

**MALAYSIAN SUSTAINABLE PALM OIL  
ANNUAL SURVEILLANCE ASSESSMENT (ASA 2)  
Public Summary Report**

<b>FGV Holdings Berhad</b>
Client company Address: Plantations Sustainability Department Level 20 West, Wisma FGV, Jalan Raja Laut 50350 Kuala Lumpur, Malaysia
Certification Unit: FGV Palm Industries Sdn Bhd Besout Palm Oil Mill and Supply Base (Besout 6 Estate & Besout 7 Estate)  Location of Certification Unit: 35600 Sungkai, Perak, Malaysia

**Report prepared by:**  
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**Report Number: 3293240**

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

<b>1.1 Organizational Information and Contact Person</b>			
Company Name	FGV Holdings Berhad		
Mill/Estate	MPOB License No.	Expiry Date	
	500155504000 (Besout Palm Oil Mill)	31/03/2021	
	574649002000 (Besout 6 Estate)	31/12/2021	
	559124002000 (Besout 7 Estate)	31/12/2021	
Address	Plantations Sustainability Department, Level 20 West, Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur, Malaysia  Kilang Sawit Besout, 35600 Sungkai, Perak, Malaysia		
Certification Unit	Besout Palm Oil Mill and supply bases		
Contact Person Name	En Ameer Izyanif Bin Hamzah		
Website	<a href="http://www.fgvholdings.com">http://www.fgvholdings.com</a>	E-mail	ameer.h@fgvholdings.com
Telephone	+603 27891338	Facsimile	+603 27890440
<b>1.2 Certification Information</b>			
Certificate Number	Mill: MSPO 701757 Estate: MSPO 701758		
Issue Date	07/05/2019	Expiry date	06/05/2024
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 General principles for oil palm plantations and organised smallholders MS 2530-4:2013 General principles for palm oil mills		
Stage 1 Date	N/A (The Certification Units is RSPO Certified)		
Stage 2 / Initial Assessment Visit Date (IAV)	26 - 28/12/2018		
Continuous Assessment Visit Date (CAV) 1	04 - 06/02/2020		
Continuous Assessment Visit Date (CAV) 2	02 - 04/02/2021		
Continuous Assessment Visit Date (CAV) 3	N/A		
Continuous Assessment Visit Date (CAV) 4	N/A		
<b>Other Certifications</b>			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date

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OHS 00691	OHSAS 18001:2007	SIRIM QAS International Sdn Bhd	23/02/2020
RSPO 682927	RSPO Principles & Criteria for Sustainable Palm Oil Production: 2018; Malaysian National Interpretation: 2019; with Supply Chain Mass Balance Module	BSI Services Malaysia Sdn Bhd	29/04/2023

### 1.3 Location of Certification Unit

Name of the Certification Unit (Palm Oil Mill/ Estate/ Smallholder/ Independent Smallholder)	Site Address	GPS Reference of the site office	
		Longitude	Latitude
Besout Palm Oil Mill	35600 Sungkai, Perak, Malaysia	101.276111	3.880000
Besout 6 Estate	35600 Sungkai, Perak, Malaysia	101.277500	3.777778
Besout 7 Estate	35600 Sungkai, Perak, Malaysia	101.293056	3.843056

### 1.4 Certified Area

Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
Besout 6 Estate	2,151.21	0	233.69	2,384.90	90.20
Besout 7 Estate	2,495.00	0	413.04	2,908.04	85.80
<b>Total</b>	4,646.21	0	646.73	5,292.94	87.78

### 1.5 Plantings & Cycle

Estate	Age (Years)					Mature (ha)	Immature (ha)
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
Besout 6 Estate	529.79	1108.56	434.71	78.15	0	1621.42	529.79
Besout 7 Estate	1548.51	946.49	0	0	0	946.49	1548.51
<b>Total (ha)</b>	2078.3	2055.05	434.71	78.15	0	2567.91	2078.3

### 1.6 Certified Tonnage of FFB

Estate	Tonnage / year		
	Estimated (Feb 2020 - Jan 2021)	Actual (Feb 2020 - Jan 2021)	Forecast (Feb 2021 - Jan 2022)
Besout 6 Estate	29,674	32,767.91	39,705.47
Besout 7 Estate	17,213	10,618.99	23,058.00
<b>Total</b>	46,887	43,386.90	62,763.47

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<b>1.7 Uncertified Tonnage of FFB</b>			
Estate	Tonnage / year		
	Estimated (Feb 2020 - Jan 2021)	Actual (Feb 2020 - Jan 2021)	Forecast (Feb 2021 - Jan 2022)
Smallholder		90,068.24	
<b>Total</b>		90,068.24	

<b>1.8 Certified Tonnage</b>			
Mill Capacity: 54 MT/hr  SCC Model: MB	Estimated (Feb 2020 - Jan 2021)	Actual (Feb 2020 - Jan 2021)	Forecast (Feb 2021 - Jan 2022)
	FFB	FFB	FFB
	46,887	43,386.90	62,763.47
	CPO (OER:20.5 %)	CPO (OER: 19.74%)	CPO (OER: 20.50%)
	9,611.84	8,564.57	12,866.51
	PK (KER: 5.5%)	PK (KER: 5.40%)	PK (KER: 5.50%)
	2578.79	2,342.89	3,451.99

<b>1.9 Actual Sold Volume (CPO)</b>					
CPO (MT)	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
	0	0	0	8,564.57	8,564.57

<b>1.10 Actual Sold Volume (PK)</b>					
PK (MT)	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
	0	0	0	2,341.00	2,341.00

## 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 2-4 February 2021. The audit programme is included as Section 2.3. The approach to the audit was to treat the Besout POM and Supply base 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 year 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>
Besout POM	√	√	√	√	√
Ladang Besout 6	√	√	√	√	√
Ladang Besout 7	√	√	√	√	√

**Tentative Date of Next Visit: February 8, 2021 - February 10, 2021**

**Total No. of Mandays: 6**

### 2.1 BSI Assessment Team

<b>Team Member Name</b>	<b>Role</b> <i>(Team Leader or Team member)</i>	<b>Qualifications</b> <i>(Short description of the team members)</i>
Muhamad Naquiuddin Mazeli	Team Leader	He graduated with Bachelor of Science Horticulture at University Putra Malaysia. He started his career in 2009 as Researcher at Sime Darby Research Seed Centre and manage for Quality control for seed production for paddy, chilli and corn with collaboration with Malaysian Agricultural Research and Development Institute (MARDI) for 4 years. During the period, he was also involved with Nestle project on Red Rice production. He later joins the Sime Darby Plantation Berhad Sustainability Team in 2013 as Sustainability Executive. Joining the sustainability team, he managed, implemented and monitored the RSPO, ISCC, MSPO and ISO 9001 and ISO 18001 certification requirements for the estates, mills, refineries and Smallholder scheme. He also support in providing training and internal audits related to RSPO, MSPO and other certifications where applicable to the operations within Sime Darby Plantation. He is a trained Safety Officer and he managed the Occupation Safety and Health of Northern Region Sime Darby Plantation Berhad operations. During this assessment, he assessed on the aspects of social and workers consultation.
Nor Halis Abu Zar	Team Member	He holds Bachelor of Science, Plantation Technology and Management, graduated from Universiti Teknologi Mara. He started his career as Assistant Manager at Kulim Plantations Sdn. Bhd. managing the day to day plantation operations. In his career at Kulim Plantation, Halis had accumulated more than 6 years of sustainability implementation experience including workers' welfare, workers' occupational, health & safety, environment conservation and protection at buffer areas and continuous improvement management plans. Halis had accumulated auditing experience when he was the internal auditor for ISO 9001 and ISO 14001 at Kulim Plantations. He has completed ISO IMS 9001, 14001 Lead Auditor Course in January 2019, MSPO

