Title:</b> Lead Auditor
<b>Signature:</b> 	<b>Signature:</b> 
<b>Date: 01/03/2021</b>	<b>Date: 26/02/2021</b>

**Appendix A: Summary of the findings by Principles and Criteria**

**MS 2530-3:2013 Malaysian Sustainable Palm Oil (MSPO) Part 3: General principles for Plantations and Organized Smallholders**

Criterion / Indicator		Assessment Findings	Compliance
<b>4.1 Principle 1: Management commitment &amp; responsibility</b>			
<b>Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy</b>			
<b>4.1.1.1</b>	A policy for the implementation of MSPO shall be established. <b>- Major compliance -</b>	FGV Group has established Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the objective of this policy is to fulfil the company’s commitments with regard to the sustainability matter. Briefing to the workers was conducted on 14/02/2020 in Keratong 11 Estate and during the stakeholder meeting conducted on 17/10/2019 to external stakeholders.	Yes
<b>4.1.1.2</b>	The policy shall also emphasize commitment to continual improvement. <b>- Major compliance -</b>	The policy above has emphasized the commitment of FGV to continuously improve its product, services by adopting the best possible approaches to enhance productivity and profitability by optimizing resources and operational efficiencies while minimizing negative impacts on people, social and environment.	Yes
<b>Criterion 4.1.2 – Internal Audit</b>			
<b>4.1.2.1</b>	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. <b>- Major compliance -</b>	Internal Audit Procedure (Doc. No.: FGV/ML-1A/L2-Pr11, Rev. 0 dated 01/06/2016) was developed to ensure the internal audit is carried out for the implementation of RSPO, ISCC and MSPO. The internal audit	Yes

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		will be carried out on yearly basis. Internal audit was planned as per the procedure.	
<b>4.1.2.2</b>	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.  - <b>Major compliance</b> -	SOP refer to indicator 4.1.2.1.  The last internal audit was carried out on 17-18/08/2020 by SCCD team. Corrective action plan was developed with action taken identified. Root cause was identified with corrective action was developed.	Yes
<b>4.1.2.3</b>	Report shall be made available to the management for their review.  - <b>Major compliance</b> -	Report made available for review in the management review meeting and recorded in the management review meeting minutes.	Yes
<b>Criterion 4.1.3 – Management Review</b>			
<b>4.1.3.1</b>	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.  - <b>Major compliance</b> -	Management review meeting for MSPO was conducted on 24/08/2020 with total 13 attendees. Meeting minutes was sighted, and the inputs below were discussed accordingly:  <ol style="list-style-type: none"> <li>1. Internal Audit Result</li> <li>2. Customer feedback</li> <li>3. Production of FFB</li> <li>4. Environment</li> <li>5. Social</li> <li>6. Replanting</li> <li>7. Management studies – implementation of MSPO, changes in management, changes in documentation and improvement in MSPO</li> </ol> <p>The management review has included the output and action to be taken.</p>	Yes



Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.1.4 – Continual Improvement</b>			
<b>4.1.4.1</b>	The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company. <b>- Major compliance -</b>	An action plan for continual improvement has been implemented, based on a consideration of the main social and environmental impacts and opportunities	Yes
<b>4.1.4.2</b>	The company shall establish a system to improve practices in line with new information and techniques or new industry standards and technology (where applicable) that are available and feasible for adoption. <b>- Major compliance -</b>	There is no new application of new technology implemented during the certification period. The current practices continued and guide by Standard Operation Procedure (SOP)  The estate management will implement and monitor any new technologies being implemented and the training of other personnel	Yes
<b>4.1.4.3</b>	An action plan to provide the necessary resources including training, to implement the new techniques or new industry standard or technology (where applicable) shall be established. <b>- Major compliance -</b>	No new technology is in place thus far. Currently, FGVMP SB Keratong 11 Estate has carried out the training based on the estate's current practices.	Yes
<b>4.2 Principle 2: Transparency</b>			
<b>Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements</b>			
<b>4.2.1.1</b>	The management shall communicate the information requested by the relevant stakeholders in the appropriate languages and forms,	The stakeholders were briefed during the stakeholder meeting last conducted on 17/10/2019. Besides, the management has displayed	Yes

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	except those limited by commercial confidentiality or disclosure that could result in negative environmental or social outcomes. <b>- Major compliance -</b>	the memo of request of information on the notice board outside the office.	
<b>4.2.1.2</b>	Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes. <b>- Major compliance -</b>	<p>Management of Keratong 11 Estate has issued a memo on 13/01/2020 to all the stakeholders of Keratong 11 Estate to inform on the list of documents that made available upon request. The memo was publicly displayed at the notice board outside the office.</p> <p>List of documents that made publicly available as below:</p> <ol style="list-style-type: none"> <li>1. Land title</li> <li>2. OSH plan</li> <li>3. Environmental and social management plan</li> <li>4. SEIA report</li> <li>5. HCV report</li> <li>6. Complaint and grievance procedure</li> <li>7. Land dispute procedure</li> <li>8. Policies such as Human Rights and Group Sustainability Policy</li> <li>9. Assessment report of audits</li> <li>10. Others</li> </ol> <p>Besides, documents such as company's policies, Supplier Code of Conduct and grievance procedure is accessible by the stakeholders via <a href="http://www.fgvholdings.com/sustainability/">www.fgvholdings.com/sustainability/</a>.</p>	Yes
<b>Criterion 4.2.2 – Transparent method of communication and consultation</b>			
<b>4.2.2.1</b>	Procedures shall be established for consultation and communication with the relevant stakeholders.	FGV has established SOP for information request from relevant stakeholders and documented in ' <i>Komunikasi, Penglibatan dan Rundingan</i> ' with Doc. No.: FGV/ML-1A/L2-Pr12 dated 01/06/2016. The	Yes

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Criterion / Indicator		Assessment Findings	Compliance
	- <b>Major compliance</b> -	objective of the SOP is to establish an effective system for communication between company and stakeholder. The stakeholders have been briefed on the procedure during stakeholder meeting on 17/10/2019 and the workers were briefed on 14/02/2020. Records of meeting minutes and attendance list were sighted.	
4.2.2.2	A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit.  - <b>Minor compliance</b> -	Assistant Manager of Keratong 11 Estate has been appointed as Communication and Social Officer and appointment letter dated 10/01/2020 was sighted.	Yes
4.2.2.3	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained.  - <b>Major compliance</b> -	Keratong 11 Estate (last reviewed on 15/09/2020) has developed Internal and External Stakeholder List. Details of the stakeholders such as address, contact person and contact numbers are available in the stakeholder list. Stakeholders comprise of government authorities, suppliers, contractors, NGOs, local communities and schools.	Yes
<b>Criterion 4.2.3 – Traceability</b>			
4.2.3.1	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s).  - <b>Major compliance</b> -	FGV has established SOP for traceability for all estate and documented in Manual Ladang Sawit Lestari – Mengangkut BTS ke Kilang with Doc. No.: MLSL (Ed.3)-Sec.4 (8.0) dated on 01/09/2017. The SOP used sets of form to be filled by the estate to trace the origin of the FFB. <ol style="list-style-type: none"> <li>1. Labelled for lorry – Lorry no., Estate Name, Mill Name</li> <li>2. FFB quality certificated – Field/Blok, Total FFB, Average Bunch Weight, Estimate weigh, date.</li> <li>3. FFB dispatch note</li> </ol>	Yes
4.2.3.2	The management shall conduct regular inspections on	Estate Managers have been appointed as the person responsible for traceability product/ FFB to comply with the requirements. Seen the	Yes

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Criterion / Indicator		Assessment Findings	Compliance
	compliance with the established traceability system. <b>- Major compliance -</b>	appointment letter dated 15/02/2019. Inspection during the receiving of FFB was conducted. Keratong 11 Estate has recorded all the FFB delivery in the <i>Rekod Hantaran BTB (Hasil Harian)</i> .	
<b>4.2.3.3</b>	The management should identify and assign suitable employees to implement and maintain the traceability system. <b>- Minor compliance -</b>	Estate Managers have been appointed as the person responsible for traceability product/ FFB to comply with the requirements. Seen the appointment letter dated 15/02/2019.	Yes
<b>4.2.3.4</b>	Records of sales, delivery or transportation of FFB shall be maintained. <b>- Major compliance -</b>	Records of FFB delivery to the mill were maintained and sampled recorded as below: i. Estate: Keratong 11 Estate dated 14/10/2020 Delivery Note No.: B 0006216 Lorry No.: JCN 8139 Weight: 12.50 MT  ii. Estate: Keratong 11 Estate dated 16/09/2020 Delivery Note No.: B 0006130 Lorry No.: JCN 8139 Weight: 15.23 MT	Yes
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			
<b>4.3.1.1</b>	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations. <b>- Major compliance -</b>	The lists of permits/licenses which has to be monitored and updated periodically include; 1. MPOB license No. 558962002000 for menjual dan mengalih FFB, for a period of 27/10/2020 to 28/02/2021.	Yes

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		<ol style="list-style-type: none"> <li>2. Lesen KPDNKK No. Fail: KPDNKK.600-7/21/49, No. Kebenaran PDA: 9849, No. Siri PDA: 026468, valid from 01/01/2019 – 31/12/2020</li> <li>3. Permit potongan upah di bawah seksyen 24 Akta Kerja 1955 tujuan Premium Insurans Luar Negara Tengan Kerja Indonesia. Bermula tarikh 18/04/2016. Rujukan: BHG.PU/9/129 JLD 26(22)</li> <li>4. Permit potongan upah di bawah seksyen 24 Akta Kerja 1955 tujuan bayaran bil lektrik serta bil air dan lebihan bayran rawatan perubatan Bermula tarikh 18/04/2016. Rujukan: BHG.PU/9/129 JLD 26(23)</li> <li>5. Permit barang kawalan berjadual. Diesel C000676, volume: 10,920 liter valid from 02/07/2020 – 01/07/2021</li> </ol> <p>FGV Plantations (Malaysia) Sdn Bhd has obtained approval from Jabatan Tenaga Kerja Semenanjung Malaysia to make deduction of wages after deducting of the subsidize from the management as below:</p> <ol style="list-style-type: none"> <li>1. Water bill/ month (subsidized RM 4)</li> <li>2. Electricity bill/ month (subsidized RM 6)</li> <li>3. Medical fee/ year (subsidized RM 200)</li> </ol> <p>The approval letter with Ref. No.: (22) dlm BHG. PU/9/129 Jld 23 dated 26/04/2016 was sighted.</p>	
<b>4.3.1.2</b>	<p>The management shall list all laws applicable to their operations in a legal requirements register.</p> <p><b>- Major compliance -</b></p>	<p>FGV Plantation (Malaysia) Sdn. Bhd. established Procedures Pematuhan Undang – Undang Dan Keperluan Lain (FGV/ML-1A/L2-Pr6) effective date 01st June 2016.</p>	Yes

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		All operating units have Legal & Other Requirements Register (LORR) covering all the necessary regulatory requirements No. Borang: ML-1A/L5-AP1 Pind 0. The list of all laws applicable to their operations in a legal requirement register is available and up to date as of 15th September 2020	
<b>4.3.1.3</b>	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force. <b>- Major compliance -</b>	The operating units visited to monitor the validity period of the license through form 'Mekanisma Pematuhan Lesen/Permit/Keperluan Undang-Undang'. The latest update of the register is on 15th September 2020.	Yes
<b>4.3.1.4</b>	The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements. <b>- Minor compliance -</b>	The estate has appointed a person responsible for each operating unit to monitor the compliance to legal and other requirements. Sustainability Department, Regional Compliance Unit and Internal Audit Department conducted internal audits to check the compliance to related legal and other requirements on an annual basis.  FGV has established guidelines to track any changes in the law and documented in 'Sistem semakan Perubahan Undang-Undang' and 'Sistem Pengesanan Perubahan Undang-Undang' Pindaan 4 dated 1st February 2018.	Yes
<b>Criterion 4.3.2 – Lands use rights</b>			
<b>4.3.2.1</b>	The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users. <b>- Major compliance -</b>	There is no land dispute reported in Keratong 11 Estate through verified with interview with the smallholder and settlers. Boundary stone, trenches and roads have demarcated the boundaries.	Yes
<b>4.3.2.2</b>	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of	Keratong 11 Estate was leased to FGV for Oil Palm Plantation activities from FELDA. Tenancy Agreement dated 06/01/2012 and 21/01/2012	Yes

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	the land. - <b>Major compliance</b> -	which commenced on 01/01/2012 between FELDA and FGV and the agreement will further renew every 3 years up to total 99 years was sighted for Keratong 11 Estate. Seen the land titles as below: <ol style="list-style-type: none"> <li>1. Land title# 3649, Lot No.: PT 8142, 628.7 ha</li> <li>2. Land title# 3648, Lot No.: PT 8141, 567.7 ha</li> </ol>	
<b>4.3.2.3</b>	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - <b>Major compliance</b> -	Available a map of Keratong 11 Estate showing boundary marking. In the south adjacent to Ladang DSK Far East (Formerly known as Pahang Plantation). In the north adjacent to Hutan Simpang Lesung. A total of 13 Blocks in Keratong 11 Estate. Sampled at Boundary of Hutan Simpan Lesung in Block 3 found electrical fence was erected at the border and marking with a white and red pipe. At Block 4 as sampled a border with Ladang DSK Far East clearly marked with a white and red pipe at drainage between both estates.	Yes
<b>4.3.2.4</b>	Where there are, or have been, disputes, documented proof of legal acquisition of land title and fair compensation that have been or are being made to previous owners and occupants; shall be made available and that these should have been accepted with free prior informed consent (FPIC). - <b>Minor compliance</b> -	There is no land dispute reported in Keratong 11 Estate through verified with interview with the smallholder and settlers. Boundary stone, trenches and roads have demarcated the boundaries.	Yes
<b>Criterion 4.3.3 – Customary rights</b>			
<b>4.3.3.1</b>	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. - <b>Major compliance</b> -	There is no land dispute reported in Keratong 11 Estate through verified with interview with the smallholder and settlers. Boundary stone, trenches and roads have demarcated the boundaries. There was no customary land in Keratong 11 Estate.	Yes

Criterion / Indicator		Assessment Findings	Compliance
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should be made available. - <b>Minor compliance</b> -	There is no land dispute reported in Keratong 11 Estate through verified with interview with the smallholder and settlers. Boundary stone, trenches and roads have demarcated the boundaries. There was no customary land in Keratong 11 Estate.	Yes
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. - <b>Major compliance</b> -	There is no land dispute reported in Keratong 11 Estate through verified with interview with the smallholder and settlers. Boundary stone, trenches and roads have demarcated the boundaries. There was no customary land in Keratong 11 Estate.	Yes
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			
4.4.1.1	Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones. - <b>Minor compliance</b> -	SIA was conducted on 21/08/2019 for Keratong 11 Estate by the Sustainability Compliance and Certification Department. The methodology of the assessment was through sampling of stakeholders to be interviewed. Stakeholders were consulted during the stakeholder meeting as well. Positive and negative impacts were identified and incorporated into the Management Plan 2019/ 2020 dated 21/08/2019. The management plan was last reviewed on 21/09/2020.  <i>However, some of the impacts' changes in Keratong 11 Estate were not identified in the management plan:</i> <ol style="list-style-type: none"> <li>1. <i>Delaying in the MyEG service provider on payment which caused the FOMEMA result of workers expired.</i></li> <li>2. <i>Deduction of water was made since October 2019 for total RM 10 after the Regional Control Unit's visit on 07/10/2019.</i></li> </ol>	Minor Non-conformance



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		<p>3. <i>Monitoring of the recruitment fee by the sub-agent in source of country.</i></p> <p><i>Thus, a minor non-conformance was raised.</i></p>	
<b>Criterion 4.4.2: Complaints and grievances</b>			
<b>4.4.2.1</b>	<p>A system for dealing with complaints and grievances shall be established and documented.</p> <p><b>- Major compliance -</b></p>	<p>FGV has established SOP for "<i>Menangani Aduan dan Rugutan</i>" with Doc. No.: FGV/ML-1A/L2-Pr13 dated 01/04/2019. The procedure is to provide a system for the internal and external stakeholders to lodge complaint and grievances to the management.</p> <p>The complaints will be solved in 14 days (first stage), 14 days (second stage). The complaint has to be resolved within 2 months from the date of discussion in third stage.</p> <p>Besides, whistleblowing e-form was available in <a href="https://www.fgvholdings.com/whistleblowing/">https://www.fgvholdings.com/whistleblowing/</a> for the stakeholders to report a grievance.</p>	Yes
<b>4.4.2.2</b>	<p>The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.</p> <p><b>- Major compliance -</b></p>	<p>Keratong 11 Esate has implemented Grievance &amp; Complaint Book and Grievance &amp; Complaint Form to allow the workers and stakeholders to lodge complaint on the housing defect. Sampled the complaint as below:</p> <ol style="list-style-type: none"> <li>Issue: Worker complained the bad road condition on 01/10/2020. Action Taken: The management has arranged for road maintenance and completed on 31/10/2020. Seen the photo evident and found that the road was repaired accordingly.</li> </ol>	Yes

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4.4.2.3	A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint. <b>- Minor compliance -</b>	There was a suggestion/ complaint box in front of the office with Complaint & Grievance Form was available. The stakeholders and workers have access to the form to lodge complaint if any.	Yes
4.4.2.4	Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time. <b>- Minor compliance -</b>	The procedures were briefed to the external stakeholders on 17/10/2019 and internal workers on 14/02/2020. Seen the training records. Interviewed with the stakeholders confirmed that they are understand on the process of complaint and grievances.	Yes
4.4.2.5	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request. <b>- Major compliance -</b>	Records of Grievance & Complaint were available for the past 24 months.	Yes
<b>Criterion 4.4.3: Commitment to contribute to local sustainable development</b>			
4.4.3.1	Growers should contribute to local development in consultation with the local communities. <b>- Minor compliance -</b>	Keratong 11 Estate has actively engaged with the stakeholders by inviting them to participate any social activities such as festival celebration. This has verified by interview the smallholder neighbouring the estate. The smallholder and settler informed that they have seek advice from the management regarding some of the operation issue.	Yes
<b>Criterion 4.4.4: Employees safety and health</b>			
4.4.4.1	An occupational safety and health policy and plan shall be documented, effectively communicated and implemented. <b>- Major compliance -</b>	The policy is prepared under FGV Holding Berhad entitled "Occupational Safety and Health Policy" which was signed by the Group CEO (Dato' Haris Fadzilah Hassan) dated 8th May 2019. The policy was communicated to the employees through various methods	Yes

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		<p>such as training, briefings, display on notice boards, on the job supervisions, etc.</p> <p>The policy is written in Bahasa and English language that can be easily understood by all levels of its employees. This policy adheres to the implementation of OSH requirements within the company.</p> <p>Occupational safety and health policy has been briefed during muster ground briefing for employees and Internal stakeholder during morning muster as follows;</p> <p>15th May 2020 – Briefing about PPE usage for spraying work by Estate Management. The session was attended by all sprayers Venue: Morning muster call area</p> <p>14th February 2020 – Briefing on FGV Policies by Estate Management. The session was attended by 81 estate workers Venue: Morning muster call</p>	
<b>4.4.4.2</b>	<p>The occupational safety and health plan shall cover the following:</p> <ul style="list-style-type: none"> <li>a) A safety and health policy, which is communicated and implemented.</li> <li>b) The risks of all operations shall be assessed and documented.</li> <li>c) An awareness and training programme which includes the following requirements for employees exposed to pesticides:</li> </ul>	<ul style="list-style-type: none"> <li>a) The policy is available, communicated and effectively implemented. The policy is prepared under FGV Holding Berhad entitled "Occupational Safety and Health Policy" which was signed by the Group CEO (Dato' Haris Fadzilah Hassan) dated 8th May 2019. The policy was communicated to the employees through various methods such as training, briefings, display on noticeboards, on the job supervisions, etc.</li> <li>b) Risk assessment was conducted through "Pengenalpastian Hazard, Penilaian Risiko dan Kawalan Risiko" based on the</li> </ul>	Yes