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		2530:2013 Lead Auditor Course in February 2019 and endorsed RSPO Lead Auditor Course in October 2020. Fluent in Bahasa Malaysia and English Languages. During this assessment, he assessed on the aspects of legal, mill best practices, safety and health and workers consultation.
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**2.2 Assessment Plan**

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

Date	Time	Subjects	MNM	NHA
Tuesday 2/2/2021  Besout POM	0800-0830 0830-0900	Opening Meeting with RSPO: <ul style="list-style-type: none"> <li>• Opening Presentation by Audit team leader.</li> <li>• Confirmation of assessment scope and finalize Audit plan.</li> </ul>	√	√
	0900-1230	<b>Besout POM</b> Inspection: FFB receiving, warehouse, workshop, waste management & Landfill, Effluent Ponds, OSH & ERP, Environment issues, POME application, water treatment, staff, workers and contractor interview, housing and facility inspection, clinic, meeting stakeholders etc.	√	√
	1230-1330	Lunch	√	√
	1330-1630	Document review (MS:2530 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, P7: Development of New Planting	√	√
	1630-1700	Interim Closing briefing	√	√
Wednesday 3/2/2021  Besout 7 estate	0830–1230	<b>Besout 7 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.	√	√
	1000-1230	Stakeholder Interview		√
	1230-1330	Lunch	√	√
	1330-1600	Document review (MS:2530 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	√	√
	1600-1700	Interim Closing briefing	√	√



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Date	Time	Subjects	MNM	NHA
Thursday 4/2/2021  Besout 6 Estate	0830-1230	<b>Besout 6 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.	√	√
	1230-1330	Lunch	√	√
	1330-1600	Document review (MS:2530 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	√	√
	1600-1700	Interim Closing briefing	√	√
	1600-1700	Finalization of audit findings & preparation of closing meeting	√	√
	1700-1730	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 1 Major & 5 Minor nonconformities raised. The FGV Besout POM and Supply base 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 Actions for the Major Non-conformity has been verified for its effectiveness and closed accordingly.

Major Nonconformities:		
<b>Ref:</b> <b>2018846-202102-M1</b>	<b>Area/Process: FGV Besout Mill</b>	<b>Clause: 4.4.2.2 Part 4</b>
	<b>Issue Date: 04/02/2021</b>	<b>Due Date: 03/04/2021</b>
Requirements:	The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.	
Statement of Nonconformity:	Complaints received were not resolved within the timeline accordance to SOP for "Menangani Aduan dan Rungutan" with Doc. No.: FGV/ML-1A/L2-Pr13 dated 01/04/2019.	
Objective Evidence:	Besout POM: Reviewed the Laporan Kerosakan Rumah Kakitangan complaints, House No.: H04 reported on 18/02/2020 for broken toilet door and House No.: HD-3 reported on 15/04/2019 found that the complaint was only resolved on 10/11/2020 and 06/11/2020. The complaints were not resolved in the timeline as per the SOP for "Menangani Aduan dan Rungutan" with Doc. No.: FGV/ML-1A/L2-Pr13 dated 01/04/2019.	
Corrections:	<ol style="list-style-type: none"> <li>1. Conducted briefing based on the Laporan Kerosakan Rumah Kakitangan complaints, as per the SOP requirement whereby the personnel incharge need to notify within 14 days to the complainer on the status and timeline to resolve the complaints and to be agreed by both parties as per clause 7.1.1.2</li> <li>2. New complaint FORM had been established.</li> </ol>	
Root cause analysis:	Delay in resolving the complaints timely are due to the prioritizing of the complaints based on urgencies and also due to budget constraint.	

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Corrective Actions:	<ol style="list-style-type: none"> <li>1. Before proceeding for resolving the complaints the NEW FORM need to be signed and agreed by both parties on the complaints within 14 days</li> <li>2. The Mill Manager only signed upon confirmation from both parties for further action</li> </ol>
Assessment Conclusion:	As per training record on briefing regarding grievance and complaint procedure to staff and workers and also record of resolving were found to be adequate thus the Major NC was closed on 10/3/2021.

Minor Nonconformities:		
<b>Ref:</b> <b>2018846-202102-N1</b>	<b>Area/Process: FGV Besout Mill</b>	<b>Clause: 4.2.2.3 Part 4</b>
	<b>Issue Date: 04/02/2021</b>	<b>Due Date: 04/02/2022</b>
Requirements:	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained.	
Statement of Nonconformity:	List of stakeholders was incomplete.	
Objective Evidence:	Stakeholder list developed in Besout POM was incomplete where some of the government authorities were not included.	
Corrections:	<ol style="list-style-type: none"> <li>1. Appointment of personnel to be incharged for updating the STAKEHOLDER list</li> <li>2. Updated the STAKEHOLDER LIST with some of the government authorities</li> </ol>	
Root cause analysis:	There is no mechanism to update the exiting STAKEHOLDER LIST	
Corrective Actions:	Appointment personnel to make sure any new or changes in the STAKEHOLDER list need to be updated periodically	
Assessment Conclusion:	All the correction and corrective action were found to be adequate. Effectiveness of the implementation will be confirm on next assessment visit	

Minor Nonconformities:		
<b>Ref:</b> <b>2018846-202102-N2</b>	<b>Area/Process: FGV Besout Mill</b>	<b>Clause: 4.4.1.1 Part 4</b>
	<b>Issue Date: 04/02/2021</b>	<b>Due Date: 04/02/2022</b>
Requirements:	Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones	
Statement of Nonconformity:	Social management and monitoring plan is not implemented, reviewed and updated regularly.	
Objective Evidence:	Besout POM: <ol style="list-style-type: none"> <li>1. The management plan was developed on January 2019 which not accordance to procedure Penilaian Impak Sosial (SIA) with Doc. No.: FGV/ML-1A/L2-Pr21, Issue 1 dated March 2019, Clause 6.4.1, 6.4.1 Penilaian semula Pelan Pengurusan SIA perlu dilaksanakan sekurang-kurangnya sekali setahun.</li> <li>2. Issues raised during stakeholder meeting and Union meeting was not included.</li> </ol>	
Corrections:	<ol style="list-style-type: none"> <li>1. Training conducted to address as per the SOP "Penilaian Impak Sosial (SIA)" of "Penilaian Semula Pelan Pengurusan SIA" and to include any new issues raised related to social impact.</li> <li>2. "Penilaian Semula Pelan Pengurusan SIA" done on the existing SIA and updated issues raised from any other meeting related to social impact</li> </ol>	