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<ul style="list-style-type: none"> <li>i. all employees involved shall be adequately trained on safe working practices</li> <li>ii. all precautions attached to products shall be properly observed and applied</li> <li>d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).</li> <li>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</li> <li>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust must have knowledge and access to latest national regulations and collective agreements.</li> <li>g) The management shall conduct regular two-way communication with their employees where issues affecting their business such as employee's health, safety and welfare are discussed openly. Records from such meeting are kept and the concerns of the employees and any remedial actions taken are recorded.</li> <li>h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</li> </ul>	<p>severity and the likelihood. HIRARC is consist of hazard identification (the type of work activity, hazard &amp; effect), Risk analysis (Existing risk control, likelihood, severity &amp; risk) &amp; Risk Control (Recommended control measures &amp; PIC appointed are Staff or Executive).</p> <p>Identification of risk has been addressed in "Pengenalpastian Hazard, Penilaian Risiko dan Kawalan Risiko" sighted for the followings work operation: -</p> <ul style="list-style-type: none"> <li>a. Harvesting</li> <li>b. Pruning</li> <li>c. Internal FFB evacuations</li> <li>d. External FFB from ramp to Palm Oil Mill</li> <li>e. Loose fruit collection</li> <li>f. Fertilizer application</li> <li>g. Chemical store</li> <li>h. Fertilizer store</li> <li>i. Arrangement of EFB</li> </ul> <p>Based on the documentation check by the auditor, Latest HIRARC reviewed is on 14th September 2020.</p> <p>c) Awareness and training programs have been established. A comprehensive annual training plan for the Executive, Staffs and Workers was sighted in the training records file. The needs of training are variable and subject to the nature of work for a specific task. The list of training as below: -</p>	

Criterion / Indicator	Assessment Findings	Compliance
<p>i) Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p><b>- Major compliance -</b></p>	<ol style="list-style-type: none"> <li>1. Briefing about Company Policies including OSH Policies</li> <li>2. Briefing about Sustainability Policies</li> <li>3. Training about Spraying</li> <li>4. Training about the usage of PPE</li> <li>5. Training about first aid</li> <li>6. Training about ERP and Fire fighting</li> <li>7. Training about ERP</li> <li>8. Training about Harvesting operation</li> <li>9. Training about Spraying</li> <li>10. Training about manuring application</li> <li>11. Training about chemical handling</li> <li>12. Training about Environment</li> </ol> <p>d) Guided by "Prosedur Kerja Selamat Penggunaan Peralatan Perlindungan Diri (PPE)" – type/model/brand/made/ is specified. SOPs coupled with a recommendation from the CHRA assessor. Based on the site visit, the usage of PPE was found to be appropriate. Records of PPE issued are maintained individually for all employees. Sighted the records of issuance made to employees on a selective basis. During the site visit, the staff/workers were noted to be equipped with their proper attire &amp; PPE.</p> <p>e) SOP of handling of chemicals is available. The objective of the guideline is to show the requirement &amp; selection of chemicals, assessment of chemicals hazards, selection of supplier and transportation of chemicals. Storage, handling and training of such is also stated in the procedure in accordance with OSH (USECHH 2000). The guidelines are adequate to address the</p>	

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	<p>requirement needed. The manual of the SOP is filed and functional.</p> <ul style="list-style-type: none"> <li>• Prosedur Kerja Selamat Pengendalian Bahan Kimia [FGVPM/L3/PK-04, 1/4/2014]</li> <li>• Prosedur Kerja Selamat Memunggah Baja di Stor [FGVPM/L3/PK-17, 1/4/2014]</li> <li>• Prosedur Kerja Selamat Kawalan Musuh dan Penyakit [FGVPM/L3/PK-18, 1/4/2014]</li> <li>• Prosedur Kerja Selamat Pengendalian Racun Kelas 1a [FGVPM/L3/PK-19a, 1/4/2014]</li> <li>• Prosedur Kerja Selamat Pengendalian Racun Kelas 1b [FGVPM/L3/PK-19b, 1/4/2014]</li> </ul> <p>Sighted chemical register updated on 22nd October 2020 by Procurement Clerk and approved by Estate Manager. A total of 63 chemicals has been registered thus far.</p> <p>Sighted latest CHRA assessment has been conducted for FGVPMSB Keratong 11 Estate. Date of assessment on 13th February 2018 by Dr. Yasriza bin Yahaya (JKKP HIE/127/171/2(8)). The CHRA report No. JKKP HIE/127/171/2(8)-2018/013. The CHRA covered the following station:</p> <ol style="list-style-type: none"> <li>1. Pesticide applicator</li> <li>2. Fertilizer applicator</li> <li>3. Gardener</li> <li>4. Driver</li> </ol>	

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	<p>Sighted the CHRA Action plan prepared by FGVPMSB Keratong 11 Estate which covered the work station as follows:</p> <ol style="list-style-type: none"> <li>1. Spraying</li> <li>2. Fertilizer application</li> <li>3. Driver</li> </ol> <p>All the recommendation by CHRA assessor has been complied by the estate management such as:</p> <ol style="list-style-type: none"> <li>1. Medical surveillance for spraying worker done on 12th – 13th November 2020</li> <li>2. Training to all sprayer done on 29th October 2020</li> <li>3. First-aid item equip with “Kecemasan badan dan Mata”. Estate has 4 first aiders.</li> <li>4. Manuring workers have been supplied with “Penapis mulut N95” during fertilizer application</li> <li>5. Training to all driver done on 25th October 2020</li> </ol> <p>For the Noise report, sighted quotation for Noise risk assessment dated 20th November 2020. The assessment will commence once in the early year of 2021.</p> <p>f) There is a safety committee established to be responsible for</p>	

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	<p>workers' safety and health. The Estate Managers was appointed as the Chairman of the operating units ESH committee. Sighted the organization chart for the ERT Team which involving all the staff in the estate.</p> <p>g) The safety issue has been addressed through safety committee meetings which were conducted quarterly. The OSH committee meeting has been conducted as follows: -</p> <ul style="list-style-type: none"> <li>a. 20th February 2020</li> <li>b. 3rd June 2020</li> <li>c. 2nd September 2020</li> <li>d. 10th November 2020</li> </ul> <p>h) Sighted the emergency procedure in FGVPSB Keratong 11 Estate. Emergency response plan available in the local language (Malay and English). The ERP has been explained to all workers and staff during training. Emergency response plans include the emergency contact number, and also have Guidelines on Accidents, Emergency Procedures and Exit routes as well as assembly points in the file and pasted on the notice board.</p> <p>i) Training on first aid is included in the "Plan/program OSH FGVPSB Keratong 11 Estate 2020". The first aider in FGVPSB Keratong 11 Estate has been trained by a competent trainer from CERT Academy as sighted from the training certificate issued dated 21st – 22nd February 2020. The renewal date is on 21st February 2022</p> <p>i) Sighted Records of JKPP 8 (1) / (IV) submitted accordingly</p>	



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		before the dateline. Any accident that occurred in the estate is handled according to the national OSH department (JKKP) includes reporting any accident case, investigation and calculation of LTA. Report by Mohamad Faizal bin Mohamad Fuaat dated 23rd January 2019.	
<b>Criterion 4.4.5: Employment conditions</b>			
<b>4.4.5.1</b>	The management shall establish policy on good social practices regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and effectively communicated to the employees.  - <b>Major compliance</b> -	FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the company recognizes its responsibility to respect and uphold international principles, standards and practices as encapsulated in the Universal Declaration of Human Rights (UDHR), United Nations Guiding Principles on Business and Human Rights (UNGP), United Nations Sustainable Development Goals (UNSDGs) and other applicable treaties, subject to the laws and regulations of the countries and territories in which FGV Group operates. Briefing of the policy was conducted on 17/10/2019 to all the external stakeholders such as FFB suppliers, local communities and government authorities. Besides, briefing to the workers was conducted on 14/02/2020 in Keratong 11 Estate.	Yes
<b>4.4.5.2</b>	The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.  - <b>Major compliance</b> -	FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where all employees and workers shall receive equal treatment based on their relevant merits and competency regardless of gender, race, nationality, religion, age, physical condition, and marital status, reproductive rights of women, union membership/ affiliation/ employment status, or political affiliation. Briefing of the policy was conducted on 17/10/2019 to all the external stakeholders such as FFB suppliers, local communities and government authorities. Besides, briefing to the workers was	Yes

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		conducted on 14/02/2020 in Keratong 11 Estate. Interviewed with the workers confirmed that the management treated all the workers equally.	
<b>4.4.5.3</b>	Management shall ensure that employees' pay and conditions meet legal or industry minimum standards and as per agreed Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.  <b>- Major compliance -</b>	Total 18 workers' payslips and employment contracts were sampled and found that the workers were paid according to the company's policy, Collective Agreement which valid from 01/01/2019 to 31/12/2021 and legal requirements.	Yes
<b>4.4.5.4</b>	Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.  <b>- Minor compliance -</b>	The contractor has employed one foreign worker as Loader and he has gone back to home country on September 2020. Seen the payslips for the foreign worker confirmed that the wages were paid according to the legal requirements. Besides, the contractor also sub-contracted the work to third party as lorry driver.	Yes
<b>4.4.5.5</b>	The management shall establish records that provide an accurate account of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.  <b>- Major compliance -</b>	eRML was implemented where the full name, gender, date of birth, date of entry, years of service, position and wages were recorded in the system.	Yes
<b>4.4.5.6</b>	All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract is available for each and every employee indicated in the employment records.	All the workers employed in the estate have signed on the employment contract in the local languages. They have briefed on the terms and conditions during their pre-employment process and when arrival in One-Stop Centre. For local workers, all the terms and conditions are referring to the Collective Agreement signed between FGV Plantations	Yes

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	- Major compliance -	(Malaysia) Sdn Bhd and <i>Kesaturan Pekerja-pekerja FGV Plantations (Malaysia) Sdn Bhd Semenanjung</i> which valid from 01/01/2019 to 31/12/2021.	
4.4.5.7	The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer. - Major compliance -	Keraton 11 Estate has implemented " <i>Kad Kerja</i> " system to record the working hours and overtime for all the workers. Verified the <i>Kad Kerja</i> and found the workers were paid accordingly.	Yes
4.4.5.8	The working hours and breaks of each individual employee as indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed and shall always be compensated at the rate applicable and shall meet the applicable legal requirement. - Major compliance -	Keraton 11 Estate has implemented " <i>Kad Kerja</i> " system to record the working hours and overtime for all the workers. Verified the <i>Kad Kerja</i> and found the workers were paid accordingly. Interviewed with the workers confirmed that they were given time to break. Overtime was in voluntarily basis.	Yes
4.4.5.9	Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements. - Major compliance -	Wages and overtime were paid according to the <i>Kad Kerja</i> and labour statement. Total hours of overtime and daily attendance has recorded in the system and the payslips. Refer to indicator 4.4.5.3.	Yes
4.4.5.10	Other forms of social benefits should be offered by the employer to employees, their families or the community such as incentives for good work performance, bonus payment, professional development, medical care and health provisions. - Minor compliance -	The management has subsidized the cost of medical care of total RM 200 per year, RM 4 for water bill and RM 6 for electricity bill. Other facilities such as mosque and field were available for the workers.	Yes

Criterion / Indicator		Assessment Findings	Compliance
4.4.5.11	<p>In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.</p> <p><b>- Major compliance -</b></p>	<p>All workers are provided with housing facilities that furnish with sanitation facilities, water supplies, electricity and amenities such praying house. Water and electricity are connected to the national supply and grid. Water and electricity usage is subsidized by the company and these conditions are stated in the collective agreement. Interview with workers confirms that there is no issue related to the payment of water and electricity. Keratong 11 Estate has carried out linesite inspection to ensure the cleanliness and safety of the houses by person in charge. The housing complex was in clean and good condition as verified during site visit.</p>	Yes
4.4.5.12	<p>The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace.</p> <p><b>- Major compliance -</b></p>	<p>FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the company does not tolerate any form of sexual harassment violence and abuse. Briefing to the workers was conducted on 01/09/2020 in Keratong 3 POM.</p>	Yes
4.4.5.13	<p>The management shall respect the right of all employees to form or join trade union and allow workers own representative(s) to facilitate collective bargaining in accordance with applicable laws and regulations. Employees shall be given the freedom to join a trade union relevant to the industry or to organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.</p> <p><b>- Major compliance -</b></p>	<p>FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where FGV commits to respect employees' and workers' right to freedom of movement, fair working hours, freedom of association and right to decent living condition. FGV respect the rights of all its employees and workers to join and form association, and to bargain collectively. Briefing to the workers was conducted on 01/09/2020 in Keratong 3 POM.</p> <p>FGV Palm Industries Sdn Bhd has made a collective agreement with the <i>Kesatuan Pekerja-pekerja FGV Palm Industries Sdn Bhd Semenanjung</i> which valid from 01/01/2019 to 31/12/2021. Therefore, Workers' Association was established to act as a channel for the</p>	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		workers to express their issues related to work. The last meeting was conducted on 15/07/2020 and meeting minutes was sighted. Interviewed with the Chairman of the Workers' Association confirmed that there was only minor issue raised such as increment of salary and bonus pay-out if there is any as recorded in the meeting minutes.	
<b>4.4.5.14</b>	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children is acceptable on family farms, under adult supervision, and when not interfering with their education programmes. Children shall not exposed to hazardous working conditions.  <b>- Major compliance -</b>	FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the company commits to eliminate any form of child labour and this has stated in the Supplier Code of Conduct which signed by every suppliers and contractors that engaged by the company. The minimum age of employment is 18 years old. Document reviewed on the master list of employees and the contractor's workers found that no child labour sighted.	Yes
<b>Criterion 4.4.6: Training and competency</b>			
<b>4.4.6.1</b>	All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.  <b>- Major compliance -</b>	Training needs of individual estate employees are assessed by the management at beginning of the year. Based on the need analysis the Training program for 2020 was available at the estate during the audit assessment.  Verification of the records showed that the implementation of the training program was on track. Training conducted were recorded in the various training record and completed with attendance records, training materials and photographs of the training.	Yes
<b>4.4.6.2</b>	Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency	The FGVMP SB Keratong 11 Estate has conducted training need analysis and documented in 'Analisa Keperluan Latihan Petugas dan Pekerja'. A yearly training plan is created based on Training Needs Analysis for workers involved in the operations. Sighted the Training	Yes

Criterion / Indicator		Assessment Findings	Compliance												
	<p>required to all employees based on their job description.</p> <p><b>- Major compliance -</b></p>	<p>Need Analysis of all workers, staffs and Management which is based on their competencies and job description.</p> <p>The needs of training are variable and subject to the nature of work for a specific task. The list of training as below: -</p> <ol style="list-style-type: none"> <li>1. Briefing about Company Policies including OSH Policies</li> <li>2. Briefing about Sustainability Policies</li> <li>3. Training about Spraying</li> <li>4. Training about the usage of PPE</li> <li>5. Training about first aid</li> <li>6. Training about ERP and Fire fighting</li> <li>7. Training about ERP</li> <li>8. Training about Harvesting operation</li> <li>9. Training about Spraying</li> <li>10. Training about manuring application</li> <li>11. Training about chemical handling</li> <li>12. Training about Environment</li> </ol>													
<b>4.4.6.3</b>	<p>A continuous training programme should be planned and implemented to ensure that all employees are well trained in their job function and responsibility, in accordance to the documented training procedure.</p> <p><b>- Minor compliance -</b></p>	<p>All workers involved in the operations have been adequately trained in safe working practice. The FGVMP SB Keratong 11 Estate has a comprehensive annual training plan for its staff and workers and this was sighted in the training records file for each staff and workers. The training plan for 2020 was sighted.</p> <table border="1" data-bbox="1099 1174 1895 1343"> <thead> <tr> <th>No</th> <th>Training</th> <th>Date Training</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Training and briefing about scheduled waste</td> <td>18/07/2020</td> <td>Completed</td> </tr> <tr> <td>2</td> <td>Training and briefing about spraying and PPE usage</td> <td>15/05/2020 29/10/2020</td> <td>Completed</td> </tr> </tbody> </table>	No	Training	Date Training	Status	1	Training and briefing about scheduled waste	18/07/2020	Completed	2	Training and briefing about spraying and PPE usage	15/05/2020 29/10/2020	Completed	Yes
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Criterion / Indicator	Assessment Findings	Compliance	
<b>4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>			
<b>Criterion 4.5.1: Environmental Management Plan</b>			
<b>4.5.1.1</b>	<p>An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.</p> <p><b>- Major compliance -</b></p>	<p>The Environment Policy is prepared under FGV Berhad entitled "Occupational Safety and Health Policy" which was signed by the Group CEO (Dato' Haris Fadzilah Hassan) dated 18th March 2019.</p> <p>Based on the Environmental Policy, the Company is committed to the implementation of the following practices:</p> <ol style="list-style-type: none"> <li>1. Comply with all applicable environmental legislation, regulation and other requirements throughout our business operations.</li> <li>2. Ensure protection of the environment including through: <ul style="list-style-type: none"> <li>- Prevention of pollution by eliminating or minimizing any the potential adverse effect associated with our activities products and services.</li> <li>- Efficient use of natural resources by applying Good Agriculture Practices (GAP) and Good Manufacturing Practices (GMP)</li> <li>- No deforestation, no new planting on peat and no development on areas of natural forest, high carbon stock (HCS) or high conservation (HCV)</li> <li>- Adoption of Best Management Practices (BMP)</li> </ul> </li> </ol>	<p>Yes</p>

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Criterion / Indicator	Assessment Findings	Compliance
	<ul style="list-style-type: none"> <li>- Prohibition of the use of agrochemicals that are categories as World Health Class 1A or 1B or that are listed by Stockholm or Rotterdam Conventions and paraquat except in specific situations</li> <li>- Implementation of no open burning policy</li> <li>- Deployment of water management practices to ensure activities do not lead to any negative impact to natural water bodies or to water quality and availability.</li> <li>- Management of waste in accordance with applicable regulatory requirement and measure to reduce, reuse, recycle or dispose of waste in an environmentally responsible manner</li> <li>- Reduction of greenhouse gas (GHG) emissions and use of renewable energy where possible</li> </ul> <p>3. Encourage our business partners and third-party providers of goods and services to incorporate environmentally.</p> <p>The policy has been briefed during muster ground briefing for employees and Internal stakeholder during morning muster as follows;</p> <p>14th February 2020 – Briefing on FGV Policies by Estate Management. The session was attended by 81 estate workers</p>	



Criterion / Indicator		Assessment Findings	Compliance
		<p>Venue: Morning muster call</p> <p>Sighted the Environmental Management Plan documented in form FPI/L4/QOHSE-1.7 Revision No. 1 "Identification of Environmental Aspects and Evaluation of Significant Form" dated 3rd February 2020 by FGVPMSB Keratong 11 Estate Management. The impacts have been identified covering all operations contributed to the environment such as:</p> <ol style="list-style-type: none"> <li>1. Operation of mature and immature areas (chemical premix, storage of chemical and fertilizer, transport, harvesting, maintenance, etc.)</li> <li>2. Activity in office, housing complex and dormitory (usage of electrical items, usage of hostel facilities, diesel area, etc.)</li> <li>3. Replanting activity. (Pre-lining, construction of drain, P&amp;D, construction of terrace, etc.)</li> </ol>	
<b>4.5.1.2</b>	<p>The environmental management plan shall cover the following:</p> <ol style="list-style-type: none"> <li>a) An environmental policy and objectives;</li> <li>b) The aspects and impacts analysis of all operations.</li> </ol> <p><b>- Major compliance -</b></p>	<p>The EMP policy is available as specified in 4.5.1.1 above</p> <p>The FGVPMSB Keratong 11 Estate management has conducted environmental aspect and impact assessment for all its' activities. The environmental impact assessment was guided by its Environmental Aspect and Impact Evaluation procedure. The identification of Environmental Aspects and Evaluation of Significance Form was used to identify and evaluate the environmental aspect and impact.</p> <p>Identification of impact and scoring is based on Manual Procedure (FPI/L2/QOHSE-1.0) Hazard Identification, Risk Assessment, Determining Control and Environmental Aspects. Risk evaluation is divided into 4 criteria as follows:</p>	OFI