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Root cause analysis:	<ol style="list-style-type: none"> <li>1. Due to miscommunication whereby the "Penilaian Semula Pelan Pengurusan SIA" need to be carried out by the project respectively on the yearly basis to close the issues raised</li> <li>2. Not trained whereby any current issues raised during any meeting related to social impact need to be incorporated under "Penilaian Semula Pelan Pengurusan SIA"</li> </ol>
Corrective Actions:	<ol style="list-style-type: none"> <li>1. Appointment letter of SIA personnel at the project to make sure the "Penilaian Semula Pelan Pengurusan SIA" to be carried out yearly basis</li> <li>2. To address the "Penilaian Semula Pelan Pengurusan SIA" at the Management Review Meeting every time.</li> </ol>
Assessment Conclusion:	All the correction and corrective action were found to be adequate. Effectiveness of the implementation will be confirm on next assessment visit

<b>Minor Nonconformities:</b>		
<b>Ref:</b> <b>2018846-202102-N3</b>	<b>Area/Process: Besout 7 and Besout 6 estate</b>	<b>Clause: 4.4.1.1 Part 3</b>
	<b>Issue Date: 04/02/2021</b>	<b>Due Date: 04/02/2022</b>
Requirements:	Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones	
Statement of Nonconformity:	Social management and monitoring plan is not implemented, reviewed and updated regularly.	
Objective Evidence:	Besout 7 Estate and Besout 6 Estate: <ol style="list-style-type: none"> <li>1. The management plan was developed on 24/01/2020 which not accordance to procedure Penilaian Impak Sosial (SIA) with Doc. No.: FGV/ML-1A/L2-Pr21, Issue 1 dated March 2019, Clause 6.4.1, 6.4.1 Penilaian semula Pelan Pengurusan SIA perlu dilaksanakan sekurang-kurangnya sekali setahun.</li> <li>2. Issues raised during workers' committee meeting was not included.</li> </ol>	
Corrections:	<ol style="list-style-type: none"> <li>1. Training conducted to address as per the SOP "Penilaian Impak Sosial (SIA)" of "Penilaian Semula Pelan Pengurusan SIA" and to include any new issues raised related to social impact.</li> <li>2. "Penilaian Semula Pelan Pengurusan SIA" done on the existing SIA and updated issues raised from any other meeting related to social impact</li> </ol>	
Root cause analysis:	<ol style="list-style-type: none"> <li>1. Due to miscommunication whereby the "Penilaian Semula Pelan Pengurusan SIA" need to be carried out by the project respectively on the yearly basis to close the issues raised</li> <li>2. Not trained whereby any current issues raised during any meeting related to social impact need to be incorporated under "Penilaian Semula Pelan Pengurusan SIA"</li> </ol>	
Corrective Actions:	<ol style="list-style-type: none"> <li>1. Appointment letter of SIA personnel at the project to make sure the "Penilaian Semula Pelan Pengurusan SIA" to be carried out yearly basis</li> <li>2. To address the "Penilaian Semula Pelan Pengurusan SIA" at the Management Review Meeting every time.</li> </ol>	
Assessment Conclusion:	All the correction and corrective action were found to be adequate. Effectiveness of the implementation will be confirm on next assessment visit	

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<b>Minor Nonconformities:</b>		
<b>Ref:</b> <b>2018846-202102-N4</b>	<b>Area/Process: FGV Besout Mill</b>	<b>Clause: 4.4.5.4 Part 4</b>
	<b>Issue Date: 04/02/2021</b>	<b>Due Date: 04/02/2022</b>
Requirements:	Found some employee of contractor was paid not based on legal and industry minimum standard.	
Statement of Nonconformity:	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.	
Objective Evidence:	<ol style="list-style-type: none"> <li>1. Sampled the contractor's workers - sorters from Awaseri Enterprise found the following issue: Reviewed payslips for March 2020, July 2020 and December 2020 found 3 of the workers (I/C No.: 901208-08-50XX), 890922-08-55XX and 931126-08-58XX) were working on public holiday, 25/12/2020 (Christmas) was not paid the wages according Employment Act 1955 and Collective agreement.</li> <li>2. Replacement of emergency leave with overtime work was implemented by Contractor as per punch card verification.</li> </ol>	
Corrections:	<ol style="list-style-type: none"> <li>1. Briefing conducted with the contractor on the wages for public holiday according Employment Act 1995</li> <li>2. Payment been made for the 3 sorters in separately with 3 times.</li> <li>3. Notify the sorters for any overtime will be paid according in the future</li> <li>4. Notify the sorters if there are no more annual leave will be substitute with unpaid leave</li> </ol>	
Root cause analysis:	The contractor involved do not understand in detail <ol style="list-style-type: none"> <li>1. On the wages for public holiday according Employment Act 1995</li> <li>2. Replacement of emergency leave with overtime work this due no more annual leave available for the sorter workers</li> </ol>	
Corrective Actions:	For future payment by the Mills to contractors, whereby the Mills will monitor the sorters payslips every month on the public holiday and overtime wages if work.	
Assessment Conclusion:	All the correction and corrective action were found to be adequate. Effectiveness of the implementation will be confirming on next assessment visit	

<b>Minor Nonconformities:</b>		
<b>Ref:</b> <b>2018846-202102-N5</b>	<b>Area/Process: Besout 7 and Besout 6 estate</b>	<b>Clause: 4.2.2.3 Part 3</b>
	<b>Issue Date: 04/02/2021</b>	<b>Due Date: 04/02/2022</b>
Requirements:	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained.	
Statement of Nonconformity:	List of stakeholders was incomplete.	
Objective Evidence:	Stakeholder list developed in Besout 7 Estate and Besout 6 Estate was incomplete where some of the government authorities were not included.	
Corrections:	<ol style="list-style-type: none"> <li>1. Appointment of personnel to be incharged for updating the STAKEHOLDER list</li> <li>2. Updated the STAKEHOLDER LIST with some of the government authorities</li> </ol>	
Root cause analysis:	There is no mechanism to update the exiting STAKEHOLDER LIST	