Criterion / Indicator		Assessment Findings	Compliance									
		<p>A. Frequency                      B. Severity                      C. No. of cases                      D. Score</p> <p>Based on the scoring matrix form, the result will determine the risk level. The details of the risk level are elaborate further in the table below;</p> <table border="1"> <thead> <tr> <th>Risk level</th> <th>Stage 1 (Significant)</th> <th>Stage 2 (Not significant)</th> </tr> </thead> <tbody> <tr> <td>Scoring</td> <td>24 and above</td> <td>24 and below</td> </tr> <tr> <td>Action</td> <td>Need to provide the objective and management plan</td> <td>Reduce the contamination and set the control measure</td> </tr> </tbody> </table> <p><i>Existing of "Pengenalpastian Aspek dan Penilaian Impek" for FGVPMSB Keratong 11 Estate is acceptable and well maintained nevertheless the Estate management should improve and regularly review the aspect and impact activities for each station/area.</i></p> <p><i>Thus, an opportunity for improvement was raised.</i></p>	Risk level	Stage 1 (Significant)	Stage 2 (Not significant)	Scoring	24 and above	24 and below	Action	Need to provide the objective and management plan	Reduce the contamination and set the control measure	
Risk level	Stage 1 (Significant)	Stage 2 (Not significant)										
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Action	Need to provide the objective and management plan	Reduce the contamination and set the control measure										
<b>4.5.1.3</b>	<p>An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.</p> <p><b>- Major compliance -</b></p>	<p>Sighted the environmental management plan for the year 2020 developed to mitigate the negative impacts and to promote the positive one and effectively implemented and monitored which includes:</p>	Yes									

Criterion / Indicator		Assessment Findings	Compliance
		<p>Sample activity for environmental management and monitoring plan which contribute to scoring above than 24 as follows;</p> <p>Activity: Make a rinse three times and store all the empty pesticide container in the store</p> <p>Impact:</p> <ul style="list-style-type: none"> <li>i. Pollution of soil and water sources</li> <li>ii. Water pollution</li> </ul> <p>Actions to reduce impact:</p> <ul style="list-style-type: none"> <li>i. recycling the empty pesticide container in a safe manner</li> </ul> <p>Things to do in 2020:</p> <ul style="list-style-type: none"> <li>i. Provide chemical waste management exercises to contractors and officers concerned</li> <li>ii. Provides temporary storage for triple rinsed empty pesticide container</li> <li>iii. Collect/record empty pesticide containers collected in stores</li> <li>iv. Containers collected taken by contractors.</li> </ul>	
<b>4.5.1.4</b>	<p>A programme to promote the positive impacts should be included in the continual improvement plan.</p> <p><b>- Minor compliance -</b></p>	<p>The program to promote activities with positive impacts was included in the continual improvement plan.</p> <p>The reviewed Environmental Management Plan had considered the mitigation of negative impacts and the promotion of positive ones and translated them into estate programs.</p>	Yes

Criterion / Indicator		Assessment Findings	Compliance
4.5.1.5	<p>An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.</p> <p><b>- Major compliance -</b></p>	<p>The estate management has established an annual training program which covers environmental awareness and compliance-related training to the executives, staff and workers. A sighted training program that included with environment training as below;</p> <ol style="list-style-type: none"> <li>1. Briefing about Sustainability Policies</li> <li>2. Training about Environment</li> </ol> <p>The policy has been briefed during muster ground briefing for employees and Internal stakeholder during morning muster as follows;</p> <p>14th February 2020 – Briefing on FGV Policies by Estate Management.            The session was attended by 81 estate workers            Venue: Morning muster call</p>	Yes
4.5.1.6	<p>Management shall organize regular meetings with employees where their concerns about environmental quality are discussed.</p> <p><b>- Major compliance -</b></p>	<p>The Environment issue has been addressed and discussed in the OSH Committee meeting. The meeting has been conducted quarterly as follows: -</p> <ol style="list-style-type: none"> <li>a. 20th February 2020</li> <li>b. 3rd June 2020</li> <li>c. 2nd September 2020</li> <li>d. 10th November 2020</li> </ol> <p>The FGMPSB Keratong 11 Estate has discussed their concerns about the environmental issue with the workers representative every quarter.</p>	Yes

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Criterion / Indicator		Assessment Findings	Compliance																
<b>Criterion 4.5.2:</b> Efficiency of energy use and use of renewable energy																			
<b>4.5.2.1</b> Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within an appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity and energy efficiency in the operations over the base period.  <b>- Major compliance -</b>	Sighted the non-renewable energy consumption for the operation of the estate. The audit team observed that the consumptions are monitored every month.	<table border="1"> <thead> <tr> <th>Description</th> <th>January – November 2020</th> </tr> </thead> <tbody> <tr> <td>FFB,mt</td> <td>9,560.23</td> </tr> <tr> <td>Diesel, liter (genset &amp; transportation)</td> <td>33,015.00</td> </tr> <tr> <td>Average Diesel, Liter/mt FFB</td> <td>0.28</td> </tr> <tr> <td>Electricity, kWh (Genset &amp; Turbine)</td> <td>56,416.53</td> </tr> <tr> <td>Average, kWh/mt FFB</td> <td>0.16</td> </tr> <tr> <td>Water, liter</td> <td>258,755.00</td> </tr> <tr> <td>Average Water, Liter/mt FFB</td> <td>0.04</td> </tr> </tbody> </table>	Description	January – November 2020	FFB,mt	9,560.23	Diesel, liter (genset & transportation)	33,015.00	Average Diesel, Liter/mt FFB	0.28	Electricity, kWh (Genset & Turbine)	56,416.53	Average, kWh/mt FFB	0.16	Water, liter	258,755.00	Average Water, Liter/mt FFB	0.04	Yes
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<b>4.5.2.2</b> The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.  <b>- Major compliance -</b>	Estimation was based on the annual budget mentioned in 4.5.2.1 above.	Yes																	

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Criterion / Indicator		Assessment Findings	Compliance
4.5.2.3	The use of renewable energy should be applied where possible. <b>- Minor compliance -</b>	At the moment, there is no usage of renewable energy been practices in the estate.	Yes
<b>Criterion 4.5.3: Waste management and disposal</b>			
4.5.3.1	All waste products and sources of pollution shall be identified and documented. <b>- Major compliance -</b>	<p>Environmental Management Procedure refers to No Dokumen FGV /ML-1A/L2-Pr19 has been established effectively since 1st June 2019.</p> <p>Its objective is to identify all waste products and sources of pollution in the estate. A systematic inventory of scheduled wastes was properly maintained to record the movement of wastes in the estate.</p> <p>All waste products and sources of pollution are developed and implemented as per Environmental Aspect &amp; Impact Assessment (EAIA). Sighted Inventory of Scheduled Wastes, Fifth Schedule (Regulation 11) for FGVMP SB Keratong 11 Estate as following;</p> <ol style="list-style-type: none"> <li>1. SW305 – spent engine oil</li> <li>2. SW306 – spent hydraulic oil</li> <li>3. SW409 – contaminated container &amp; equipment</li> </ol>	Yes
4.5.3.2	A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:	FGV Plantation (Malaysia) Sdn. Bhd. (FGVPMSB) has established SOP Waste Management, No Documents ML-1A/L2-Pr19(0) dated 1st June 2019.	Yes

Criterion / Indicator	Assessment Findings	Compliance
<p>a) Identifying and monitoring sources of waste and pollution</p> <p>b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products</p> <p><b>- Major compliance -</b></p>	<p>The Waste Management Plan (WMP) has been incorporated in the Identification of all Waste Products and Operational Plan to Reduce Pollution to maximize recycling and minimize pollution, verified by Estate Manager.</p> <p>Sample of Waste Management Plan (WMP) for FGVPMSB Keratong 11 Estate as below;</p> <p>A. Source of waste: Estate Operation</p> <p>B. Type of schedule waste: Spend oil / Oil filter</p> <p>C. Impact: Contamination to water, air and soil</p> <p>D. Waste Management Plan (3R): Collect and dispose to authorize contractor</p> <p>A. Source of waste: Estate Operation</p> <p>B. Type of schedule waste: Empty chemical container</p> <p>C. Impact: Contamination to water, air and soil</p> <p>D. Waste Management Plan (3R):</p> <ul style="list-style-type: none"> <li>- Reuse</li> <li>- Recycle</li> </ul>	

Criterion / Indicator	Assessment Findings	Compliance
<p><b>4.5.3.3</b></p> <p>The management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal.</p> <p><b>- Major compliance -</b></p>	<p>SOP for handling scheduled wastes has been established entitled Waste Management. Ref doc no. FGVPM/L3/PK-05 to comply with the Environmental Quality Regulations (Scheduled Waste) 2005.</p> <p>Handling of the used chemical produced in the estate is under control and strictly handle by a qualified person which has attended the safe handling, storage and disposal training. There is a clear procedure of disposal of waste material that includes management of waste disposal, notification of waste disposal, labeling of waste disposal, storage of waste disposal, inventory of waste disposal, collection and transportation of scheduled waste and recycling and disposal of scheduled waste.</p>	<p>Yes</p>
<p><b>4.5.3.4</b></p> <p>Empty pesticide containers shall be punctured and disposed in an environmentally and socially responsible way, such that there is no risk of contamination of water sources or to human health. The disposal instructions on manufacturer’s labels should be adhered to. Reference should be made to the national programme on recycling of used HDPE pesticide containers.</p> <p><b>- Major compliance -</b></p>	<p>Empty Chemical Containers were sold to recycle vendors – method of disposal stated in “Pengenalpastian Sumber &amp; Jenis Bahan Buangan” i.e. triple rinsed and sold to recycle vendor.</p> <p>During the site visit, it was seen that the chemical containers are been triple rinsed and punctured to prevent contamination of water source or to human health.</p> <p>For the year 2020, no empty pesticide container has been disposed of so far and the last disposal is on 13th December 2019. However, based stock card balance of empty pesticide containers as at 3rd December 2020 is as follows.</p> <ol style="list-style-type: none"> <li>1. BM Tricalon – 51 pcs</li> <li>2. Garlon Mix 52 pcs</li> <li>3. Plastik 70 pcs</li> </ol>	<p>Yes</p>



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Criterion / Indicator		Assessment Findings	Compliance
4.5.3.5	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses. <b>- Minor compliance -</b>	The domestic waste from the housing area is well managed and all domestic wastes are collected and disposed of at Block 6. It was observed that the rubbish pit is located far from the residential area and natural waterway.	Yes
<b>Criterion 4.5.4: Reduction of pollution and emission</b>			
4.5.4.1	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid wastes and effluent. <b>- Major compliance -</b>	<p>FGV Plantation (Malaysia) Sdn. Bhd. has established SOP Pelan Mengurangkan Pencemaran dan Pemantauan Kesan Perlepasan Gas Rumah Hijau (GHG), No Documents ML-1A/L4-F18(0) dated 1st June 2019.</p> <p>Identification of significant pollutants and greenhouse gas (GHG) emissions has been done e.g. Land conversion, Emissions from Fertilizer, Emissions from peat, Fuel Consumption, and crop sequestration. Their usage has been recorded and documented at each of the operating units. Approved GHG calculator, Palm GHG was used for the calculation during the implementation period.</p> <p>Summary Emission record year 2019 for FGVPMSB Keratong 11 Estate as follows;</p> <ol style="list-style-type: none"> <li>1. CPO – 0.82 tCOe2 / tProduct</li> <li>2. PK – 0.82 tCOe2 / tProduct</li> <li>3. Electricity – 0.01 tCOe2 / FFB</li> <li>4. Land Conversion – 0.38 tCOe2 / FFB</li> <li>5. CO2 Emissions from Fertiliser – 0.02 tCOe2 / FFB</li> <li>6. N2O Emissions from Fertiliser – 0.02 tCOe2 / FFB</li> <li>7. Fuel Consumption – 0.01 tCOe2 / FFB</li> </ol>	Yes

Criterion / Indicator		Assessment Findings	Compliance												
<p><b>4.5.4.2</b></p> <p>An action plan to reduce identified significant pollutants and emissions shall be established and implemented.</p> <p><b>- Major compliance -</b></p>	<p>The action plan established for reducing GHG emission was through reduction of diesel usage through various programs such as regular maintenance of vehicles and machinery and education to drivers.</p> <p>Reduction Pollution Plan for FGVMP SB Keratong 11 Estate for the year 2020 as below;</p> <table border="1"> <thead> <tr> <th>No</th> <th>Emission</th> <th>Action Plan</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Diesel Consumption</td> <td>- Monitor, reduce and record diesel consumption during FFB delivery from the estate to Palm Oil Mill and daily movement vehicle in the Palm Oil Mill conduct training for responsible officers</td> </tr> <tr> <td>2</td> <td>Chemical usage</td> <td>- Monitor and reduce the consumption of chemical in the estate activity (herbicide, pesticide) - Training programs for staff, workers and stakeholders</td> </tr> <tr> <td>3</td> <td>Fertilizer usage</td> <td>- Increasing the use of organic materials or compost as fertilizer</td> </tr> </tbody> </table>		No	Emission	Action Plan	1	Diesel Consumption	- Monitor, reduce and record diesel consumption during FFB delivery from the estate to Palm Oil Mill and daily movement vehicle in the Palm Oil Mill conduct training for responsible officers	2	Chemical usage	- Monitor and reduce the consumption of chemical in the estate activity (herbicide, pesticide) - Training programs for staff, workers and stakeholders	3	Fertilizer usage	- Increasing the use of organic materials or compost as fertilizer	<p>Yes</p>
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			<ul style="list-style-type: none"> <li>material</li> <li>- Plan to a reduction of the use of fertilizer kg/palm/year</li> </ul>	
		4	<p>Domestic waste</p> <ul style="list-style-type: none"> <li>- Monitor domestic waste intake from residential areas to landfill.</li> <li>- Domestic waste is allowed to dispose of at the landfill. Bottle, paper, glass, iron and aluminum can be treat as a recycled waste items.</li> <li>- Monitor the condition of the landfill so that landfill management runs well. No open burning is allow</li> </ul>	
		5	<p>Increase awareness of recycling</p> <ul style="list-style-type: none"> <li>- Reducing the use of paper in the officials</li> <li>- Maintain the record of waste</li> </ul>	

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			<p>materials delivery to the recycled centers (Cans, Plastics, Iron, Paper, Aluminium)</p> <p>- To conduct training for staff and the community surrounding about recycling.</p>	
		<p>The action plan has been established and implementation is ongoing. As evidence, sighted the environmental management plan for the year 2020 developed to prevent or minimize the pollution.</p>		
<b>Criterion 4.5.5: Natural water resources</b>				
<b>4.5.5.1</b>	<p>The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <ul style="list-style-type: none"> <li>a. Assessment of water usage and sources of supply.</li> <li>b. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate's current activities.</li> <li>c. Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application,</li> </ul>	<p>The Estate has established the water management plan and reviewed it on an annual basis. The latest review was conducted in January 2020. The management plan was focusing on the identification of water sources, usage estimation, monitoring plan, impact to stakeholders, action plan and person in charge.</p> <p>Sighted Water Management Plan established by FGVPMSB Keratong 11 Estate for the year 2020. The plan consists of the management of quality and availability of water which inclusive of identifying the source of water used, the efficiency of water usage, identifying of renewable water source and impact to the water catchment area and</p>	Yes	

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<p>maintenance of equipment to reduce leakage, collection of rainwater, etc.).</p> <p>d. Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate.</p> <p>e. Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</p> <p>f. Where bore well is being use for water supply, the level of the ground water table should be measured at least annually.</p> <p><b>- Major compliance -</b></p>	<p>stakeholders as well as an action plan of water shortage in employee’s housing area. Implementation can be seen with the availability of records on the monitoring of water usage, monitoring of rainfall and water shortage contingency plan.</p> <p>Source of water: Field Drain/reservoir</p> <p>Impact: Flood/shortage of water in the dry season / affects the frond arrange caused by the drifted by water</p> <p>Root Cause: Shallow river, destructions of water flowing</p> <p>Action Plan:</p> <ul style="list-style-type: none"> <li>i. carry out the desalting of drains in the estate and remove all the rubbish</li> <li>ii. Installation of a culvert</li> <li>iii. Frond arrangement away from the drain</li> <li>iv. Construct the iron bridge</li> </ul>	<p>Yes</p>	
<p><b>4.5.5.2</b></p> <p>No construction of bunds, weirs and dams across main rivers or waterways passing through an estate.</p> <p><b>- Minor compliance -</b></p>	<p>No construction of bunds, weirs and dams across main rivers or waterways passing through in FGVPMSB Keratong 11 Estate</p>	<p>Yes</p>	
<p><b>4.5.5.3</b></p> <p>Water harvesting practices should be implemented (e.g. water from road-side drains can be directed and stored in conservation terraces and various natural receptacles).</p> <p><b>- Minor compliance -</b></p>	<p>There were roadside drains constructed along the main roads to divert and conserve water at designated points.</p>	<p>Yes</p>	

Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.5.6:</b> Status of rare, threatened, or endangered species and high biodiversity value			
<p><b>4.5.6.1</b></p>	<p>Information shall be collated that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors). This information should cover:</p> <ul style="list-style-type: none"> <li>a) Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities.</li> <li>b) Conservation status (e.g. The International Union on Conservation of Nature and Natural Resources (IUCN) status on legal protection, population status and habitat requirements of rare, threatened, or endangered species), that could be significantly affected by the grower(s) activities.</li> </ul> <p><b>- Major compliance -</b></p>	<p>Sighted In-House High Conservation Value (HCV) Assessment carried out for FGVPMBSB Keratong 11 Estate updated on 27th December 2017 by In-House HCV Assessor i.e. Mr. Amir Hamzah bin Dollah @ Abdullah (Leader). Based on the assessment report, there was no HCV identified in the FGVPMBSB Keratong 11 Estate.</p> <p>Kajian Identifikasi HCV FGVPMBSB Keratong 11 Estate. The study covers the HCV 1-6 allotted area of concern and the mapping /GIS specialist input.</p> <ul style="list-style-type: none"> <li>1. HCV 1 – There are no significant concentrations of HCV 1 species (RTE or endemic), or which contains habitat critical to the survival of these species in the area of interest.</li> <li>2. HCV 2 - The estate had developed with oil palm and there was no large landscape ecosystem (more than 50,000ha)</li> <li>3. HCV 3 – There is no RTE ecosystem and habitat in the estate.</li> <li>4. HCV 4 - There are no rivers in the estate or any area which serves as basic ecosystem services in critical situations.</li> <li>5. HCV 5 – There was no natural sites or resources in the estate that local communities are dependent on.</li> <li>6. HCV 6 - There are no custom ceremonies or rituals, which require a cultural, religious, or sacred site, being practiced by locals.</li> </ul> <p>Based on the report mentioned in Indicator 7.12.2, there is no HCV or RTE presence at FGVPMBSB Keratong 11 Estate. Nonetheless, since the FGVPMBSB Keratong 11 Estate is located next to FR Lesong, there is a potential for the encroachment of wildlife. The management plan is</p>	<p>Yes</p>

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		still addressed in "Pelan Pengurusan biodiversity FGVPMSB Keratong 11 Estate (2017-2022)".	
<b>4.5.6.2</b>	<p>If rare, threatened or endangered species, or high biodiversity value, are present, appropriate measures for management planning and operations should include:</p> <p>a) Ensuring that any legal requirements relating to the protection of the species are met.</p> <p>b) Discouraging any illegal or inappropriate hunting, fishing or collecting activities; and developing responsible measures to resolve human-wildlife conflicts.</p> <p><b>- Major compliance -</b></p>	Based on the report mentioned in Indicator 7.12.2, there is no HCV or RTE presence at FGVPMSB Keratong 11 Estate. Nonetheless, since the FGVPMSB Keratong 11 Estate is located next to FR Lesong, there is a potential for the encroachment of wildlife. The management plan is still addressed in "Pelan Pengurusan biodiversity FGVPMSB Keratong 11 Estate (2017-2022)".	Yes
<b>4.5.6.3</b>	<p>A management plan to comply with Indicator 1 shall be established and effectively implemented, if required.</p> <p><b>- Major compliance -</b></p>	Based on the report mentioned in Indicator 7.12.2, there is no HCV or RTE presence at FGVPMSB Keratong 11 Estate. Nonetheless, since the FGVPMSB Keratong 11 Estate is located next to FR Lesong, there is a potential for the encroachment of wildlife. The management plan is still addressed in "Pelan Pengurusan biodiversity FGVPMSB Keratong 11 Estate (2017-2022)".	Yes
<b>Criterion 4.5.7: Zero burning practices</b>			
<b>4.5.7.1</b>	<p>Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting shall be avoided except in specific situations, as identified in regional best practice.</p> <p><b>- Major compliance -</b></p>	<p>FGV Plantation (Malaysia) Sdn. Bhd. has established Environmental Stewardship on managing environmental impacts. The Policy was signed by the Chairman, FGV Holding Berhad dated 29th May 2019.</p> <p>There is no issue of burning of wastes observed for waste disposal and for preparing land for oil palm cultivation or replanting in the FGVPMSB Keratong 11 Estate and the company has encouraged the</p>	Yes

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		workforce not to do any open burning or use fire for waste disposal.  During the site visit, no evidence of open burning in the estate area either in the plantation or in linesite area. Sighted signage of zero burnings being erected at the strategic locations.	
<b>4.5.7.2</b>	A special approval from the relevant authorities shall be sought in areas where the previous crop is highly diseased and where there is a significant risk of disease spread or continuation into the next crop.  <b>- Major compliance -</b>	No significant risk of diseased palm was reported in the estate. Open burning during new plantings and re-plantings is not allowed.	Yes
<b>4.5.7.3</b>	Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities) (Open Burning) Order 2003 or other applicable laws.  <b>- Major compliance -</b>	No controlled burning being sought by the estate.  During the replanting process, the old palm to be felled, chipped and shredded and left in the field for self-decomposed.	Yes
<b>4.5.7.4</b>	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched.  <b>- Minor compliance -</b>	During the replanting process, the old palm to be felled, chipped and shredded and left in the field for self-decomposed.	Yes
<b>4.6 Principle 6: Best Practices</b>			
<b>Criterion 4.6.1: Site Management</b>			



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<p><b>4.6.1.1</b> Standard operating procedures shall be appropriately documented and consistently implemented and monitored.</p> <p><b>- Major compliance -</b></p>	<p>Standard Operating Procedures (SOPs) for the estate are documented. Interview with staff and workers revealed that all working SOPs being consistently implemented among all employees and monitored by the management through daily muster briefing, training, etc. List sampled SOPs available during onsite assessment sighted as following:</p> <ul style="list-style-type: none"> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Pengurusan Tapak Semaian Sawit (Oil Palm Nursery Management); Edisi II (Seksyen 1)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Pembangunan Semula Sawit (Oil Palm Replanting); Edisi II (Seksyen 2)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Pra Matang (Premature Oil Palm); Edisi II (Seksyen 3)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Matang (Mature Oil Palm); Edisi II (Seksyen 4)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Matang (Mature Oil Palm); Edisi II (Seksyen 1)</li> <li>- MLSL (Ed. 2); Vol. 1; Sec. 1-5; Controlled # 0871; Effective date: 1st June 2012</li> <li>- Manual Lestari (Sustainable Manual)1A; ML-1A/L3-GP1(0); Rev. 0; Eff. Date: 1st June 2016 (Garis Panduan - Pensampelan Air) (Water Sampling Guideline)</li> </ul> <p>Good Agricultural Practices had been implemented and monitored via work programs, visits by General Managers, Plantation Advisors, Agronomist and Internal Audit Department.</p>	<p>Major Non-conformance</p>

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	<p><i>As per the Penyerahan &amp; Pengimpanan Passport TKA semasa dalam Perkhidmatan (Doc. No.: FGV/FGVPM-JTK/OP/021, Rev. 0 dated 01/09/2019, Clause 6.5.6, the person responsible has to conduct inspection on the passport that kept in the locker provided by the company on monthly basis and record of inspection must be documented. However, there was no record of inspection was carried out in Keratong 11 Estate.</i></p> <p><i>Besides, the contractor appointed by the management to transport FFB from ramp to mill has signed the agreement (Contract No.: 5300002395). The contractor has appointed sub-contractor to be the lorry driver. However, there was no written consent between the contractor and FGVMSB sighted. This has not complied with Terma dan Syarat bagi Pesanan Belian (PB)/ Perintah Kerja (PK) 1/2013, Clause 12 – Tugas dan Perlantikan Sub-kontraktor and Document Contract, Clause 13 – Assignment of Sub-Contracting.</i></p> <p><i>Reviewed of the pay slips and Kad Kerja in Keratong 11 Estate found that the workers did not receive RM 1200 as per company's guidance issued by Human Resource Department (Plantations) in FGV Holdings.</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Month</th> <th style="text-align: center;">Employee No.</th> <th style="text-align: center;">Wages</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">August 2020</td> <td style="text-align: center;">FW04830553</td> <td style="text-align: center;">RM 1,169.92</td> </tr> <tr> <td></td> <td style="text-align: center;">FW04830551</td> <td style="text-align: center;">RM 1,165.80</td> </tr> <tr> <td></td> <td style="text-align: center;">FW04830555</td> <td style="text-align: center;">RM 1,169.86</td> </tr> <tr> <td style="text-align: center;">September 2020</td> <td style="text-align: center;">FW04830553</td> <td style="text-align: center;">RM 1,188.44</td> </tr> </tbody> </table>	Month	Employee No.	Wages	August 2020	FW04830553	RM 1,169.92		FW04830551	RM 1,165.80		FW04830555	RM 1,169.86	September 2020	FW04830553	RM 1,188.44	
Month	Employee No.	Wages															
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September 2020	FW04830553	RM 1,188.44															

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			FW04830468	RM 1,190.94	
			FW04830513	RM 1,196.48	
		October 2020	FW04830555	RM 1,186.54	
			FW04830468	RM 1,190.94	
			FW04830553	RM 1,185.74	
		<i>Thus, a major non-conformance was raised.</i>			
<b>4.6.1.2</b>	<p>Where oil palm is grown within permitted levels on sloping land, appropriate soil conservation measures shall be implemented to prevent both soil erosion as well as siltation of drains and waterways. Measures shall be put in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals.</p> <p><b>- Major compliance -</b></p>	<p>FGV has established policy regarding oil palm grown within permitted levels on sloping land and documented Conservation of Sloping Land and river reserve Policy</p> <p>The estate construct terraces at a sloped area of more than 6 degrees. Planting of the cover crop is made to retain the soil structure and conservation.</p> <p>a) Roadside pits are made to divert water at slope areas to prevent road erosion and surface damage.</p> <p>b) Terraces are constructed inclined towards the terrace wall</p> <p>The estate has to implement Good Agricultural Practices by planting legume cover crops as part of moisture conservation practices and at the same time, it acts as weed control.</p>			Yes

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<b>4.6.1.3</b>	A visual identification or reference system shall be established for each field. <b>- Major compliance -</b>	Field references were identified by the year of planting. A signboard was erected and palms at the corner of each field were stenciled with the field identification.	Yes													
<b>Criterion 4.6.2: Economic and financial viability plan</b>																
<b>4.6.2.1</b>	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning. <b>- Major compliance -</b>	FGVMPSB Keratong 11 Estate has an annual budget for the financial year from 2020 till 2023. The budget includes the projected FFB production, general charges, upkeep & cultivation, collection and immature areas.	Yes													
<b>4.6.2.2</b>	Where applicable, an annual replanting programme shall be established. Long term replanting programme should be established and review annually, where applicable every 3-5 years. <b>- Major compliance -</b>	FGVPMSB Keratong 11 Estate has established the replanting program as follows; <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Estate</th> <th>Year</th> <th>Ha</th> </tr> </thead> <tbody> <tr> <td rowspan="3">FGVPMSB Keratong 11 Estate</td> <td>2021</td> <td>222.17</td> </tr> <tr> <td>2022</td> <td>245.03</td> </tr> <tr> <td>2023</td> <td>100.26</td> </tr> <tr> <td><b>Total</b></td> <td></td> <td><b>567.46</b></td> </tr> </tbody> </table>	Estate	Year	Ha	FGVPMSB Keratong 11 Estate	2021	222.17	2022	245.03	2023	100.26	<b>Total</b>		<b>567.46</b>	Yes
Estate	Year	Ha														
FGVPMSB Keratong 11 Estate	2021	222.17														
	2022	245.03														
	2023	100.26														
<b>Total</b>		<b>567.46</b>														
<b>4.6.2.3</b>	The business or management plan may contain: a) Attention to quality of planting materials and FFB b) Crop projection: site yield potential, age profile, FFB yield trends c) Cost of production : cost per tonne of FFB d) Price forecast	<table border="1" style="margin-left: 20px;"> <thead> <tr> <th>No</th> <th>Plan</th> <th>Contents</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Budget</td> <td> <ul style="list-style-type: none"> <li>• Expenses – Operations, administration, depreciation and tax.</li> <li>• Profit &amp; Loss</li> </ul> </td> </tr> <tr> <td>2</td> <td>Yield (FFB)</td> <td> <ul style="list-style-type: none"> <li>• Monthly Yield,</li> <li>• To-date Yield</li> <li>• Budgeted Yield.</li> </ul> </td> </tr> </tbody> </table>	No	Plan	Contents	1	Budget	<ul style="list-style-type: none"> <li>• Expenses – Operations, administration, depreciation and tax.</li> <li>• Profit &amp; Loss</li> </ul>	2	Yield (FFB)	<ul style="list-style-type: none"> <li>• Monthly Yield,</li> <li>• To-date Yield</li> <li>• Budgeted Yield.</li> </ul>	Yes				
No	Plan	Contents														
1	Budget	<ul style="list-style-type: none"> <li>• Expenses – Operations, administration, depreciation and tax.</li> <li>• Profit &amp; Loss</li> </ul>														
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	e) e) Financial indicators : cost benefit, discounted cash flow, return on investment <b>- Major compliance -</b>	3	Yearly Activities	<ul style="list-style-type: none"> <li>• Harvesting</li> <li>• Spraying</li> <li>• Manuring</li> <li>• Pruning</li> <li>• Census</li> <li>• Beneficial Plants</li> <li>• etc</li> </ul>	
		4	Expenses Accounting	Detailed Operational Budget <ul style="list-style-type: none"> <li>• Labour Wages</li> <li>• Estate Tools</li> <li>• Fertilizer Cost</li> <li>• Chemical Cost</li> <li>• PPE</li> <li>• etc</li> </ul>	
<b>4.6.2.4</b>	The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented. <b>- Major compliance -</b>	The estate performance is recorded in the monthly progress report. <ol style="list-style-type: none"> <li>a) Details on the actual vs budget i.e. crop production, fixed and direct cost are shown therein.</li> <li>b) The management also provides a variance report on the performance and reviewed it every month.</li> <li>c) The supervisory personnel maintained a daily cost for the field operations.</li> <li>d) The meeting involving the manager meets monthly with the Regional PA and Head for the performance review.</li> <li>e) Safety, Health, and Environmental report</li> </ol>			Yes

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		The estate performance is monitor through the monthly progress report. Details on the actual vs budget i.e. FFB production, capital expenditure, production cost and revenue & profit account are shown therein.	
<b>Criterion 4.6.3: Transparent and fair price dealing</b>			
<b>4.6.3.1</b>	Pricing mechanisms for the products and other services shall be documented and effectively implemented.  - <b>Major compliance</b> -	Payment term was explained in the procedure of Mengangkut Buah Tandan Segar Sawit dari Pusat Pengumpulan (RAMP) ke Kilang Memproses with Doc. No.: FGVPM(P)0110 dated June 2017. The payment will be made once a month based on the approved FFB tonnage.	Yes
<b>4.6.3.2</b>	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.  - <b>Major compliance</b> -	Sampled of the agreement with the contractor as below:  1. Contract No.: 5300002395EC01 dated 24/09/2020 as the extension contract for FFB transportation from ramp to mill which valid from 01/10/2020 to 31/12/2020.  Seen the payment records as below:  1. INV# K11-1104 dated 31/08/2020; Payment was made on 10/09/2020 with Cheque No.: 317110  INV#K11-1107 dated 30/09/2020; Payment was made on 16/10/2020 with Cheque No.: 317141	Yes
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.	The contractor engaged by the estate has been signed on the addendum for MSPO requirements and they have been briefed on the MSPO requirements. Sampled of the addendum as below:	Yes

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	- Major compliance -	1. Perniagaan Maju Bera signed on 08/08/2018	
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	Sampled of the agreement with the contractor as below: 1. Contract No.: 5300002395EC01 dated 24/09/2020 as the extension contract for FFB transportation from ramp to mill which valid from 01/10/2020 to 31/12/2020.	Yes
4.6.4.3	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required. - Minor compliance -	As per the addendum signed in indicator 4.6.4.1, the contractors agreed to accept auditors to verify the assessment if necessary.	Yes
4.6.4.4	The management shall be responsible for the observance of the control points applicable to the tasks performed by the contractor, by checking and signing the assessment of the contractor for each task and season contracted. - Major compliance -	On FFB transporters a reconciliation databank monthly for Perniagaan Maju Bera from mill is reconciled through monthly report by estate and agreed by contractor.	Yes
<b>4.7 Principle 7: Development of new planting</b>			
<b>Criterion 4.7.1: High biodiversity value</b>			
4.7.1.1	Oil palm shall not be planted on land with high biodiversity value unless it is carried out in compliance with the National and/or State Biodiversity Legislation. - Major compliance -	There is no development of new planting at visited estate.	N/A
4.7.1.2	No conversion of Environmentally Sensitive Areas (ESAs) to oil palm as required under Peninsular Malaysia's National Physical	There is no development of new planting at visited estate.	N/A

Criterion / Indicator		Assessment Findings	Compliance
	<p>Plan (NPP) and the Sabah Forest Management Unit under the Sabah Forest Management License Agreement. For Sabah and Sarawak, new planting or replanting of an area 500ha or more requires an EIA. For areas below 500ha but above 100ha, a Proposal for Mitigation Measures (PMM) is required.</p> <p><b>- Major compliance -</b></p>		
<b>Criterion 4.7.2: Peat Land</b>			
<b>4.7.2.1</b>	<p>New planting and replanting may be developed and implemented on peat land as per MPOB guidelines on peat land development or industry best practice.</p> <p><b>- Major compliance -</b></p>	There is no development of new planting at visited estate.	N/A
<b>Criterion 4.7.3: Social and Environmental Impact Assessment (SEIA)</b>			
<b>4.7.3.1</b>	<p>A comprehensive and participatory social and environmental impact assessment shall be conducted prior to establishing new plantings or operations.</p> <p><b>- Major compliance -</b></p>	There is no development of new planting at visited estate.	N/A
<b>4.7.3.2</b>	<p>SEIAs shall include previous land use or history and involve independent consultation as per national and state regulations, via participatory methodology which includes external stakeholders.</p> <p><b>- Major compliance -</b></p>	There is no development of new planting at visited estate.	N/A



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4.7.3.3	The results of the SEIA shall be incorporated into an appropriate management plan and operational procedures developed, implemented, monitored and reviewed. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
4.7.3.4	Where the development includes smallholder schemes of above 500ha in total or small estates, the impacts and implications of how each scheme or small estate is to be managed should be documented and a plan to manage the impacts developed, implemented, monitored and reviewed. <b>- Minor compliance -</b>	There is no development of new planting at visited estate.	N/A
<b>Criterion 4.7.4: Soil and topographic information</b>			
4.7.4.1	Information on soil types shall be adequate to establish the long-term suitability of the land for oil palm cultivation. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
4.7.4.2	Topographic information shall be adequate to guide the planning of planting programmes, drainage and irrigation systems, roads and other infrastructure. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
<b>Criterion 4.7.5: Planting on steep terrain, marginal and fragile soils</b>			
4.7.5.1	Extensive planting on steep terrain, marginal and fragile soils	There is no development of new planting at visited estate.	N/A

Criterion / Indicator		Assessment Findings	Compliance
	shall be avoided unless permitted by local, state and national laws. <b>- Major compliance -</b>		
<b>4.7.5.2</b>	Where planting on fragile and marginal soils is proposed, plans shall be developed and implemented to protect them and to minimize adverse impacts (e.g. hydrological) or significantly increased risks (e.g. fire risk) in areas outside the plantation. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
<b>4.7.5.3</b>	Marginal and fragile soils, including excessive gradients and peat soils, shall be identified prior to conversion. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
<b>Criterion 4.7.6: Customary land</b>			
<b>4.7.6.1</b>	No new plantings are established on recognised customary land without the owners' free, prior and informed consent, dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
<b>4.7.6.2</b>	Where new plantings on recognised customary lands are acceptable, management plans and operations should maintain sacred sites. <b>- Minor compliance -</b>	There is no development of new planting at visited estate.	N/A

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Criterion / Indicator		Assessment Findings	Compliance
4.7.6.3	Where recognized customary or legally owned lands have been taken-over, the documentary proof of the transfer of rights and of payment or provision of agreed compensation shall be made available. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
4.7.6.4	The owner of recognised customary land shall be compensated for any agreed land acquisitions and relinquishment of rights, subject to their free prior informed consent and negotiated agreement. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
4.7.6.5	Identification and assessment of legal and recognised customary rights shall be documented. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
4.7.6.6	A system for identifying people entitled to compensation and for calculating and distributing fair compensation shall be established and implemented. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A
4.7.6.7	The process and outcome of any compensation claims shall be documented and made publicly available. <b>- Major compliance -</b>	There is no development of new planting at visited estate.	N/A

Criterion / Indicator		Assessment Findings	Compliance
<b>4.7.6.8</b>	Communities that have lost access and rights to land for plantation expansion should be given opportunities to benefit from the plantation development.  - <b>Minor compliance</b> -	There is no development of new planting at visited estate.	N/A

**MS 2530-4:2013 Malaysian Sustainable Palm Oil (MSPO) Part 4: General principles for Palm Oil Mill**

Criterion / Indicator		Assessment Findings	Compliance
<b>4.1 Principle 1: Management commitment &amp; responsibility</b>			
<b>Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy</b>			
<b>4.1.1.1</b>	Policy for the implementation of MSPO shall be established. - <b>Major compliance</b> -	FGV Group has established Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the objective of this policy is to fulfil the company’s commitments with regard to the sustainability matter. Briefing to the workers was conducted on 01/09/2020 in Keratong 3 POM and during the stakeholder meeting conducted on 17/10/2019 to external stakeholders.	Yes
<b>4.1.1.2</b>	The policy shall also emphasize on the commitment to continual improvement with the objective of improving the milling operation. - <b>Major compliance</b> -	The policy above has emphasized the commitment of FGV to continuously improve its product, services by adopting the best possible approaches to enhance productivity and profitability by optimizing resources and operational efficiencies while minimizing negative impacts on people, social and environment.	Yes
<b>Criterion 4.1.2 – Internal Audit</b>			
<b>4.1.2.1</b>	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. - <b>Major compliance</b> -	Internal Audit Procedure (Doc. No.: FGV/ML-1A/L2-Pr11, Rev. 0 dated 01/06/2016) was developed to ensure the internal audit is carried out for the implementation of RSPO, ISCC and MSPO. The internal audit will be carried out on yearly basis. Internal audit was planned as per the procedure.	Yes