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Corrective Actions:	Appointment personnel to make sure any new or changes in the STAKEHOLDER list need to be updated periodically
Assessment Conclusion:	All the correction and corrective action were found to be adequate. Effectiveness of the implementation will be confirming on next assessment visit

<b>Noteworthy Positive Comments</b>	
1.	Good cooperation within operating unit and others
2.	Have a good relation between stakeholder and operating unit

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

<b>Major Nonconformities:</b>		
<b>Ref:</b> <b>1881053-202001-M1</b>	<b>Area/Process: FGV Besout Mill and Supply base</b>	<b>Clause: 4.5.1.3 Part 4</b>
	<b>Issue Date: 6/02/2020</b>	<b>Due Date: 5/5/2020</b>
Requirements:	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored.	
Statement of Nonconformity:	The environmental management plan was not effectively implemented	
Objective Evidence:	Sighted during site visit at the Engine Room, evidence of used oil spillage at the floor not attended appropriately. In the management plan and Safety Working Procedure for Chemical Handling, doc no. FGVP/ML3/PK-04 stated any chemical spillage should be attended using spill kit. It shows the environmental management plan was not effectively implemented.	
Corrections:	Attend the oil spillage with cotton rags and disposed as schedule waste	
Root cause analysis:	Knowledge still inadequate since no evaluation has been done by the management to see their level of understanding	
Corrective Actions:	Provide schedule waste training every year on how to attend the spillage of oil and chemicals. Evaluation will be done after the training to see their level of understanding.	
Assessment Conclusion:	All the evidence of correction and corrective action such as evidence of Engine room picture, training record, evaluation training and management programme for scheduled waste were found to be adequate. The Major NC was closed on 29 April 2020.	
Verification Statement	As per verification of training record and scheduled waste record review and interview. This confirmed that no recurrence of issue thus Major NC remain close	

<b>Major/Minor Nonconformities:</b>		
<b>Ref:</b> <b>1881053-202001-M2</b>	<b>Area/Process: FGV Besout Mill and Supply base</b>	<b>Clause: 4.3.1.1 Part 4</b>
	<b>Issue Date: 6/02/2020</b>	<b>Due Date: 5/5/2020</b>
Requirements:	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations	

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Statement of Nonconformity:	Found operation inadequately comply with applicable local, state, national and ratified international laws and regulations
Objective Evidence:	<ol style="list-style-type: none"> <li>1. Noted during site visit and interview with boiler man, it was noted that the mill conducted test at boiler using acetic acid and Phenolphthalein , the contaminated waste water from the test was not identified as SW 322 and the disposal was not conducted as Scheduled waste 2005</li> <li>2. During the site visit, it was observed that there is a high potential of leachate generated from EFB stock pile to flow was flowing to the environment through the nearest monsoon drain. The leachate was not channeled to the effluent treatment pond as required by clause 27 of DOE's Compliance Scheduled license no 004230</li> <li>3. Sighted during site visit at Boiler area, the Acetic acid and Phenolphthalein indicator was been used and store not in accordance to Safety Data Sheet of Acetic acid (27 March 2019) and Phenolphthalein (29 August 2018) at the staff boiler room.</li> <li>4. Found the PPE been using for handling the acetic acid and Phenolphthalein in Boiler area was not according to Safety data Sheet and CHRA 19 June 2018.</li> <li>5. There was no evidence that the weekly inspection of Besout POM employee housing has been conducted to comply with Akta Standard-Standard Minimum Perumahan Dan Keudahan Pekerja, 1990, Section 23.</li> </ol>
Corrections:	<p>Issue a letter towards boiler team to do every single testing that include chemicals at laboratory</p> <p>Install a pump and piping system at sump near the potential leachate area to channel the potential leachate to the effluent pond.</p>
Root cause analysis:	The person responsible for training and monitoring an environmental and legal issue has been transferred to another mill. Since then no responsible person has been appointed to monitor the mill regrading those issue such as the usage of chemicals in processing buildings. As for the leachate issue the facilities that has been built before was not efficient and need to do some improvement. For the weekly inspection of the housing, the format that been using before do not cover cleanliness and open burning of the housing area
Corrective Actions:	<ol style="list-style-type: none"> <li>1. Manager to appointed assistant manager as the responsible person for training and monitoring of environmental and legal issue</li> <li>2. Management to do weekly workplace inspection at the boiler area to make sure the boiler team do not do any test involving chemicals at that area</li> <li>3. Install a system using float switch to make sure the pump system can work on their own especially during rainy days</li> </ol>
Assessment Conclusion:	<p>All the evidence of correction and corrective action as per below:-</p> <ol style="list-style-type: none"> <li>1. Inventory record of SW 322</li> <li>2. Training on scheduled waste</li> <li>3. SW registration record</li> <li>4. Evaluation training</li> <li>5. Weekly inspection record</li> <li>6. Management environmental programme</li> </ol> <p>were found to be adequate. The Major NC was closed on 29 April 2020</p>
Verification Statement	As per verification of weekly inspection and implementation record review and interview. This confirmed that no recurrence of issue thus Major NC remain close.

<b>Major/Minor Nonconformities:</b>		
<b>Ref: 1881053-202001-M3</b>	<b>Area/Process: FGV Besout Mill and Supply base</b>	<b>Clause: 4.4.5.8 Part 4</b>
	<b>Issue Date: 6/02/2020</b>	<b>Due Date: 5/5/2020</b>
Requirements:	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	
Statement of Nonconformity:	Evidence of legal compliance for overtime in excess of the limit of hours so prescribed as per Act 265 Employment Act 1955 was not available.	
Objective Evidence:	Records of attendance and payslip for a sample employee with Employee ID # 1209518; Workstation: Shovel on October 2019 shown total overtime work hours: 117.0 hrs. However no written application to Director General of Labour Department to grant permission to work in excess of the limit of hours prescribed as per Act 265 Employment Act 1955.	
Corrections:	Give awareness to workers and have 3 shift to ensure workers have good rest	
Root cause analysis:	There are certain time that the worker need to cover their co-worker especially during their off day that lead to the total overtime more than 104 hours.	
Corrective Actions:	Monitoring of the worker overtime by day to make sure they do not exceed the monthly limit overtime of 104 hours Application to the Director of General Labour Department for permission to work in excess of the limit hours which is 130 hours	
Assessment Conclusion:	All the evidence of correction and corrective action were such as license from JTK, training to workers regarding overtime regulation, and monitoring record were found to be adequate. The Major NC was closed on 29 April 2020	
Verification Statement	As per verification on workers payslip and overtime record review and workers interview. This confirmed that no recurrence of issue thus Major NC remain closed.	

<b>Opportunity For Improvement</b>		
<b>Ref: 1881053-202001-I1</b>	<b>Area/Process: Besout POM and Supply Base</b>	<b>Clause: 4.4.5.4</b>
Objective Evidence:	The method to ensure whether or not employees of contractors are paid based on legal or industry minimum standards can be further improved by verification of the amount stated in their pay slips.	
Verification Statement	As per verification of contractor contract and contractor workers payslip record review. This confirmed that no recurrence of issue hence this issue was close.	