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<b>4.1.2.2</b>	<p>The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.</p> <p><b>- Major compliance -</b></p>	<p>SOP refer to indicator 4.1.2.1.</p> <p>The last internal audit was carried out on 19/08/2020 by SCCD team. Corrective action plan was developed with action taken identified. Root cause was identified with corrective action was developed.</p>	Yes
<b>4.1.2.3</b>	<p>Reports shall be made available to the management for their review.</p> <p><b>- Major compliance -</b></p>	<p>Report made available for review in the management review meeting and recorded in the management review meeting minutes.</p>	Yes
<b>Criterion 4.1.3 – Management Review</b>			
<b>4.1.3.1</b>	<p>The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.</p> <p><b>- Major compliance -</b></p>	<p>Management review meeting for MSPO and RSPO was conducted on 02/10/2020 with total 14 attendees. Meeting minutes was sighted, and the inputs below were discussed accordingly:</p> <ol style="list-style-type: none"> <li>1. Internal Audit Result</li> <li>2. Environment – Aspect &amp; Impact</li> <li>3. Social – SIA</li> <li>4. Production of products</li> <li>5. Management studies</li> <li>6. Health</li> <li>7. Safety</li> <li>8. Continuous improvement plan</li> <li>9. Other matters</li> </ol> <p>The management review has included the output and action to be taken.</p>	Yes
<b>Criterion 4.1.4 – Continual Improvement</b>			

<p><b>4.1.4.1</b></p>	<p>The action plan for continual improvement shall be based on a consideration of the main social and environmental impact and opportunities for the company.</p> <p><b>- Major compliance -</b></p>	<p>An action plan for continual improvement has been implemented, based on a consideration of the main social and environmental impacts and opportunities.</p>	<p>Yes</p>
<p><b>4.1.4.2</b></p>	<p>The company should establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the workforce.</p> <p><b>- Major compliance -</b></p>	<p>There is no new application of new technology implemented during the certification period. The current practices continued and guide by Standard Operation Procedure (SOP).</p> <p>The Palm Oil Mill management will implement and monitor any new technologies being implemented and the training of other personnel.</p>	<p>Yes</p>
<p><b>4.2 Principle 2: Transparency</b></p>			
<p>Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements</p>			
<p><b>4.2.1.1</b></p>	<p>The management shall communicate adequate information to other stakeholder on environmental, social and legal issues relevant to sustainable practices in the relevant languages and forms.</p> <p><b>- Major compliance -</b></p>	<p>The stakeholders were briefed during the stakeholder meeting last conducted on 17/10/2019 and to the FFB suppliers/ settlers on 18/11/2020. Besides, the management has displayed the memo of request of information on the notice board outside the office.</p>	<p>Yes</p>
<p><b>4.2.1.2</b></p>	<p>The management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.</p> <p><b>- Major compliance -</b></p>	<p>Management of Keratong 3 POM has issued a memo on 13/01/2020 to all the stakeholders of Keratong 3 POM to inform on the list of documents that made available upon request. The memo was publicly displayed at the notice board outside the office.</p> <p>List of documents that made publicly available as below:</p> <ol style="list-style-type: none"> <li>1. Land title</li> <li>2. OSH plan</li> <li>3. Environmental and social management plan</li> </ol>	<p>Yes</p>

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		<ul style="list-style-type: none"> <li>4. SEIA report</li> <li>5. HCV report</li> <li>6. Complaint and grievance procedure</li> <li>7. Land dispute procedure</li> <li>8. Policies such as Human Rights and Group Sustainability Policy</li> <li>9. Assessment report of audits</li> </ul> <p>Besides, documents such as company's policies, Supplier Code of Conduct and grievance procedure is accessible by the stakeholders via <a href="http://www.fgvholdings.com/sustainability/">www.fgvholdings.com/sustainability/</a>.</p>	
<b>Criterion 4.2.2 – Transparent method of communication and consultation</b>			
<b>4.2.2.1</b>	<p>Procedures shall be established for consultation and communication with the relevant stakeholders.</p> <p><b>- Major compliance -</b></p>	<p>FGV has established SOP for information request from relevant stakeholders and documented in '<i>Komunikasi, Penglibatan dan Rundingan</i>' with Doc. No.: FGV/ML-1A/L2-Pr12 dated 01/06/2016. The objective of the SOP is to establish an effective system for communication between company and stakeholder. The stakeholders (suppliers and settlers) have been briefed on the procedure during meeting on 18/11/2020 and the workers were briefed on 19/09/2020. Records of meeting minutes and attendance list were sighted.</p>	Yes
<b>4.2.2.2</b>	<p>The management shall nominate management officials at the operating unit responsible for issues related to <i>indicator 1</i>.</p> <p><b>- Minor compliance -</b></p>	<p>Assistant Admin Executive of Keratong 3 POM has been appointed as Communication and Social Officer and appointment letter dated 02/01/2020 was available.</p>	Yes
<b>4.2.2.3</b>	<p>A list of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders shall be properly maintained.</p> <p><b>- Major compliance -</b></p>	<p>Keratong 3 POM has developed Internal and External Stakeholder List last reviewed on 01/10/2020. Details of the stakeholders such as address, contact person and contact numbers are available in the stakeholder list. Stakeholders comprise of government authorities, suppliers, contractors, NGOs, local communities, schools and external FFB suppliers.</p>	Yes



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		<p>Stakeholder meeting for FGV Palm Industries Keratong 02 and Keratong 03 and FGVPB Bera Selatan 03 and Keratong 11 was conducted on 17/10/2019 that involved participation of various stakeholders such as government authorities, schools, suppliers and contractors. Meeting minutes was sighted with issues and comments raised by the stakeholders. The representatives from the management has responded during the meeting to the issues raised.</p> <p>Besides, meeting with FFB suppliers/ settlers was conducted on 18/11/2020 to discuss on the crop's quality and the pricing of FFB. Meeting minutes and photo evident of the meeting was available.</p>	
<b>Criterion 4.2.3 – Traceability</b>			
<b>4.2.3.1</b>	<p>The management shall commit itself to implement and maintain the requirements for the traceability and shall establish a standard operation procedure for traceability.</p> <p><b>- Major compliance -</b></p>	<p>FGV has developed Standard Operating Procedure for Mill MSPO SCCS (Doc. No.: MSPO SCCS, Rev. 1 dated 22/10/2018) which covered responsibility, reporting of certified CPO/PK, nonconformance material, FFB delivery Plantation to Mill, CPO/PK delivery Mill to customer, non-conformance material, record keeping, training, complaint Communication and Claim.</p>	Yes
<b>4.2.3.2</b>	<p>The management shall conduct regular inspections on compliance with the established traceability system.</p> <p><b>- Major compliance -</b></p>	<p>FGV have established systems to monitor the implementation of the traceability systems in the mill thorough Internal Audit conducted on 19/08/2020 by CDD team. Besides, system Mill Performance Report (MPR) will monitor the traceability of the incoming and outgoing of materials.</p>	Yes
<b>4.2.3.3</b>	<p>The management shall identified and assign suitable employees to implement and maintain traceability system.</p> <p><b>- Minor compliance -</b></p>	<p>The Head of Operating Unit has the overall responsibility for the MSPO SCCS. Seen the organization chart for MSPO SCCS where the committee is led by the Mill Manager and assisted by Assistant Mill Manager. Roles and responsibilities were clearly outlined in the</p>	Yes

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		<p>procedure. Mill Quality Inspector was appointed as traceability officer in the mill and appointment letter dated 01/11/2019 was available.</p>	
<p><b>4.2.3.4</b></p>	<p>Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained.</p> <p><b>- Major compliance -</b></p>	<p>The records of incoming of FFB and outgoing of CPO and PK has been verified. The weighbridge operator will update the incoming and outgoing in the MPR system.</p> <p>Keratong 3 POM has received FFB from own supplying estate, Keratong 11 Estate and other crops from external. Sampled of the delivery notes with information as below:</p> <ul style="list-style-type: none"> <li>i. Estate: Keratong 11 Estate dated 25/10/2020              Delivery Note# B0006257              Lorry No.: JCN 8139              Weight: 10.91 MT</li> <li>ii. Estate: Felda Keratong 7 Estate dated 25/10/2020              Delivery Note# 346216 A              Lorry No.: JNP 3594              Weight: 7.07 MT</li> </ul> <p>Sampled of the despatch weighbridge ticket as below:</p> <p><u>CPO:</u></p> <ul style="list-style-type: none"> <li>i. Despatch Ticket No.: H00001025 dated 30/10/2020              Nett Weight: 41.63 MT              Customer: Delima Oil Products Sdn Bhd</li> </ul> <p><u>PK:</u></p> <ul style="list-style-type: none"> <li>i. Despatch Ticket No.: L00000231 dated 21/10/2020              Nett Weight: 45.53 MT              Customer: FKP Semamb</li> </ul>	<p>Yes</p>

4.3 Principle 3: Compliance to legal requirements			
Criterion 4.3.1 – Regulatory requirements			
<p><b>4.3.1.1</b></p> <p>All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.</p> <p><b>- Major compliance -</b></p>		<p>The lists of permits/licenses which has to be monitored and updated periodically include;</p> <ol style="list-style-type: none"> <li>1. MPOB license No. 618371015000 for menjual dan mengalih FFB, for a period of 01.07.2020 to 30.06.2020.</li> <li>2. MPOB license No. 500194604000 for menjual dan mengalih SPO, Menyimpan PK, CPO, SPO and Mengilang for FFB for a period of 01.04.2020 to 31.03.2021.</li> <li>3. MPOB license No. 618433003000 for menjual dan mengalih PK, CPO, Membeli dan mengalih PK, CPO for a period of 01.07.2020 to 30.06.2021.</li> <li>4. Syarat-Syarat Lesen Premis Minyak Kelapa Sawit Mentah, Jadual Pematuhan, DOE license No 005103, kapasiti maksimum pemprosesan buah tandan kelapa sawit segar (FFB) sebanyak 54MT sejam, Cara pelupusan efluen: "Alur Air", for a period of 01.07.2020 to 30.06.2021</li> <li>5. Lesen menduduki atau menggunakan premis, No. Lesen: 003430, Jadual Pematuhan Ref. No. JP/KKS/2020/2021/005103 for a period of 01.07.2020 to 30.06.2021</li> <li>6. Lesen bagi pemasangan Persendirian. No. Siri 44245, Lesen No: 2020/01142 for a period of 02.07.2020 till 01.07.2021</li> <li>7. Perakuan Penentuan Timbang dan Sukat - No. Siri Alat:161220253, for 60mt, stamping done by Metrology Corporation Malaysia Sdn Bhd on 24.07.2020</li> </ol>	<p>Major Non-conformance</p>

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		<ol style="list-style-type: none"> <li>8. Perakuan Penentuan Timbang dan Sukat - No. Siri Alat:184650517, for 60mt, stamping done by Metrology Corporation Malaysia Sdn Bhd on 26.12.2019</li> <li>9. Permit Barang Kawalan Berjadual (Peraturan-Peraturan Bekalan Kawalan Bekalan 1974, Peraturan 9(2), No.Siri P : C000624 (SDK) for 15,000 liters diesel for a period of 31.12.2019 till 30.12.2020, i</li> <li>10. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PMT45419, perihal Sterilizer 2100MM OD x 27480MM SL tekanan tidak lebih daripada Kelumpang 310 kilopascal, expiring 24.05.2021.</li> <li>11. Perakuan Kelayakan Mesin Angkat – No. Pendaftaran: PMA12205, perihal overhead travelling crane, beban tidak lebih daripada 5000kg expiring 24.05.2021.</li> <li>12. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PMT45431, perihal Sterilizer 2100MM OD x 27480MM SL, pada tekanan tidak lebih daripada Kelumpang 310 kilopascal, expiring 24.05.2021.</li> <li>13. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PH PMT 3678, perihal Steam Receiver, pada tekanan tidak lebih daripada Kelumpang 345 kilopascal, expiring 24.05.2021.</li> <li>14. Perakuan Kelayakan Mesin Angkat – No. Pendaftaran: PMA12206, perihal overhead travelling crane, beban tidak lebih daripada 5000kg expiring 24.05.2021.</li> <li>15. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PMT 45447, perihal Sterilizer 2100MM OD x 27480MM SL, pada tekanan tidak lebih daripada Kelumpang 310 kilopascal, expiring 24.05.2021.</li> <li>16. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PH PMT 3677, perihal Air Receiver, pada</li> </ol>	
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		<p>tekanan tidak lebih daripada Kelumpang 981 kilopascal, expiring 24.05.2021.</p> <p>17. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PH PMT 1993, perihal Air Receiver, pada tekanan tidak lebih daripada Kelumpang 1034 kilopascal, expiring 24.05.2021.</p> <p>18. Perakuan Kelayakan Dandang – No. Pendaftaran: PH PMD 699, perihal Boiler, pada tekanan tidak lebih daripada Kelumpang 2452 kilopascal, expiring 24.05.2021.</p> <p>19. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PH PMT 1305, perihal Air Receiver, pada tekanan tidak lebih daripada Kelumpang 1345 kilopascal, expiring 24.05.2021.</p> <p>20. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PH PMT 1981, perihal Air Receiver, pada tekanan tidak lebih daripada Kelumpang 310 kilopascal, expiring 24.05.2021.</p> <p>21. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PH PMT 4984, perihal Air Receiver, pada tekanan tidak lebih daripada Kelumpang 1000 kilopascal, expiring 24.05.2021.</p> <p>22. Perakuan Kelayakan Pengandung Tekanan Tak Berapi – No. Pendaftaran: PH PMT 3107, perihal Air Receiver, pada tekanan tidak lebih daripada Kelumpang 980 kilopascal, expiring 24.05.2021.</p> <p>Keratong 3 POM is in the process of application for exceed overtime limit of 104 hours which received by Labour Office, Pekan, Pahang on 21/10/2020. Currently, the application is under review by <i>Jabatan Tenaga Kerja Negeri Pahang</i>. Correspondence of the application and reviewing process is sighted.</p>	
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		<p>Besides, FGV Holdings Berhad has obtained approval from <i>Jabatan Tenaga Kerja Semenanjung Malaysia</i> for deduction of wages not more than 50% monthly from the workers. Approval letter with Ref. No.: (6) BHG PU/9/129 dated 10/04/2012 was signed. Seen the consent letter signed by the workers on the deduction of wages.</p> <p><i>Based on the "Jadual Permatuhan Pengurusan Buangan Pepejal Kelapa Sawit, Para No. 22 – "Lokasi pengumpulan tandan kosong (EFB) hendaklah ditempatkan sepertimana yang ditunjukkan di dalam pelan lokasi penstoran EFB pada Lampiran B1. Lokasi ini hendaklah berada sekurang – kurangnya 100m dari alurair terdekat".</i></p> <p><i>However, during the POM visit by the Auditor, it was found that there is another area used by the POM Management to place EFB adjacent to Cooling pond area. This noncompliance practise was confirmed by the POM Executive during the site visit to EFB area. Thus, a major non-conformance was raised.</i></p>	
<p><b>4.3.1.2</b></p>	<p>The management shall list all relevant laws related to their operations in a legal requirements register.</p> <p><b>- Major compliance -</b></p>	<p>FGV Palm Industries Sdn. Bhd (FGVPISB) has established SOP on track changes, monitoring, implementation and compliances of legal and other requirement. Refer doc. no ML-1A/L2-Pr6 (0) dated 1st June 2016.</p> <p>All operating units have Legal &amp; Other Requirements Register (LORR) covering all the necessary regulatory requirements No. Borang: ML-1A/L5-AP1 Revision: 0. The list of all laws applicable to their operations in a legal requirements register is available and up to date as of August 2020.</p>	<p>Yes</p>

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<p><b>4.3.1.3</b></p>	<p>The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force.</p> <p><b>- Major compliance -</b></p>	<p>The operating units visited to monitor the validity period of the license through form 'Mekanisma Pematuhan Lesen/Permit/Keperluan Undang-Undang'. The latest update of the register is on August 2020.</p>	<p>Yes</p>
<p><b>4.3.1.4</b></p>	<p>The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements.</p> <p><b>- Minor compliance -</b></p>	<p>The Palm Oil Mill has appointed a person responsible for each operating unit to monitor the compliance to legal and other requirements. Sustainability Department, Regional Compliance Unit and Internal Audit Department conducted internal audits to check the compliance to related legal and other requirements on an annual basis.</p> <p>FGV has established guidelines to track any changes in the law and documented in 'Sistem semakan Perubahan Undang-Undang' and 'Sistem Pengesanan Perubahan Undang-Undang' Pindaan 4 dated 1st February 2018.</p>	<p>Yes</p>
<p><b>Criterion 4.3.2 – Lands use rights</b></p>			
<p><b>4.3.2.1</b></p>	<p>The management shall ensure that their oil palm milling activities do not diminish the land use rights of other users.</p> <p><b>- Major compliance -</b></p>	<p>Keratong POM has the legal land use rights and the land is belong to FGV Palm Industries Sdn Bhd. This has verified through the land title # 3693, Lot No.: PT 8122 for the usage of palm oil factory. This has confirmed with the local communities that no land dispute was reported.</p>	<p>Yes</p>
<p><b>4.3.2.2</b></p>	<p>The management shall provide documents showing legal ownership or lease, history of land tenure and the actual legal use of the land.</p> <p><b>- Major compliance -</b></p>	<p>Keratong POM has the legal land use rights and the land is belong to FGV Palm Industries Sdn Bhd. This has verified through the land title # 3693, Lot No.: PT 8122 for the usage of palm oil factory.</p>	<p>Yes</p>
<p><b>4.3.2.3</b></p>	<p>Legal parameter boundary markers should be clearly</p>	<p>The Palm Oil Mill has its perimeter fencing which is meant to demarcate</p>	<p>Yes</p>

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	demarcated and visibly maintained on the ground where practicable. <b>- Major compliance -</b>	its boundary.	
<b>4.3.2.4</b>	Where there are, or haven been disputes, documented proof of legal acquisition of land and fair compensation that have been or are being made to previous owners and occupants; shall made available and that these should have been accepted with free prior informed consent (FPIC). <b>- Minor compliance -</b>	There was no land dispute reported during the time of audit by verified through interview with the local communities.	Yes
<b>Criterion 4.3.3 – Customary rights</b>			
<b>4.3.3.1</b>	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. <b>- Major compliance -</b>	There was no land dispute reported during the time of audit by verified through interview with the local communities.	Yes
<b>4.3.3.2</b>	Maps of an appropriate scale showing extent of recognized customary rights shall be made available. <b>- Minor compliance -</b>	There was no land dispute reported during the time of audit by verified through interview with the local communities. There was no customary land sighted in this complex.	Yes
<b>4.3.3.3</b>	Negotiation and FPIC shall be recorded and copies of the relevant agreements should be made available. <b>- Major compliance -</b>	There was no land dispute reported during the time of audit by verified through interview with the local communities.	Yes
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			