### 3.4 Summary of the Nonconformities and Status

CAR Ref.	CLASS	ISSUED	STATUS
1724745-201812-M1	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M2	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M3	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M4	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M5	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M6	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M7	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M8	Major	28/12/2018	Close on 12/3/2019
1724745-201812-M9	Major	28/12/2018	Close on 12/3/2019
1724745-201812-N1	Minor	28/12/2018	Close on 6/2/2020
1724745-201812-N2	Minor	28/12/2018	Close on 6/2/2020
1881053-202001-M1	Major	6/2/2020	Close on 29/4/2020
1881053-202001-M2	Major	6/2/2020	Close on 29/4/2020
1881053-202001-M3	Major	6/2/2020	Close on 29/4/2020
2018846-202102-M1	Major	04/02/2021	Close on 10/03/2021
2018846-202102-N1	Minor	04/02/2021	Open
2018846-202102-N2	Minor	04/02/2021	Open
2018846-202102-N3	Minor	04/02/2021	Open
2018846-202102-N4	Minor	04/02/2021	Open
2018846-202102-N5	Minor	04/02/2021	Open

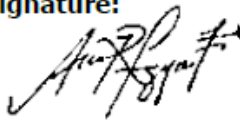

### 3.5 Issues Raised by Stakeholders

Stakeholders comment	
<b>1</b>	<p><b>Feedbacks:</b> <u>Kumaresah (Smallholder)</u>                      The payment received is within the timeline. It was a long term business relationship and no other issue however he need more clarify why the mill have 2 standard FFB price, one price is followed MPOB for all smallholder and another one a bit higher than MPOB price for Felda settler.</p> <p>Management Responses: The price for Felda a bit higher because it was given to Felda settler to attracting Felda settlers to send FFBS to the Besout POM.</p> <p><b>Audit Team Findings:</b> No other issue</p>
<b>2</b>	<p><b>Feedbacks:</b> <u>Felda Besout 3, 4 &amp; 5 Management</u>                      The boundary from FGV estates are clearly demarcated. No land dispute issue.</p>

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	<p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No other issue.</p>
<b>3</b>	<p><b>Feedbacks:</b> Awaseri Enterprise and Generasi Anak Muda Enterprise  The payment received is within the timeline. It was a long term business relationship and no other issue</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No other issue.</p>
<b>4</b>	<p><b>Feedbacks:</b> <u>Gender Committee Representatives</u>  No sexual harassment cases reported so far. Meeting and activities were conducted actively year round. No domestic violence cases too.</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No other issue.</p>
<b>5</b>	<p><b>Feedbacks:</b> <u>JAKOA Tapah</u>  The JAKOA representative was a new in Tapah and would like to meet with FGV Besout to get to know in the next meeting.</p> <p><b>Management Responses:</b> The management will invite in the next stakeholder meeting depend on Covid Issue</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 FGV Besout POM and Supply base Certification Unit complies with the <i>MS 2530-3:2013</i> and <i>MS 2530-4:2013</i> . It is recommended that the certification of FGV Besout POM and Supply base Certification Unit is approved and/or continued.	
<b>Acknowledgement of Assessment Findings</b>	<b>Report Prepared by</b>
<b>Name:</b> Ameer Izyanif Hamzah	<b>Name:</b> Muhamad Naquiuddin Bin Mazeli
<b>Company name:</b> FGV Holdings Berhad	<b>Company name:</b> BSI Services (M) Sdn Bhd
<b>Title:</b> General Manager	<b>Title:</b> Lead Auditor
<b>Signature:</b> 	<b>Signature:</b> 
<b>Date:</b> 26/05/2021	<b>Date:</b> 5/4/2021

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

**Malaysian Sustainable Palm Oil 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>	Group Sustainability Policy, Policy No: FGV/SED/POL/001 rev 4.0 dated 17/11/2020 has includes the MSPO implementation is established and publicly available. Contractor also been attended on 4/2/2020 for awareness regarding to MSPO policy. The record available in Besout 07 estate, attended by GSP Enterprise and Tanjung Global Indah Enterprise.	Complied
<b>4.1.1.2</b>	The policy shall also emphasize commitment to continual improvement. <b>- Major compliance -</b>	The policy explain that FGV is supporting the MSPO and committed to ensure that all FGV operation comply with MSPO. The latest training was done on 05/01/2021 as per training record to workers and staff	Complied
<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 was planned and conducted as per the documented Internal audit procedure, Doc No: FGV/ML-1A/L2-Pr11, issue 1, version 0 dated 01.06.2016. Annual audit schedule for 2020 was scheduled December. Internal audit was carried out on 17-18/12/2020 in Besout 7 Estate and Jan 2020 in Besout 6 Estate by PSD from Head Office. Total 2 auditors were involved in the audit. Audit covered both	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		documentation and operation for the estate for RSPO and MSPO requirements. The action from the finding raised was established.	
<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>	The Internal audit procedure, Doc No: FGV/ML-1A/L2-Pr11, issue 1, version 0 dated 01.06.2016 was used as reference for audit process. Audit results of both audits were documented under internal audit summary. Corrective action plan has been developed.	Complied
<b>4.1.2.3</b>	Report shall be made available to the management for their review.  <b>- Major compliance -</b>	Sighted the internal audit checklist for Sustainability 2020 dated 17-18/12/2020 which comprising RSPO and MSPO audit findings. Report of Internal Audit for Besout POM was available for review as the findings were discussed during the management review meeting in Besout 7 Estate.	Complied
<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>	The management review meeting was conducted on 22/12/2020 in Besout 7 estate. Agenda that discussed during the meeting are such as results of internal audit, customer feedback, environmental, replanting program and social issue. During the meeting, the management has reviewed the implementation of MSPO and any changes or resources needed for the improvement of implementation.	Complied

Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.1.4 – Continual Improvement</b>			
<b>4.1.4.1</b>	<p>The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company.</p> <p><b>- Major compliance -</b></p>	<p>There was continual improvement plan established in Besout 6 Estate. The plan contains improvement for environmental, IPM, GHG and reduction of waste. The continual improvement plan could be further enhanced to include the social aspects in Besout 6 Estate. Continual Improvement Plan was established in Besout 7 Estate which focused on social and environmental impacts.</p> <p>For e.g.: to construct/ upgrade new house such as Lestari House for workers in year 2019.</p>	<p>Complied</p>
<b>4.1.4.2</b>	<p>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.</p> <p><b>- Major compliance -</b></p>	<p>The management has developed continual improvement plan for environment aspects such as increase the EFB. Monitoring was carried out by verified via the SPK Wilayah Logbook for the EFB application. Besout 6 Estate has implemented new invention for cutter safety called 'Pelajak' to ensure for harvester can use the cutter safely.</p>	<p>Complied</p>
<b>4.1.4.3</b>	<p>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.</p> <p><b>- Major compliance -</b></p>	<p>Action plan mostly involved training of workers for the implementation of mechanization techniques within estate field operation established for FGVP estates. All the action plan established was briefed to the employees accordingly during morning muster. The training of new invention of 'Pelajak' was done on 16 Jan 2020 for the workers in Besout 6 Estate.</p>	<p>Complied</p>