<p><b>4.4.1.1</b></p>	<p>Social impacts should be identified and plans should be implemented to mitigate the negative impacts and promote the positive ones.</p> <p><b>- Minor compliance -</b></p>	<p>SIA was conducted on 20/08/2019 for Keratong 3 POM by the Sustainability Compliance and Certification Department. The methodology of the assessment was through sampling of stakeholders to be interviewed. Stakeholders were consulted during the stakeholder meeting as well. Positive and negative impacts were identified and incorporated into the Management Plan 2019/ 2020 dated 20/08/2019. Social Management Plan 2019/ 2020 was developed in Keratong 3 POM and last reviewed on 28/11/2020 to promote the positive impacts and mitigate the negative impacts. The impact/ issue raised during stakeholder consultation were recorded in the management plan. For eg:</p> <ol style="list-style-type: none"> <li>1. Impact: There was no pricing displayed in the canteen.            Actions to be taken: Meeting with the canteen.            Status: Meeting was conducted on 10/01/2020 and the pricing was displayed accordingly as verified through site visit to the canteen.</li> </ol>	<p>Yes</p>
<p><b>Criterion 4.4.2: Complaints and grievances</b></p>			
<p><b>4.4.2.1</b></p>	<p>A system for dealing with complaints and grievances shall be established and documented.</p> <p><b>- Major compliance -</b></p>	<p>FGV has established SOP for "<i>Menangani Aduan dan Rugutan</i>" with Doc. No.: FGV/ML-1A/L2-Pr13 dated 01/04/2019. The procedure is to provide a system for the internal and external stakeholders to lodge complaint and grievances to the management.</p> <p>The complaints will be solved in 14 days (first stage), 14 days (second stage). The complaint has to be resolved within 2 months from the date of discussion in third stage.</p> <p>Besides, whistleblowing e-form was available in <a href="https://www.fgvholdings.com/whistleblowing/">https://www.fgvholdings.com/whistleblowing/</a> for the stakeholders to report a grievance.</p>	<p>Yes</p>

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<p><b>4.4.2.2</b></p>	<p>The system shall be able to resolve dispute in an effective, timely and appropriate manner, which is accepted by all parties.</p> <p><b>- Major compliance -</b></p>	<p>Keratong 3 POM has implemented Grievance &amp; Complaint Book and Request Form for Housing Defect (<i>Borang RK 3</i>) to allow the workers to lodge complaint on the housing defect. Sampled the complaint as below:</p> <ol style="list-style-type: none"> <li>1. House No.: F-8 dated 04/01/2020 Issue: Water pipe was broken. Action Taken: The management has instructed the contractor to repair on 10/01/2020 and the complainant has acknowledged on the request form after action has been taken. Invoice from the contractor with INV# 0775 dated 05/06/2020 was sighted for the repair work done on House F-8.</li> <li>2. House No.: F-9 dated 05/12/2019 Issue: Mosquitoes netting broken and leakage of roof. Action Taken: The management has instructed the contractor to repair on 10/12/2019 and the complainant has acknowledged on the request form after action has been taken. Invoice from the contractor with INV# 0775 dated 05/06/2020 was sighted for the repair work done on House F-9.</li> </ol>	<p>Yes</p>
<p><b>4.4.2.3</b></p>	<p>A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints.</p> <p><b>- Minor compliance -</b></p>	<p>There was a suggestion/ complaint box in front of the office with Complaint &amp; Grievance Form was available. The stakeholders and workers have access to the form to lodge complaint if any.</p>	<p>Yes</p>
<p><b>4.4.2.4</b></p>	<p>Employees and surrounding communities should be made aware of its existence and that complaints or suggestions may be made at any time.</p>	<p>The procedures were briefed to the external stakeholders on 17/10/2019 and internal workers on 18/09/2020. Seen the training records. Interviewed with the stakeholders confirmed that they are understand on the process of complaint and grievances.</p>	<p>Yes</p>

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	- <b>Minor compliance</b> -		
<b>4.4.2.5</b>	Complaints and solutions within the past 24 months shall be documented and be made available to affected stakeholders upon request.  - <b>Major compliance</b> -	Records of Grievance & Complaint Book and Request Form for Housing Defect ( <i>Borang RK 3</i> ) were available for the past 24 months.	Yes
<b>Criterion 4.4.3:</b> Commitment to contribute to local sustainable development			
<b>4.4.3.1</b>	Palm oil miller should contribute to local development in consultation with the local communities. Where the mill is an integral part of plantation, such contribution to local community development may be regarded as a joint effort by the mill and the plantation.  - <b>Minor compliance</b> -	Keratong 3 POM has made contribution to the local communities such as provide transportation upon request. Besides, interviewed with the school's representative confirmed that the management actively participated the school activities such as the management allows the workers (parents) to attend the meeting organized by the school. Besides, the mill has provided job opportunity to the local communities where the workforce in the mill is 100% from local communities.	Yes
<b>Criterion 4.4.4:</b> Employees safety and health			
<b>4.4.4.1</b>	An occupational safety and health policy and plan which is in line with Occupational Safety and Health Act 1994 and Factories and Machinery Act 1967 (Act 139) shall be documented, effectively communicated and implemented.  - <b>Major compliance</b> -	The policy is prepared under FGV Holding Berhad entitled "Occupational Safety and Health Policy" which was signed by the Group CEO (Dato' Haris Fadzilah Hassan) dated 8th May 2019. The policy was communicated to the employees through various methods such as training, briefings, display on notice boards, on the job supervisions, etc.  The policy is written in Bahasa and English language that can be easily understood by all levels of its employees. This policy adheres to the implementation of OSH requirements within the company.  Occupational safety and health policy has been briefed during muster	Yes

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		<p>ground briefing for employees and Internal stakeholder during morning muster as follows;</p> <p>10th January 2020 – Briefing on Company Policies (Sustainability Policy and Equal opportunity). The session was attended by 83 Palm Oil Mill workers. Venue: Muster call area.</p> <p>6th February 2020 – Briefing on Company Policies (Communication Policy, Work Ethic &amp; Integrity, Human Right). The session was attended by 35 Palm Oil Mill workers. Venue: Muster call area.</p>	
<p><b>4.4.4.2</b></p>	<p>The occupational safety and health plan should cover the following:</p> <ul style="list-style-type: none"> <li>a) A safety and health policy, which is communicated and implemented.</li> <li>b) The risk of all operations shall be assessed and documented.</li> <li>c) An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill: <ul style="list-style-type: none"> <li>i. All employees involved are adequately trained on safe working practices;</li> <li>ii. All precautions attached to products should be properly observed and applied;</li> </ul> </li> <li>d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).</li> </ul>	<ul style="list-style-type: none"> <li>a) The policy is available, communicated and effectively implemented. The policy is prepared under FGV Holding Berhad entitled "Occupational Safety and Health Policy" which was signed by the Group CEO (Dato' Haris Fadzilah Hassan) dated 8th May 2019. The policy was communicated to the employees through various methods such as training, briefings, display on noticeboards, on the job supervisions, etc.</li> <li>b) Risk assessment was conducted through "Pengenalpastian Hazard, Penilaian Risiko dan Kawalan Risiko" based on the severity and the likelihood. HIRARC is consist of hazard identification (the type of work activity, hazard &amp; effect), Risk analysis (Existing risk control, likelihood, severity &amp; risk) &amp; Risk Control (Recommended control measures &amp; PIC appointed are Staff or Executive).</li> </ul> <p>Identification of risk has been addressed in "Pengenalpastian</p>	<p>Yes</p>

	<p>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</p> <p>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust shall have knowledge and access to latest national regulations and collective agreements.</p> <p>g) The management shall conduct regular two-way communication with their employees where issues that affect their business such as those related to employees' safety, health and welfare are discussed openly. Records from such meeting shall be kept ant the concerns of employees and any remedial actions taken shall be recorded.</p> <p>h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</p> <p>i) Employees trained in First Aid shall be present at all mill operations. First Aid equipment should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p><b>- Major compliance -</b></p>	<p>Hazard, Penilaian Risiko dan Kawalan Risiko" sighted for the followings work operation: -</p> <ul style="list-style-type: none"> <li>a. Continues sterilizer No. 3</li> <li>b. Loading ramp</li> <li>c. Press station</li> <li>d. Kernel</li> <li>e. Oil room</li> </ul> <p>c) Awareness and training programs have been established. A comprehensive annual training plan for the Executive, Staffs and Workers was sighted in the training records file. The needs of training are variable and subject to the nature of work for a specific task. The list of training as below: -</p> <ul style="list-style-type: none"> <li>A. Environment             <ul style="list-style-type: none"> <li>1. Management of schedule waste.</li> <li>2. Management of High Conservation Value (HCV)</li> <li>3. Segregation of waste from operation, office and domestic</li> <li>4. Wild Life, RTE and CABI</li> <li>5. Preparation of Impact and aspect</li> <li>6. Spillage training</li> </ul> </li> <li>B. Social             <ul style="list-style-type: none"> <li>1. Briefing about SIA</li> <li>2. RSPO and MSPO awareness</li> <li>3. Company policies</li> <li>4. Awareness about sexual harassment</li> </ul> </li> <li>C. Safety and Health             <ul style="list-style-type: none"> <li>1. NADAPOD</li> <li>2. HIRADC</li> </ul> </li> </ul>	
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		<p>3. Chemical handling 4. HCP 5. PKS 6. Legislative (FMA, OSHA)</p> <p>D. Emergency Rescue Procedure 1. Fire Drill 2. Usage of fire extinguisher 3. First aid training</p> <p>d) Guided by "Prosedur Kerja Selamat Penggunaan Peralatan Perlindungan Diri (PPE)"– type/model/brand made/ is specified. SOPs coupled with a recommendation from the CHRA assessor. Based on the site visit, the usage of PPE was found to be appropriate. Records of PPE issued are maintained individually for all employees. Sighted the records of issuance made to employees on a selective basis. During the site visit, the staff/workers were noted to be equipped with their proper attire &amp; PPE.</p> <p>e) SOP of handling of chemicals is available. The objective of the guideline is to show the requirement &amp; selection of chemicals, assessment of chemicals hazards, selection of supplier and transportation of chemicals. Storage, handling and training of such is also stated in the procedure in accordance to OSH (USECHH 2000). The guidelines are adequate to address the requirement needed. The manual of the SOP is filed and functional.</p> <p>Sighted latest CHRA assessment has been conducted for FGVPISB Keratong 3 Palm Oil Mill. The report was prepared by Ihsan Sharif Resources. Date of assessment on 24th July 2020</p>	
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		<p>by Dr. Ihsan bin Sharif (JKKP HQ/08/ASS/0085). The CHRA report No. HQ/08/ASS/0085-2020-0003). The CHRA covered the following station:</p> <ol style="list-style-type: none"> <li>1. Laboratory Personnel</li> <li>2. WWTP / Boiler man</li> <li>3. Mechanical Maintenance Personnel</li> <li>4. Electrical Maintenance Personnel</li> <li>5. Oil Store Clerk</li> <li>6. Schedule Waste Store Personnel</li> </ol> <p>All the recommendation by CHRA assessor has been complied by the Palm Oil Mill management such as Medical surveillance test for year 2020.</p> <p>Sighted latest Baseline Noise Risk Assessment test report assessment has been conducted for FGVPIB Keratong 3 Palm Oil Mill. The report was prepared by MZ Enviro Testing &amp; Consulting. Date of assessment on 14th May 2020 by Dr. Azri bin Mohamed Ali (HQ/11/PEB/00/16). The bulk of noises came from the Continuous Sterilizer, Press Sterilizer, Press Station, Kernel Plant, Oil Clarification, Boiler, Engine Room and Workshop generating the highest noise level at 100dB(A). The recommendation covered the element below:</p> <ol style="list-style-type: none"> <li>1. Re-identification of excessive noise</li> <li>2. Noise risk assessment</li> <li>3. Employee notification</li> <li>4. Information, instruction, training and supervision</li> <li>5. Engineering control</li> </ol>	
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		<ul style="list-style-type: none"> <li>6. Administrative control</li> <li>7. Hearing protection</li> <li>8. Hearing protection zone</li> <li>9. Audiometric testing</li> <li>10. Recordkeeping.</li> </ul> <p>Sighted the recommendation information, instruction, training and supervision which require all the affected employees must attend the training program instituted by the employer. The training must be repeated every year for all affected employees exposed to excessive noise. The hearing conservation training has been conducted on 17th February 2020 and attended by 58 Palm Oil Mill workers</p> <ul style="list-style-type: none"> <li>f) The company has appointed the Palm Oil Mill Manager as a person in – charge of health and safety as sighted from the OSH Organization chart for the Palm Oil Mill, where he is the chairman.</li> <li>g) Palm Oil Mill’s safety committee meets every quarter. The OSH committee meeting has been conducted as follows: -             <ul style="list-style-type: none"> <li>a. 17th February 2020</li> <li>b. 29th June 2020</li> <li>c. 28th September 2020</li> </ul> </li> <li>i) Sighted the emergency procedure in Palm Oil Mill. Emergency response plan available in the local language (Malay and English). The ERP procedure has been explained to all workers and staff during training. Emergency response plans include the emergency contact</li> </ul>	
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		<p>number, and have Guidelines on Accidents, Emergency Procedures and Exit routes as well as assembly points in the file and pasted on the notice board.</p> <p>j) The first aider in FGV PISB Keratong 3 Palm Oil Mill has been trained by a competent trainer from Medicxcel Training as sighted from the training certificate issued dated 17th – 18th January 2020. The validity of certificate is three years</p> <p>i) Sighted Records of JKPP 8 (1) / (IV) submitted on 31st January 2020 by Mr. Muhammad Arif Azizi bin Rosle (Assistant Manager Palm Oil Mill) of all accidents are available and discussed quarterly during OSH Meeting. Any accident occurred in the Palm Oil Mill is handled according to the national OSH department (JKPP) includes reporting any accident case, investigation and calculation of LTA.</p>	
<b>Criterion 4.4.5: Employment conditions</b>			
<p><b>4.4.5.1</b></p>	<p>The management shall establish a policy on good social practice regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and communicated to the employees.</p> <p><b>- Major compliance -</b></p>	<p>FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the company recognizes its responsibility to respect and uphold international principles, standards and practices as encapsulated in the Universal Declaration of Human Rights (UDHR), United Nations Guiding Principles on Business and Human Rights (UNGP), United Nations Sustainable Development Goals (UNSDGs) and other applicable treaties, subject to the laws and regulations of the countries and territories in which FGV Group operates. Briefing of the policy was conducted on 17/10/2019 to all the external stakeholders such as FFB suppliers, local communities and government authorities. Besides, briefing to the workers was conducted on 01/09/2020 in Keratong 3 POM.</p>	<p>Yes</p>

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<p><b>4.4.5.2</b></p>	<p>The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.</p> <p><b>- Major compliance -</b></p>	<p>FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where all employees and workers shall receive equal treatment based on their relevant merits and competency regardless of gender, race, nationality, religion, age, physical condition, and marital status, reproductive rights of women, union membership/ affiliation/ employment status, or political affiliation. Briefing of the policy was conducted on 17/10/2019 to all the external stakeholders such as FFB suppliers, local communities and government authorities. Besides, briefing to the workers was conducted on 01/09/2020 in Keratong 3 POM. Interviewed with the workers confirmed that the management treated all the workers equally.</p>	<p>Yes</p>
<p><b>4.4.5.3</b></p>	<p>Management shall ensure that employees' pay and conditions meet legal or industry minimum standards as per Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.</p> <p><b>- Major compliance -</b></p>	<p>Total 12 workers' payslips and employment contracts were sampled and found that the workers were paid according to the company's policy, Collective Agreement which valid from 01/01/2019 to 31/12/2021 and legal requirements.</p>	<p>Yes</p>
<p><b>4.4.5.4</b></p>	<p>Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.</p> <p><b>- Minor compliance -</b></p>	<p>Reviewed total 8 payslips of the contractor's workers (Sorter) found that they have been paid according to the legal requirements since October 2020. Prior to October 2020, the management has yet to pay the overtime, work on rest day and work on public holiday according to Employment Act 1955. However, the internal auditor has raised the non-conformity and the contractor has paid the balance of the wages to the workers on October 2020.</p>	<p>Yes</p>
<p><b>4.4.5.5</b></p>	<p>The management shall establish records that provide an accurate overview of all employees (including seasonal workers and subcontracted workers on the premises). The records should</p>	<p>flexHRESS (HRMS) was implemented where the full name, gender, date of birth, date of entry, years of service, position and wages were recorded in the system.</p>	<p>Yes</p>

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	<p>contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.</p> <p><b>- Major compliance -</b></p>		
<b>4.4.5.6</b>	<p>All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract shall be made available for each and every employee indicated in the employment records.</p> <p><b>- Major compliance -</b></p>	<p>All the workers employed in the mill are local and they have been signed on the offer letter. All the terms and conditions are referring to the Collective Agreement signed between FGV Palm Industries Sdn Bhd and <i>Kesatuan Pekerja-pekerja FGV Palm Industries Sdn Bhd Semenanjung</i> which valid from 01/01/2019 to 31/12/2021.</p>	Yes
<b>4.4.5.7</b>	<p>The management shall establish a time recording system that makes working hours and overtime transparent for both the employees and employers.</p> <p><b>- Major compliance -</b></p>	<p>Keratong 3 POM has implemented "Punch Card" system to record the working hours and overtime for all the workers included the contractor's workers (sorters). The data was manually transferred from punch card into <i>Borang Permohonan Kerja Lebih Masa</i>.</p>	Yes
<b>4.4.5.8</b>	<p>The working hours and breaks of the individual worker indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed upon and shall meet the legal requirements applicable.</p> <p><b>- Major compliance -</b></p>	<p>Keratong 3 POM has implemented "Punch Card" system to record the working hours and overtime for all the workers included the contractor's workers (sorters). The overtime was paid accordingly as verified through the payslips. No overtime has exceeded the allowable limit of 104 hours.</p>	Yes
<b>4.4.5.9</b>	<p>Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.</p> <p><b>- Major compliance -</b></p>	<p>Wages and overtime payment were clearly indicated in the payslip and all the payment was according to the legal requirements and Collective Agreement.</p>	Yes
<b>4.4.5.10</b>	<p>Other forms of social benefits should be offered by the employer to employees, their families or community such as incentives for good work performance, bonus payment, support of professional</p>	<p>The management has subsidized the cost of medical care of total RM 200 per year, RM 4 for water bill and RM 6 for electricity bill. Other facilities such as mosque and field were available for the workers.</p>	Yes

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	development, medical care provisions and improvement of social surroundings. <b>- Minor compliance -</b>		
<b>4.4.5.11</b>	In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities. <b>- Major compliance -</b>	All workers are provided with housing facilities that furnish with sanitation facilities, water supplies, electricity and amenities such praying house. Water and electricity are connected to the national supply and grid. Water and electricity usage is subsidized by the company and these conditions are stated in the collective agreement. Interview with workers confirms that there is no issue related to the payment of water and electricity.	Yes
<b>4.4.5.12</b>	The management shall establish a policy to prevent all forms of sexual harassment and violence at the workplace. <b>- Major compliance -</b>	FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the company does not tolerate any form of sexual harassment violence and abuse. Briefing to the workers was conducted on 01/09/2020 in Keratong 3 POM.	Yes
<b>4.4.5.13</b>	The management shall respect the right of all employees to form and join trade union and allow workers' own representative(s) to facilitate collective bargain in accordance with applicable laws and regulations. Employees shall be given freedom to join trade unions relevant to the industry or organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions. <b>- Major compliance -</b>	FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where FGV commits to respect employees' and workers' right to freedom of movement, fair working hours, freedom of association and right to decent living condition. FGV respect the rights of all its employees and workers to join and form association, and to bargain collectively. Briefing to the workers was conducted on 01/09/2020 in Keratong 3 POM.  FGV Palm Industries Sdn Bhd has made a collective agreement with the <i>Kesatuan Pekerja-pekerja FGV Palm Industries Sdn Bhd Semenanjung</i> which valid from 01/01/2019 to 31/12/2021. Therefore, Workers' Association was established to act as a channel for the workers to express their issues related to work. The last meeting was conducted on 15/07/2020 and meeting minutes was sighted. Interviewed with the Chairman of the Workers' Association confirmed	Yes

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		that there was only minor issue raised such as increment of salary and bonus pay-out if there is any as recorded in the meeting minutes.	
<b>4.4.5.14</b>	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation.  <b>- Major compliance -</b>	FGV has developed Group Sustainability Policy (Policy No.: FGV/SED/POL/001 dated 29/05/2019 where the company commits to eliminate any form of child labour and this has stated in the Supplier Code of Conduct which signed by every suppliers and contractors that engaged by the company. The minimum age of employment is 18 years old. Document reviewed on the master list of employees and the contractor’s workers found that no child labour sighted.	Yes
<b>Criterion 4.4.6: Training and competency</b>			
<b>4.4.6.1</b>	All employees and contractors shall be appropriately trained. A training programme shall include regular assessment of training needs and documentation, including records of training.  <b>- Major compliance -</b>	Training needs of individual Palm Oil Mill employees are assessed by the management at beginning of the year. Based on the training need analysis the Training program for 2020 was available at the Palm Oil Mill during the audit assessment.  Verification of the records showed that the implementation of the training program was on track. Training conducted were recorded in the various training record and completed with attendance records, training materials and photographs of the training.	Yes
<b>4.4.6.2</b>	Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.  <b>- Major compliance -</b>	The Palm Oil Mill has conducted training need analysis and documented in 'Analisa Keperluan Latihan Petugas dan Pekerja'. A yearly training plan is created based on Training Needs Analysis for workers involved in the operations. Sighted the Training Need Analysis of all workers, staffs and Management which is based on their competencies and job description.  The needs of training is variable and subject to the nature of work for a specific task. The list of training as below: - A. Environment	Yes

		<ul style="list-style-type: none"> <li>1. Management of schedule waste.</li> <li>2. Management of High Conservation Value (HCV)</li> <li>3. Segregation of waste from operation, office and domestic</li> <li>4. Wild Life, RTE and CABI</li> <li>5. Preparation of Impact and aspect</li> <li>6. Spillage training</li> <li>7. Prohibited of Open Burning</li>   <li>B. Social               <ul style="list-style-type: none"> <li>1. Briefing about SIA</li> <li>2. RSPO and MSPO awareness</li> <li>3. Company policies</li> <li>4. Awareness about sexual harassment</li> </ul> </li>   <li>C. Safety and Health               <ul style="list-style-type: none"> <li>1. NADAPOD</li> <li>2. HIRADC</li> <li>3. Chemical handling</li> <li>4. HCP</li> <li>5. PKS</li> <li>6. Legislative (FMA, OSHA)</li> </ul> </li>   <li>D. Emergency Rescue Procedure               <ul style="list-style-type: none"> <li>1. Fire Drill</li> <li>2. Usage of fire extinguisher</li> <li>3. First aid training</li> </ul> </li> </ul>	
<p><b>4.4.6.3</b></p>	<p>A continuous training programme shall be planned and implemented to ensure that all employees are well trained in their job function and responsibility in accordance to the documented training procedure.</p>	<p>All workers involved in the operations have been adequately trained in safe working practice. The Palm Oil Mill has a comprehensive annual training plan for its staff and workers and this was sighted in the training records file for each staff and workers. The training plan for 2020 was sighted.</p>	<p>Yes</p>

	<p><b>- Minor compliance -</b></p>	<table border="1"> <thead> <tr> <th>No</th> <th>Training</th> <th>Date Training</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Training and briefing hearing conservation</td> <td>17/02/2020</td> <td>Completed</td> </tr> <tr> <td>2</td> <td>Training and briefing about scheduled waste</td> <td>27/11/2020</td> <td>Completed</td> </tr> <tr> <td>3</td> <td>Training first aids</td> <td>27/11/2020</td> <td>Completed</td> </tr> </tbody> </table>	No	Training	Date Training	Status	1	Training and briefing hearing conservation	17/02/2020	Completed	2	Training and briefing about scheduled waste	27/11/2020	Completed	3	Training first aids	27/11/2020	Completed	
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<p><b>4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services</b></p>																			
<p><b>Criterion 4.5.1: Environmental Management Plan</b></p>																			
<p><b>4.5.1.1</b></p>	<p>An environmental policy and management plan shall be in line with the relevant country and state environmental laws shall be established, effectively communicated and implemented.</p> <p><b>- Major compliance -</b></p>	<p>The Environment Policy is prepared under FGV Berhad entitled "Occupational Safety and Health Policy" which was signed by the Group CEO (Dato' Haris Fadzilah Hassan) dated 18th March 2019.</p> <p>Based on the Environmental Policy, the Company is committed to the implementation of the following practices:</p> <ol style="list-style-type: none"> <li>1. Comply with all applicable environmental legislation, regulation and other requirements throughout our business operations.</li> <li>2. Ensure protection of the environment including through: <ul style="list-style-type: none"> <li>- Prevention of pollution by eliminating or minimizing any the potential adverse effect associated with our activities products and services.</li> <li>- Efficient use of natural resources by applying Good Agriculture Practices (GAP) and Good Manufacturing Practices (GMP)</li> </ul> </li> </ol>	<p>Yes</p>																

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		<ul style="list-style-type: none"> <li>- No deforestation, no new planting on peat and no development on areas of natural forest, high carbon stock (HCS) or high conservation (HCV)</li> <li>- Adoption of Best Management Practices (BMP)</li>   <li>- Prohibition of the use of agrochemicals that are categories as World Health Class 1A or 1B or that are listed by Stockholm or Rotterdam Conventions and paraquat except in specific situations</li>   <li>- Implementation of no open burning policy</li>   <li>- Deployment of water management practices to ensure activities do not lead to any negative impact to natural water bodies or to water quality and availability.</li>   <li>- Management of waste in accordance with applicable regulatory requirement and measure to reduce, reuse, recycle or dispose of waste in an environmentally responsible manner</li>   <li>- Reduction of greenhouse gas (GHG) emissions and use of renewable energy where possible</li> </ul> <p>3. Encourage our business partners and third-party providers of goods and services to incorporate environmentally.</p> <p>The policy has been briefed during muster ground briefing for Palm Oil Mill workers during morning muster as follows; 10th January 2020 – Briefing on Company Policies (Sustainability Policy and Equal opportunity).</p>	
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		<p>The session was attended by 83 Palm Oil Mill workers. Venue: Muster call area.</p> <p>6th February 2020 – Briefing on Company Policies (Communication Policy, Work Ethic &amp; Integrity, Human Right). The session was attended by 35 Palm Oil Mill workers. Venue: Muster call area.</p>	
<p><b>4.5.1.2</b></p>	<p>The environmental management plan shall cover the following: a) An environmental policy and objectives; b) The aspects and impacts analysis of all operations <b>- Major compliance -</b></p>	<p>The EMP policy is available as specified in 4.5.1.1 above.</p> <p>The FGVPISB Keratong 3 Palm Oil Mill management has conducted environmental aspect and impact assessment for all its' activities. The environmental impact assessment was guided by its Environmental Aspect and Impact Evaluation procedure. The identification of Environmental Aspects and Evaluation of Significance Form was used to identify and evaluate the environmental aspect and impact.</p> <p>Identification of impact and scoring is based on Manual Procedure (FPI/L2/QOHSE-1.0) Hazard Identification, Risk Assessment, Determining Control and Environmental Aspects. Risk evaluation is divided into 4 criteria as follows:</p> <ul style="list-style-type: none"> <li>A. Frequency</li> <li>B. Severity</li> <li>C. No. of cases</li> <li>D. Score</li> </ul>	<p>Yes</p>

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		<p>Based on the scoring matrix form, the result will determine the risk level. The details of the risk level are elaborate further in the table below;</p> <table border="1" data-bbox="1050 475 1823 686"> <tr> <td>Risk level</td> <td>Stage 1 (Significant)</td> <td>Stage 2 (Not significant)</td> </tr> <tr> <td>Scoring</td> <td>24 and above</td> <td>24 and below</td> </tr> <tr> <td>Action</td> <td>Need to provide the objective and management plan</td> <td>Reduce the contamination and set the control measure</td> </tr> </table>	Risk level	Stage 1 (Significant)	Stage 2 (Not significant)	Scoring	24 and above	24 and below	Action	Need to provide the objective and management plan	Reduce the contamination and set the control measure	
Risk level	Stage 1 (Significant)	Stage 2 (Not significant)										
Scoring	24 and above	24 and below										
Action	Need to provide the objective and management plan	Reduce the contamination and set the control measure										
<p><b>4.5.1.3</b></p>	<p>An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored.</p> <p><b>- Major compliance -</b></p>	<p>Sighted the environmental management plan for the year 2020 developed to mitigate the negative impacts and to promote the positive one and effectively implemented and monitored which includes:</p> <p>Sample activity for environmental management and monitoring plan which contribute to scoring below than 24 as follows;</p> <p>Activity: Usage of machinery at loading ramp, boiler and mashing yard</p> <p>Impact:</p> <ul style="list-style-type: none"> <li>i. Air pollution of machinery smoke</li> <li>ii. Pollution of diesel use</li> <li>iii. Vehicle lubricant oil pollution</li> </ul> <p>Actions to reduce impact:</p> <ul style="list-style-type: none"> <li>i. Filter checks</li> <li>ii. Vehicle turned off if stopped waiting</li> <li>iii. Vehicles are always maintained in accredited workshops that collect lubricant oil for disposal</li> </ul>	<p>Yes</p>									

		<p>Things to do in 2020:</p> <ul style="list-style-type: none"> <li>i. ensures the vehicle is properly maintained</li> <li>ii. annual diesel usage needs to be less than the budget</li> </ul>	
<b>4.5.1.4</b>	<p>A programme to promote the positive impacts should be included in the continual improvement plan.</p> <p><b>- Minor compliance -</b></p>	<p>The program to promote activities with positive impacts was included in the continual improvement plan.</p> <p>The reviewed Environmental Management Plan had considered the mitigation of negative impacts and the promotion of positive ones and translated them into Palm Oil Mill programs.</p>	Yes
<b>4.5.1.5</b>	<p>An awareness and training programme shall be established and implemented to ensure that employees understand the policy, objectives and management plans and are working towards achieving objectives.</p> <p><b>- Major compliance -</b></p>	<p>The Palm Oil Mill management has established an annual training program which covers environmental awareness and compliance-related training to the executives, staff and workers. A sighted training program that included with environment training as below;</p> <ul style="list-style-type: none"> <li>A. Environment             <ul style="list-style-type: none"> <li>1. Management of schedule waste.</li> <li>2. Management of High Conservation Value (HCV)</li> <li>3. Segregation of waste from operation, office and domestic</li> <li>4. Wild Life, RTE and CABI</li> <li>5. Preparation of Impact and aspect</li> <li>6. Spillage training</li> <li>7. Prohibited of Open Burning</li> </ul> </li> </ul> <p>The policy has been briefed during muster ground briefing for employees and Internal stakeholder during morning muster as follows;            27th November 2020 – Briefing and training Schedule waste management. The session was attended by 46 Palm Oil Mill workers            Venue: Muster call area.</p>	Yes

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<b>4.5.1.6</b>	<p>The management shall organize regular meetings with workers where concerns of workers about the environmental quality are discussed.</p> <p><b>- Major compliance -</b></p>	<p>The Environment issue has been addressed and discussed in the OSH Committee meeting. The meeting has been conducted quarterly as follows: -</p> <ul style="list-style-type: none"> <li>a. 17th February 2020</li> <li>b. 29th June 2020</li> <li>c. 28th September 2020</li> </ul> <p>The FGVPISB Keratong 3 Palm Oil Mill has discussed their concerns about the environmental issue with the workers representative every quarter.</p>	Yes
Criterion 4.5.2: Efficiency of energy use and use of renewable energy			
<b>4.5.2.1</b>	<p>Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity in the operations over the base period</p> <p><b>- Major compliance -</b></p>	<p>The Palm Oil Mill consistently monitored their non-renewable energy consumption and kept records to get information about efficient consumption. Among the management plans to improve efficiency were to ensure Palm Oil Mill operation is running smoothly without interruption, therefore maximize the usage of the turbine and eventually minimize the usage of generator set; to practice maintenance of machinery (such as tractors, vehicles and shovel) on schedule and continuous education to operators who handle the machinery so that the unnecessary running hours can be minimized. Baseline value was estimated through historical past year's consumption which was eventually put in the annual budget.</p> <p>Sighted the monitoring usage of Diesel and Electricity consumption for the operation of the Palm Oil Mill. The audit team observed that the consumptions are monitored every month.</p>	Yes

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		Description	January – October 2020	
		FFB,mt	202,880	
		Diesel, litre (genset & transportation)	74,525.00	
		Average Diesel, Liter/mt FFB	0.36	
		Electricity, kWh (Genset & Turbine)	4,070,465	
		Average, kWh/mt FFB	20.06	
		Water, litre	201,311.60	
		Average Water, Litre/mt FFB	0.99	
<b>4.5.2.2</b>	The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.  <b>- Major compliance -</b>	Estimation was based on the annual budget mentioned in 4.5.2.1 above.		Yes
<b>4.5.2.3</b>	The use of renewable energy should be applied where possible.  <b>- Minor compliance -</b>	<p>In FGVPISB Keratong 3 Palm Oil Mill, turbine is using to generate the electric for operation.</p> <p>The Palm Oil Mill is used by the product of FFB production as a renewable energy source where 100% of fiber and shell are extracted from FFB production.</p>		Yes
<b>Criterion 4.5.3: Waste management and disposal</b>				

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<p><b>4.5.3.1</b></p>	<p>All waste products and sources of pollution shall be identified and documented.</p> <p><b>- Major compliance -</b></p>	<p>Environmental Management Procedure refers to No Dokumen FGV /ML-1A/L2-Pr19 has been established effectively since 1st June 2019.</p> <p>Its objective is to identify all waste products and sources of pollution in the Palm Oil Mill. A systematic inventory of scheduled wastes was properly maintained to record the movement of wastes in the Palm Oil Mill.</p> <p>All waste products and sources of pollution are developed and implemented as per Environmental Aspect &amp; Impact Assessment (EAIA). Sighted Inventory of Scheduled Wastes, Fifth Schedule (Regulation 11) for Palm Oil Mill as following;</p> <ol style="list-style-type: none"> <li>1. SW305 – spent engine oil</li> <li>2. SW306 – spent hydraulic oil</li> <li>3. SW409 – contaminated container &amp; equipment</li> <li>4. SW410 – Rags &amp; papers</li> <li>5. SW410 – Used filter</li> </ol>	<p>Yes</p>
<p><b>4.5.3.2</b></p>	<p>A waste management plan shall be developed and implemented, to avoid or reduce pollution. The waste management plan should include measure for:</p> <ol style="list-style-type: none"> <li>a) Identifying and monitoring sources of waste and pollution.</li> <li>b) Improving the efficiency and recycling potential of mill by-products by converting them into value-added products.</li> </ol> <p><b>- Major compliance -</b></p>	<p>FGV Palm Industries Sdn. Bhd (FGVPISB) has established SOP Waste Management, No Documents ML-1A/L2-Pr19(0) dated on 1st June 2019.</p> <p>The Waste Management Plan (WMP) has been incorporated in the identification of all Waste Products and Operational Plan to Reduce Pollution to maximize recycling and minimize pollution, verified by Palm Oil Mill Manager.</p> <p>Sample of Waste Management Plan (WMP) for FGVPISB Keratong 3 Palm Oil Mill as below;</p> <ol style="list-style-type: none"> <li>A. Source of waste: Palm Oil Mill Operation</li> <li>B. Type of schedule waste: Spend oil / Oil filter</li> <li>C. Impact: Contamination to water, air and soil</li> </ol>	<p>Minor Non-conformance</p>

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		<p>D. Waste Management Plan (3R): Collect and dispose to authorize contractor</p> <p>A. Source of waste: Palm Oil Mill Operation          B. Type of schedule waste: Empty chemical container          C. Impact: Contamination to water, air and soil          D. Waste Management Plan (3R):</p> <ul style="list-style-type: none"> <li>- Reuse</li> <li>- Recycle</li> </ul> <p><i>During the site visit to the staff housing complex at Block H and Class F14, the auditors found the following non-compliances: 1. Disposal of domestic waste using fire was seen at the residential area. 2. Empty lubricant containers, empty chemical container, empty paint container, empty mineral water bottle and spillage of engine oil was seen at the residential area.</i></p> <p><i>Thus, a minor non-conformance was raised.</i></p>	
<p><b>4.5.3.3</b></p>	<p>The palm oil mill management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environmental Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005</p>	<p>Handling of used chemicals produced in the Palm Oil Mill is under control and strictly handle by the qualified person which has attended the safe handling, storage and disposal training. There is a clear procedure of disposal of waste material that includes management of waste disposal, notification of waste disposal, labeling of waste disposal, storage of waste disposal, inventory of waste disposal, collection and transportation of scheduled waste and recycling and disposal of scheduled waste.</p>	<p>Yes</p>

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	- <b>Major compliance</b> -	At the Palm Oil Mill, most chemicals used were for boiler water treatment and laboratory. The empty containers were normally disposed of as scheduled wastes through an authorized vendor. The scheduled wastes were also found to be appropriately handled through the method outlined by the Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005.	
<b>4.5.3.4</b>	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourse.  - <b>Minor compliance</b> -	Domestic waste from Keratong 03 Palm Oil Mill disposed by contractor (Tinta Bumi Enterprise) and the frequency of disposal is 2 times a week (Sunday and Wednesday).	Yes
Criterion 4.5.4: Reduction of pollution and emission			
<b>4.5.4.1</b>	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, particulate and soot emissions, scheduled wastes, solid wastes and effluent.  - <b>Major compliance</b> -	<p>FGV Palm Industries Sdn. Bhd (FGVPISB) has established SOP "Pelan Mengurangkan Pencemaran dan Pemantauan Kesan Perlepasan Gas Rumah Hijau (GHG)", No Documents ML-1A/L4-F18(0) dated on 1st June 2019.</p> <p>Identification of significant pollutants and greenhouse gas (GHG) emissions has been done e.g. Land conversion, Emissions from Fertilizer, Emissions from peat, Fuel Consumption, and crop sequestration. Their usage has been recorded and documented at each of the operating units. Approved GHG calculator, Palm GHG was used for the calculation during the implementation period.</p> <p>Summary Emission record year 2019 for FGVPISB Keratong 3 Palm Oil Mill as follows;</p> <ol style="list-style-type: none"> <li>1. CPO – 0.82 tCOe2 / tProduct</li> <li>2. PK – 0.82 tCOe2 / tProduct</li> <li>3. Electricity – 0.01 tCOe2 / FFB</li> <li>4. Land Conversion – 0.38 tCOe2 / FFB</li> </ol>	Yes



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		<p>5. CO2 Emissions from Fertiliser – 0.02 tCOe2 / FFB          6. N2O Emissions from Fertiliser – 0.02 tCOe2 / FFB          7. Fuel Consumption – 0.01 tCOe2 / FFB</p>										
<p><b>4.5.4.2</b></p>	<p>An action plan to reduce identified significant pollutants and emissions shall be established and implemented.</p> <p><b>- Major compliance -</b></p>	<p>The action plan established for reducing GHG emission was through reduction of diesel usage through various programs such as regular maintenance of vehicles and machinery and education to drivers.</p> <p>Reduction Pollution Plan for FGVPISB Keratong 3 Palm Oil Mill for the year 2020 as below;</p> <table border="1" data-bbox="1048 651 1809 1335"> <thead> <tr> <th>No</th> <th>Emission</th> <th>Action Plan</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Diesel Consumption</td> <td>Monitoring, reducing and recording the use of diesel in factories and day-to-day operations of the Palm Oil Mill  Conducting training to the person in charge</td> </tr> <tr> <td>2</td> <td>Release of the effluent</td> <td>Sending water samples weekly to an approved lab to monitor emission levels  Ensuring the daily process does not exceed the required limit and effluent discharge (outlet) does not exceed the limit.</td> </tr> </tbody> </table>	No	Emission	Action Plan	1	Diesel Consumption	Monitoring, reducing and recording the use of diesel in factories and day-to-day operations of the Palm Oil Mill  Conducting training to the person in charge	2	Release of the effluent	Sending water samples weekly to an approved lab to monitor emission levels  Ensuring the daily process does not exceed the required limit and effluent discharge (outlet) does not exceed the limit.	<p>Yes</p>
No	Emission	Action Plan										
1	Diesel Consumption	Monitoring, reducing and recording the use of diesel in factories and day-to-day operations of the Palm Oil Mill  Conducting training to the person in charge										
2	Release of the effluent	Sending water samples weekly to an approved lab to monitor emission levels  Ensuring the daily process does not exceed the required limit and effluent discharge (outlet) does not exceed the limit.										