Criterion / Indicator	Assessment Findings	Compliance	
<b>4.2 Principle 2: Transparency</b>			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
<b>4.2.1.1</b>	The management shall communicate the information requested by the relevant stakeholders in the appropriate languages and forms, except those limited by commercial confidentiality or disclosure that could result in negative environmental or social outcomes.  <b>- Major compliance -</b>	Adequate information covering on environmental, social and legal issues which are relevant to stakeholders is shared for effective participation and decision making. Handbook of RSPO Certification for FELDA and FGV were distributed to all the stakeholders. Explanation of RSPO, MSPO, ISCC and all the policies were clearly stated in the handbook. Besides, process of complaints and grievances were included in the handbook and also available in web as per below link on the latest information regarding to FGV:-  <a href="https://www.fgvholdings.com/sustainability/reports-updates/">https://www.fgvholdings.com/sustainability/reports-updates/</a>	Complied
<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>	Besout 6 Estate and Besout 7 Estate holds copies of each of the management documents that are required to be publicly available. Besides, all the information such as annual report, sustainability news and policies were found available in the company’s website: <a href="http://www.fgvholdings.com">www.fgvholdings.com</a> .	Complied
<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.  <b>- Major compliance -</b>	FGV has developed “ <i>Komunikasi, Penglibatan dan Rundingan</i> ” procedure (Doc. No. FGV/ML-1A/L2-Pr12 dated 1/6/2016) where the procedure has stated the information that provided to the stakeholders such as policies, social impact assessment and environment aspects. FGV has conducted a combined stakeholder meeting on 10/8/2017 for	Complied

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		Trolak Region. There are also stakeholder meeting also on 29/12/2020 with Kampung Teras. During the meeting, the management has explained the requirements of sustainable palm oil certification to all the stakeholders. Besides, briefing of policies and management procedures of sustainability was carried out during the meeting as well.	
<b>4.2.2.2</b>	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 the Besout 6 Estate and HEP Clerk of Besout 7 Estate (02)620/620/10-1-3JKKP have been appointed as management official to communicate any social matters in the mill reported by stakeholders. Appointment letters dated 10/4/2017 and 26/1/2021 respectively were seen.	Complied
<b>4.2.2.3</b>	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> -	Stakeholder lists were last updated on 2/2/2020 for both Besout 6 and Besout 7 estates, where internal and external stakeholders have been included however Stakeholder list developed in Besout 7 Estate and Besout 6 Estate was incomplete where some of the government authorities were not included thus minor nc been raised during this audit.  Stakeholder meeting was last conducted on 29/12/2020 with the participation of internal and external stakeholders such as contractors and local communities. Requests or enquiries raised during the meeting was responded by the management and recorded in the minutes.	Minor Non-Conformity
<b>Criterion 4.2.3 – Traceability</b>			
<b>4.2.3.1</b>	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements	Manual Ladang Sawit Lestari, 8.0 Mengangkut BTS ke Kilang [MLSL (Ed.2) – Sec.4 (8.0), 1/6/2012] has been established to provide	Complied



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Criterion / Indicator		Assessment Findings	Compliance
	for traceability of the relevant product(s). <b>- Major compliance -</b>	<p>guideline on delivery of FFB to the mill. Among the documents &amp; records found to be maintained were:</p> <ul style="list-style-type: none"> <li>• Nota Penghantaran BTS</li> <li>• Slip Akuan Penerimaan (weighbridge ticket)</li> <li>• Slip Grading</li> <li>• Sijil Mutu BTS</li> </ul> <p>Apart from that, there is also a Traceability procedure entitled "Traceability" [doc. No.: FGVPM/TRACEABILITY/LDG/01, dated 2/1/2020.</p>	
<b>4.2.3.2</b>	The management shall conduct regular inspections on compliance with the established traceability system. <b>- Major compliance -</b>	<p>Various means were available on how to monitor the traceability where among others the updating of FFB delivery records, through month end account closing and internal audit. Based on the records of FFB delivery, it was found that the procedure of traceability was well implemented. FGV have established systems to monitor the implementation of the traceability systems in the mill thorough Internal Audit conducted by the Plantation Sustainability Department. Latest Internal audit was conducted on 25/11/2020 &amp; 26/11/2020.</p>	Complied
<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>	<p>The management appointed Mr. Mohd Noor Aiman Bin Abidin, Assistant Manager FGVPM Besout 7 as the person in-charge of implementation and maintenance of traceability system as per letter of appointment ref. # (02) 620/620/10-1-3 JKPP date 26/01/2021.</p> <p>For Besout 6, Ms Nor Shamirah Binti Ahmad has been appointed as the person in-charge of implementation and maintenance of traceability system as per letter of appointment ref. # (03) 455/E6.2.1 dated 04/01/2021.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.2.3.4	Records of sales, delivery or transportation of FFB shall be maintained. <b>- Major compliance -</b>	Verification of the records and documents mentioned in 4.2.3.1 showed that the deliveries of FFB were well maintained. Crosschecking between the daily FFB delivery records and the transportation documents showed that the records were accurate and well maintained. Records of production and delivery of FFB were well maintained as per following sampled the last 2 years weighbridge FFB ticket as below: <ul style="list-style-type: none"> <li>- Nota Hantaran: A01462562</li> <li>- Lorry no: BLM 7740</li> <li>- Seller name: FGVP M Besout 7</li> <li>- Buyer name: Kilang Sawit Besout</li> <li>- Quantity: 05.02 MT</li> <li>- Date: 30/7/2020</li> </ul>	Complied
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			
4.3.1.1	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations. <b>- Major compliance -</b>	FGVPM has established SOP on track changes, monitoring, implementation and compliances of legal and other requirement. Refer doc. no ML-1A/L2-Pr6 (0) dated 1/6/2016.  Plantation and Sustainability Department and Manager for respective operating units will undertake the responsibility of identifying, managing, updating and tracking the legal requirement. To monitor the status of legal compliance, the management has appointed the Assistant Manager, Mr Mohd Faismie Bin Deraman, as per letter ref. # (02) 620/620/10-1-3 JKPP Date: 26/01/2021 for Besout 7.	Complied