<p><b>4.5.4.3</b></p>	<p>Palm oil mill effluent (POME) shall be treated to ensure compliance with standards as stipulated in the relevant Environmental Quality (Prescribed Premises) (Crude Palm Oil) Regulations 1977. POME discharge limits and method should be in accordance with the respective state and national policies and regulations.</p> <p><b>- Major compliance -</b></p>	<p>The Palm Oil Mill applied the biological system with anaerobic lagoon and tertiary plant (membrane plant) in series for its treatment of effluent. The quality of discharged effluent was analyzed every month and the parameters are T, pH, BOD, COD, TS, SS, O&amp;G, AN and TN. Sighted the latest final discharge record as follows;</p> <p>Sighted latest Palm Oil Mill effluent analysis date 17th November 2020 as below;</p> <p>Lab reference: 9042/2020 Date received: 17th November 2020 Date report release: 23rd November 2020 Sample: Final discharge to Keratong River Result:</p> <table border="1" data-bbox="1131 847 1812 1248"> <thead> <tr> <th>No</th> <th>Analysis</th> <th>Result</th> <th>Parameter as per Department of Environment 1974 ( Act 127 )</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Ph</td> <td>8.24</td> <td>5 – 9</td> </tr> <tr> <td>2</td> <td>BOD</td> <td>65</td> <td>100 max</td> </tr> <tr> <td>3</td> <td>COD</td> <td>545</td> <td>N/A</td> </tr> <tr> <td>4</td> <td>TS</td> <td>2608</td> <td>N/A</td> </tr> <tr> <td>5</td> <td>SS</td> <td>290</td> <td>400 max</td> </tr> <tr> <td>6</td> <td>OG</td> <td>2</td> <td>5 max</td> </tr> <tr> <td>7</td> <td>AN</td> <td>44</td> <td>150 max</td> </tr> <tr> <td>8</td> <td>TN</td> <td>57</td> <td>200 max</td> </tr> </tbody> </table> <p>Result at the final discharge is according to Akta Kualiti Alam Sekitar 1974 and compliance with Jadual Pematuhan issued by Department of Environmental, valid from 1st July 2020 – 30th June 2021.</p>	No	Analysis	Result	Parameter as per Department of Environment 1974 ( Act 127 )	1	Ph	8.24	5 – 9	2	BOD	65	100 max	3	COD	545	N/A	4	TS	2608	N/A	5	SS	290	400 max	6	OG	2	5 max	7	AN	44	150 max	8	TN	57	200 max	<p>Yes</p>
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Criterion 4.5.5: Natural water resources		
<p><b>4.5.5.1</b></p> <p>The management shall establish water management plans to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <ul style="list-style-type: none"> <li>a) Assessment of water usage and sources.</li> <li>b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the mill’s current activities.</li> <li>c) Ways to optimize water and nutrient usage and reduce wastage (<i>e.g.</i> having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.).</li> </ul> <p><b>- Major compliance -</b></p>	<p>The Palm Oil Mill has established the water management plan and reviewed it on an annual basis. The latest review was conducted on 10th October 2020. The management plan was focusing on the identification of water source, usage estimation, monitoring plan, impact to stakeholders, action plan and person in charge.</p> <p>Source of water: Palm Oil Mill Effluent            Location: Palm Oil Mill            Impact: Water pollution caused by Effluent release to the river</p> <p>Root Cause:            i. Effluent pool operation does not follow SOP            ii. Quality of effluent released over the permissible limit            iii. Effluent pond broke</p> <p>Action Plan:            i. Ensuring effluent pool operation according to SOP            ii. Pool sample analysis and weekly effluent release            iii. Close monitoring of effluent pond</p> <p>Source of water: Government water (PAIP)            Location: Residential and office area            Impact: Interception of water supply            Root Cause:            i. Maintenance work by a government agency caused the pipe to leak            ii. The dry season causes the interruption of water supply</p> <p>Action Plan:</p>	<p>Yes</p>

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		<p>i. Report breakage of water supply to nearby Water Department          ii. Provide sufficient water storage tanks          iii. Request from the Water Department to send water supply trucks to the residential area</p> <p>Sighted result from the water sampling from the final discharge to Keratong river. The frequency of sampling is on weekly basis. The criteria for the test were pH, BOD, COD, NH3N, and SS.</p>																																	
<p><b>4.5.5.2</b></p>	<p>Where open discharge of POME into water course is practiced, mills should undertake to gradually phase it out in accordance to the applicable state or national regulations.</p> <p><b>- Major compliance -</b></p>	<p>The POME is discharging to Keratong river. The report of POME analysis was submitted to DOE every quarter using OER (online environmental report).</p> <p>Sighted latest Palm Oil Mill effluent analysis date 17th November 2020 as below;</p> <p>Lab reference: 9042/2020          Date received: 17th November 2020          Date report release: 23rd November 2020          Sample: Final discharge to Keratong River          Result:</p> <table border="1" data-bbox="1131 1010 1812 1375"> <thead> <tr> <th>No</th> <th>Analysis</th> <th>Result</th> <th>Parameter as per Department of Environment 1974 ( Act 127 )</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Ph</td> <td>8.24</td> <td>5 – 9</td> </tr> <tr> <td>2</td> <td>BOD</td> <td>65</td> <td>100 max</td> </tr> <tr> <td>3</td> <td>COD</td> <td>545</td> <td>N/A</td> </tr> <tr> <td>4</td> <td>TS</td> <td>2608</td> <td>N/A</td> </tr> <tr> <td>5</td> <td>SS</td> <td>290</td> <td>400 max</td> </tr> <tr> <td>6</td> <td>OG</td> <td>2</td> <td>5 max</td> </tr> <tr> <td>7</td> <td>AN</td> <td>44</td> <td>150 max</td> </tr> </tbody> </table>	No	Analysis	Result	Parameter as per Department of Environment 1974 ( Act 127 )	1	Ph	8.24	5 – 9	2	BOD	65	100 max	3	COD	545	N/A	4	TS	2608	N/A	5	SS	290	400 max	6	OG	2	5 max	7	AN	44	150 max	<p>Yes</p>
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Result at the final discharge is according to Akta Kualiti Alam Sekitar 1974 and compliance with Jadual Pematuhan issued by Department of Environmental, valid from 1st July 2020 – 30th June 2021.						
<b>4.6 Principle 6: Best Practices</b>						
<b>Criterion 4.6.1: Mill Management</b>						
<b>4.6.1.1</b>	Standard operating procedures shall be appropriately documented and consistently implemented and monitored.  - <b>Major compliance</b> -	<p>Standard Operating Procedures (SOPs) for FGVPISB Keratong 3 Palm Oil Mill is documented. Interview with staff and workers revealed that all working SOPs being consistently implemented among all employees and monitored by the management through daily muster briefing, training, etc. List sampled SOPs available during onsite assessment sighted as following:</p> <ul style="list-style-type: none"> <li>- Quality Occupational Health Safety and Environmental Management Manual; FPI/L1/QOHSE-1.0; Rev. 2; Date: 30th August 2017</li> <li>- Quality Occupational Health Safety and Environmental Management Procedure; Rev. 14; Date: 31st May 2017; Ref.: FPI/L2/QOHSE-1.0 - FPI/L2/QOHSE-25.0</li> <li>- Safe Work Procedure, issue:26, rev: 3 dated 26th December 2016</li> <li>- Procedure Manual "Pensijilan Minyak Sawit Mampan"</li> </ul> <p>Mass Balance - SOP for Palm Oil Mill RSPO SCCS; Doc. No.: FGVPMSPO SCC, issue:3 rev:2 dated 1st December 2017 Title: "SOP Perkilangan untuk pematuhan Sistem Pensijilan RSPO SCCS" (Mass Balance), where it is also used for MSPO.</p>				Yes
<b>4.6.1.2</b>	All palm oil mills shall implement best practices.	The practices are consistently monitored by Palm Oil Mill advisors and recommendations for improvements are given to maintain sustainable practices. Palm Oil Mill advisor, Operation Technical				Yes

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	- Major compliance -	Officer, Regional General Manager visits the operating units to ensure implementations of procedures are consistent.	
<b>Criterion 4.6.2: Economic and financial viability plan</b>			
<b>4.6.2.1</b>	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.  - Major compliance -	FGVPISB Keratong 3 Palm Oil Mill has an annual budget for the financial year 2020 till 2023. The Palm Oil Mill budget includes the projected FFB to be processed and CPO and PK production. It is also incorporated items such as general charges, Palm Oil Mill maintenance, process shift labor, general services, processing cost, fixed assets, etc.	Yes
<b>Criterion 4.6.3: Transparent and fair price dealing</b>			
<b>4.6.3.1</b>	Pricing mechanisms for the products and other services shall be documented and effectively implemented.  - Major compliance -	The payment term is 60 days from the date of invoice submitted as per the Terms and Conditions of Purchase or <i>Surat Perintah Kerja (SPK)</i> .	Yes
<b>4.6.3.2</b>	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.  - Major compliance -	Sampled of the payment records of contractors as below:  1. INV# 0813 dated 03/11/2020; Payment made on 09/11/2020.  2. INV# 19/2020 dated 02/11/2020; Payment made on 11/11/2020.  Interviewed with the contractor confirmed that payment was made promptly as per the agreed term.	Yes
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	In case of the engagement of contractors, they shall be made to understand the MSPO requirements and shall provide the required documentation and information.	The contractors engaged by the mill has been signed on the addendum for MSPO requirements and they have been briefed on the MSPO requirements during the stakeholder meeting. Interviewed with the	Yes

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	- Major compliance -	contractor also found that he understood the requirements of MSPO. Sampled of the addendum as below: <ol style="list-style-type: none"> <li>1. Sinar Firdaus Engineering signed on 10/01/2019</li> <li>2. Mohd Nur Aliff bin Kidam signed on 04/01/2019Tinta Bumi Enterprise signed on 13/09/2018</li> </ol>	
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	The contractors have signed an agreement prior to work. Agreement for the sampled in indicator 4.6.4.1 was sighted.	Yes
4.6.4.3	The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required. - Minor compliance -	As per the addendum signed in indicator 4.6.4.1, the contractors agreed to accept auditors to verify the assessment if necessary.	Yes

**Appendix B: List of Stakeholders Contacted**

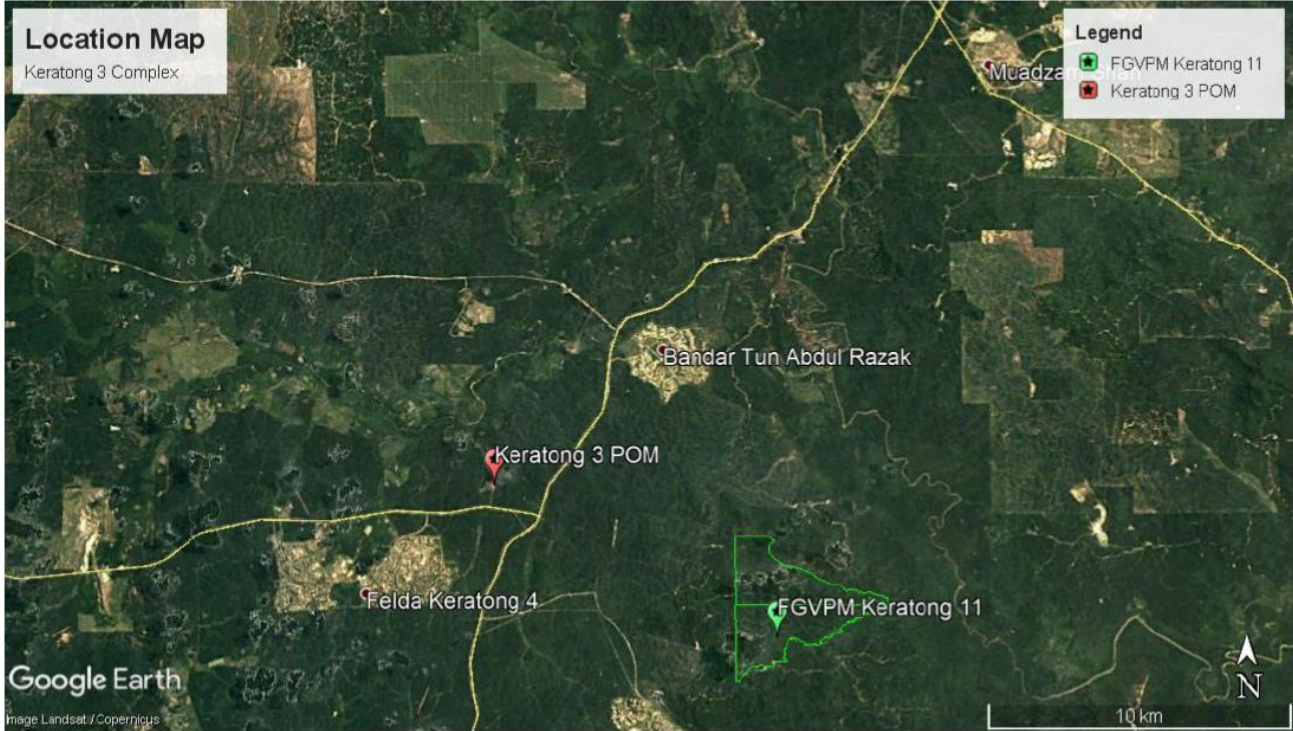
<p><b>Government Officer:</b> Schools representatives</p>	<p><b>Community/neighbouring village:</b> Smallholders &amp; Settlers Neighbouring Estate – Ladang DSK</p>
<p><b>Suppliers/Contractors/Vendors:</b> Contractors</p>	<p><b>Worker’s Representative/Gender Committee:</b> Workers’ Representatives Gender Committee Representatives NUPW Representative</p>



**Appendix C: Smallholder Member Details**

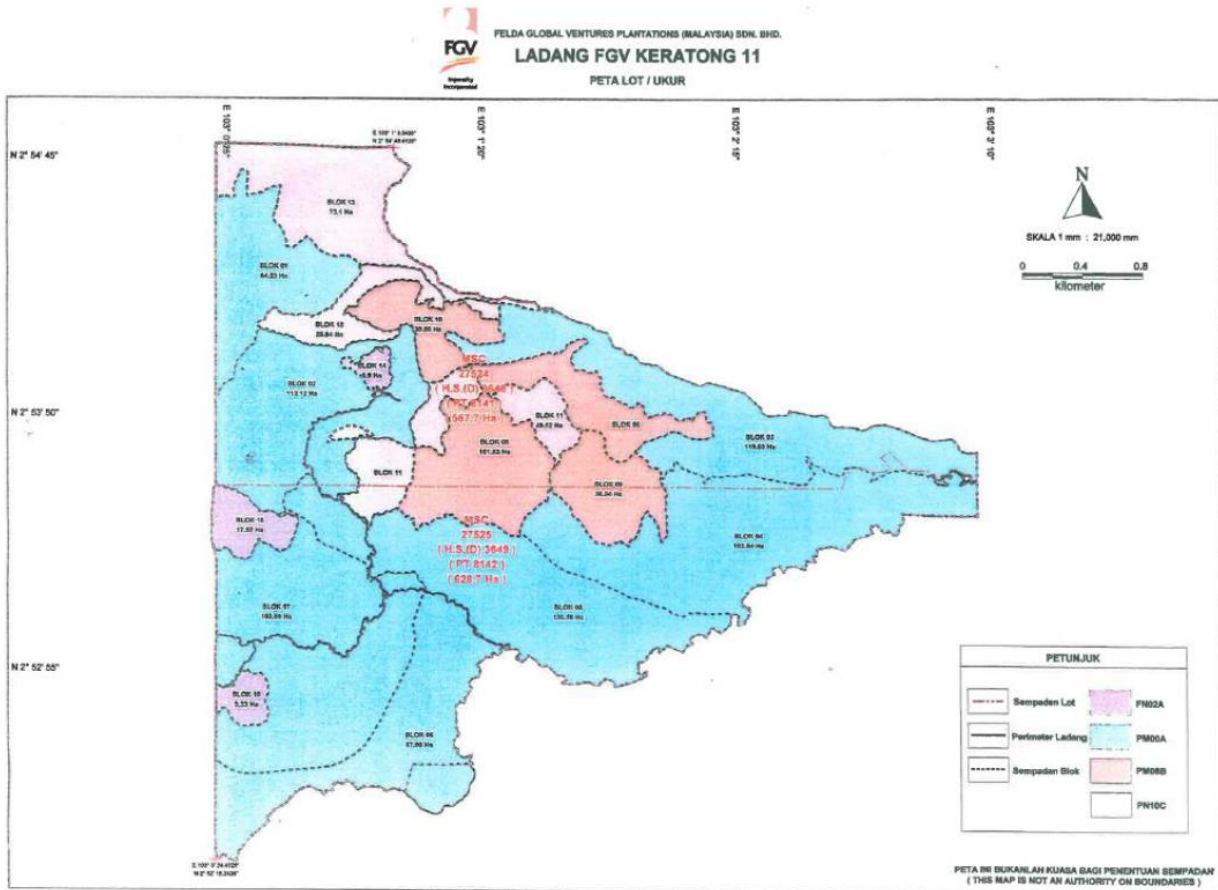
Not applicable.

**Appendix D: Location and Field Map**



FGVPISB Keratong 3 POM Location

**MSP0 Public Summary Report  
Revision 1 (Feb 2020)**



FGVPM Keratong 11 Estate Field Map

**Appendix E: List of Abbreviations**

BOD	Biochemical Oxygen Demand
CB	Certification Bodies
CHRA	Chemical Health Risk Assessment
COD	Chemical Oxygen Demand
CPO	Crude Palm Oil
EFB	Empty Fruit Bunch
EHS	Environmental, Health and Safety
EIA	Environmental Impact Assessment
EMS	Environmental Management System
FFB	Fresh Fruit Bunch
FPIC	Free, Prior, Informed and Consent
GAP	Good Agricultural Practice
GHG	Greenhouse Gas
GMP	Good Manufacturing Practice
GPS	Global Positioning System
HCV	High Conservation Value
IPM	Integrated Pest Management
ISCC	International Sustainable Carbon Certification
LD50	Lethal Dose for 50 sample
MSPO	Malaysian Sustainable Palm Oil
MSDS	Material Safety Data Sheet
MT	Metric Tonnes
OER	Oil Extraction Rate
OSH	Occupational Safety and Health
PK	Palm Kernel
PKO	Palm Kernel Oil
POM	Palm Oil Mill
POME	Palm Oil Mill Effluent
PPE	Personal Protective Equipment
RTE	Rare, Threatened or Endangered species
SEIA	Social & Environmental Impact Assessment
SIA	Social Impact Assessment
SOP	Standard Operating Procedure