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	<p>For Besout 6,</p> <p>All legal requirement was documented in Register of Legal and Other Requirements (Ref doc no ML-1A/L5-AP3 Pind 0 and List of compliance license/permit/legal requirement.</p> <p>Compliance to each applicable law and regulation is monitored by the operating units. Sighted the sampled evidence of compliancy to the regulation as follows:</p> <p>Besout 7</p> <ul style="list-style-type: none"> <li>- MPOB license # 559124002000 – Ladang Besout 7 (Sales &amp; Handling: FFB #); Validity period: 1/4/2021 – 30/03/2022; Estate area: 2908.04 ha</li> <li>- Jabatan Tenaga Kerja Semenanjung Malaysia Permit Potongan Daripada Gaji Pekerja (Seksyen 24 Akta Kerja 1955); For "<i>Potongan Upah Di Bawah Seksyen 24 Akta Kerja 1955</i>"; Serial # (6) BHG PU/9/129; Effective date: 10/04/2012; Requires following:             <ul style="list-style-type: none"> <li>- Total deduction &lt;50% or 75% if involved housing loan</li> <li>- Letter of agreement signed by workers shall be kept and shown to Labour Officer anytime requested</li> <li>- Employer shall provide particulars relevant to permit upon request by Labour Office from time to time</li> <li>- Permit shall be displayed on strategic location easy to be viewed by workers</li> </ul> </li> </ul> <p>Besout 6</p>	

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Criterion / Indicator		Assessment Findings	Compliance
		<ul style="list-style-type: none"> <li>- MPOB license # 574649002000 – Ladang Besout 6 (Sales &amp; Handling: FFB #); Validity period: 01/07/2020-30/06/2021; Estate area: 2384.90 ha</li> <li>- Perakuan Tekanan Tak Berapi expiry on 26/01/2022</li> <li>- Permit Barang Kawalan Berjadual Ref. KPDNHEP/P/TPH/600-2/2/107 validity from 10/05/2020 to 09/05/2021</li> </ul>	
<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>Plantation and Sustainability Department and Manager and Asst. Manager for respective operating units will undertake the responsibility of identifying, managing, updating and tracking the legal requirement as well as monitoring the status of legal compliance. All legal requirement was documented in Register of Legal and Other Requirements (Ref doc no ML-1A/L5-AP1 pind 0) and List of Machineries Certificate of Fitness. Compliance to each applicable law and regulation is monitored by the operating units. The legal register at all sites were reviewed/updated on a yearly basis / as and when needed for new updates/licenses.</p>	Complied
<b>4.3.1.3</b>	<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>Estate established and implemented the procedure of <i>Sistem Semakan Perubahan Undang-undang</i>; Doc. Type: Guideline; Date: 23/6/2016; Rev. 4 for updating of any new amendments or new regulations coming into force.</p>	Complied
<b>4.3.1.4</b>	<p>The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements.</p> <p><b>- Minor compliance -</b></p>	<p>The estate has appointed 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 audit to check the compliancy to related legal and other requirement on annually basis.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<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 1/2/2018.</p> <p>For Besout 7, To monitor the status of legal compliance, the management has appointed the Assistant Manager, Mr Mohd Faizmie Bin Deraman, as per letter ref. # (02)620/620/10-1-3 JKPP Date: 26/01/2021.</p> <p>For Besout 6, To monitor the status of legal compliance, the management has appointed the Assistant Manager, Mr Amir Bin Salleh, as per letter ref. # (1) 455/E6.2.1 dated 04/01/2021</p>	
<b>Criterion 4.3.2 – Lands use rights</b>			
<b>4.3.2.1</b>	<p>The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users.</p> <p><b>- Major compliance -</b></p>	<p>There is no land dispute in the Besout Certification Unit at the time of audit. The lands are belonged to Lembaga Kemajuan Tanah Persekutuan via verified with the land titles. There was an agreement between state government and Lembaga Kemajuan Tanah Persekutuan to develop the land and FGV Holding Berhad has leased from LKTP for the land. The surrounding is owned by FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMBS.</p> <p>In the previous assessment, it was reported that there was a land dispute issue raised during stakeholder meeting on 11/4/2017 in Besout 7 Estate by Kg. Orang Asli Sg. Teras. They claimed that there was an agreement made in Y1985 regarding portion of the developed</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<p>land will be hand over to them by the estate. In this assessment, based on interview with the Management of Besout 7 Estate and the claimant representative, this issue has been forwarded to JAKOA and now pending for response. This issue shall be verified again during next assessment.</p> <p>During ASA 2 the record of stakeholder meeting with Orang Asal Kampung Teras regarding to land dispute field PM12H conducted on 29/12/2020. The Management also have communicated with JAKOA (En. Anuar), there are no solid evidence regarding to agreement that been made on year 1985 that been confirmed by JAKOA Tapah. Interview with JAKOA Tapah been made and confirm the land dispute (PM12H) was under FGV land title. Verification on land title for field PM12H register under land title No P.T 2373 with total 381.2 Ha this land title was lease until 29/9/2097 under name Lembaga Kemajuan Tanah Persekutuan (Felda HQ).</p>	
<b>4.3.2.2</b>	<p>The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land.</p> <p><b>- Major compliance -</b></p>	<p>FGVPM has the approval to develop the land for Besout 6 and 7 Estate from the State of Perak as per letter dated 18/4/2018 at total of 31,800 acres.</p> <p>Besout 6 has 34 land titles with a total area of 2,371.01 Ha. There are one record of land title transfer into Besout 7 on July 2015 with total 159.5 Ha. Besout 7 has 42 land titles with a total area of 2,945.55 Ha. 37.51 Ha was acquired by the government for public road. Thus, the total area for cultivation is 2,908.04 Ha. No changes from the previous audit finding.</p>	Complied
<b>4.3.2.3</b>	<p>Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where</p>	<p>Legal perimeter boundary at both were marked concrete pole painted with red and white color. Sighted the boundary marking at PM 13 in Besout 6 and PR 17 in Besout 7.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	practicable. - <b>Major compliance</b> -		
<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 in the Besout Certification Unit at the time of audit. The lands are belonged to Lembaga Kemajuan Tanah Persekutuan via verified with the land titles. Interview with the stakeholders confirmed that no encroachment of land by certification unit. No changes from previous report.	Complied
<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> -	The estate lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
<b>4.3.3.2</b>	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should made available. - <b>Minor compliance</b> -	The estate lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
<b>4.3.3.3</b>	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. - <b>Major compliance</b> -	The estate lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			

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<b>4.4.1.1</b>	<p>Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.</p> <p><b>- Minor compliance -</b></p>	<p>SIA was conducted on 13/9/2017 by Certification &amp; Due Diligence Department for Besout 6 Estate and 14/9/2017 in Besout 7 Estate. Stakeholders such as workers, contractor, and external stakeholders were participated in the assessment. Positive and negative impacts have been recorded in the SIA Management Plan. The Social Impact Assessment was conducted on 20/2/2018 (Laporan Penilaian Impak Sosial KS Besout) and on 22/2/2018 for Estate by Sustainability Team. SOP for SIA (Doc # FGV/ML-1A/L2-Pr21; Issue # 1; Rev. # date: 2/3/2019 established on SIA review to be conducted at least once in every 2 years. The social management plan was updated according on both positive and negative impact from the stakeholders' consultation conducted from 20-22/2/2018 however found issue been raise during union meeting was not been captured in SIA action plan Such as :-</p> <p>Besout 6</p> <p>Union meeting on 19/2/2020 (01/2020) found 3 issue was not been capture to discuss under Social action plan.</p>	Minor Non-Conformity
<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 developed procedure of "<i>Menangani Aduan dan Rungutan</i>" (Doc. No.: ML-1A/L2-Pr13(0), Version 2 dated 1/4/2019) The objectives of the procedure are to provide a channel for the internal stakeholders and external stakeholders to lodge any complains to the management. Mechanism to handle complaints was clearly described in the procedure. There are 5 stages of process for internal complaint. The time frame for investigation of the issue should be done within 14 working days.</p>	Complied



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4.4.2.2	The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties. - <b>Major compliance</b> -	The estates are using Complaint Form for external stakeholder and Complaint Book to record complaints and requests reported by the internal workers. There was no complaint received from external stakeholders for both estates.	Complied
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> -	The estates are using Complaint Form for external stakeholder and Complaint Book to record complaints and requests reported by the internal workers. There was no complaint received from external stakeholders.	Complied
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> -	Interview with the internal and external stakeholders during stakeholder consultation found that they were aware of the complaint procedure and they were briefed by the management during stakeholder meeting. The record of complaint was available and latest was on 2/11/2020 and the complaint been handled and complete the task on 13/11/2020. However, found issue regarding to roof leaking dated file was on 12/10/2020 was not clear the status.	Complied
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> -	The estates are using a form i.e. <i>Borang Permohonan Pembaikan Asrama</i> and <i>Borang Kerosakan &amp; Pembaikan Rumah Kakitangan/Pejabat/ Asrama/ Stor</i> at Besout 6 and Besout 7 respectively. The past 24 months records of complaint were still available for verification.	Complied
<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.	Among the contribution to local development made by the estates were:	Complied

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	- <b>Minor compliance</b> -	Request from PIBG of Sekolah Kebangsaan Seri Besout dated 15/12/2020 for using Van as transportation on 20/12/2020. The management already approved on 17/12/2020  Request from SMK(F) Besout to lend 5 unit of CKS pump from Besout 7 estate dated 9/6/2020 and approval from management was on 9/6/2020 as Pengakuan SerahTerima record verification.	
<b>Criterion 4.4.4: Employees safety and health</b>			
<b>4.4.4.1</b>	An occupational safety and health policy and plan shall be documented, effectively communicated and implemented.  - <b>Major compliance</b> -	Policy established as Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar (Quality, Occupational Safety and Health and Environment Policy); Signed by CEO Dato' Hariz Fadzilah Hassan dated 8/5/2019. Ref FGV/GHR/HSEQ/POL/001 Rev 04. OSH plan was established based on the work stations within estate. Sighted the Risk Hazard Identification Form Borang HIRADC (Pengenalpastian Hazad, Penilaian Risiko dan Penentuan Kawalan); Form # FGVPM/L4/PP-1.2; Rev. 0.  Besout 6  The estate has established Safety and Health Plan and reviewed on annually basis. The plan covers trainings, meetings, medical surveillance, CEM, CHRA and ERP training. Ref doc no. FGVPM/L4/PP-5.1 Pind 0. Latest review was conducted on 1/9/2020.  Besout 7  The estate has established Safety and Health Plan and reviewed on annually basis. The plan covers training, safety, safety programmed,	Complied

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		meeting and others. The plan updated December 2020 by management.	
<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:               <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> </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> <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</li> </ul>	<p>a) Safety and Health Policy from FGV signed by Dato' Haris Fadzilah Hassan (Group President/CEO) dated 8/5/2019. Training on OSH was plan as stated in Annual Training Programme 2020. Briefing on OSH Policy has been given during morning muster training.</p> <p>b) HIRARC has been reviewed and prepared by Mohd Noor Aiman Bin Abidin dated 31/01/2021 and endorsed by Mr Noordin Ahmad Bin Hisnin (Manager). Refer document FGV/FGVPM/F(IMS)/1.3 Pind. 1. CHRA (REF. No: JKPP HIE 127/171-2(124)) – done by Haji Shaari Chin valid from 14/12/2019 to 13/12/2024, Date assessment 14/12/2018. From Global Advance Training &amp; Consultancy.</p> <p>c) Sighted OSH training programme has been developed for 2021. Checking on tharining record 2020, all planned training training has been conducted. Sighted evidence of training material, attendance and photos.</p> <p>d) PPE record has been maintained by the management. Refer Rekod Pemberian, &amp; Pemulangan Alat Perlindungan Diri. Latest record sighted for workers named Ahmad Syauqi (Driver) dated 10/01/2020, Julhaz Miah (General Worker) dated 07/01/21, Abidin Zainal (Sprayer) dated 03/02/2021. Available a procedure for PPE Management (FGV/FGVPM/GP/001) date 30/02/29 Rev. 00. Available a record of distribution and return of PPE. It was well recorded and maintained as verified. SOP of PPE has been developed refer FGVPM/L3/GPK-002 dated 01/02/2020.</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p>must 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 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.</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 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>	<p>e) SOP on handling of chemical has been developed by the management. Refer SOP: FGVPM/L3/GPK-006 dated 01/02/2020. SOP has been verified both at Besout 6 and Besout 7.</p> <p>g) For Besout 7, OSH Meeting has been conducted quarterly in 2020 which latest meeting on 17/11/2020. For the rest meeting has been conducted on 18/08/2020, 19/05/2020 and 20/02/2020. Verified minutes of meeting and attendance. For Besout 6, OSH Meeting has been conducted quarterly in 2020 which latest meeting on 18/11/2020. For the rest meeting has been conducted on 26/08/2020, 20/05/2020 and 19/02/2020. Verified minutes of meeting and attendance.</p> <p>h) Accident and emergency procedure are available. Safety briefing was given by management of Besout 6 and Besout 7 during opening meeting. Refer SOP FGV/FGVPM/II/IMS/15/022.</p> <p>i) First Aid Training has been conducted. First Aider has been nominated for the respective unit. For Besout 7, Refer Certificate Of attendance of First Aider conducted by Bulan Sabit Merah Malaysia for Mr Yahya Bin Bujang and Saiful Anuar Bin Zainal Abidin. The validity of the certificate from 10/08/2018 to 18/07/2021. For Besout 6, Refer Certificate Of attendance of First Aider conducted by Bulan Sabit Merah Malaysia for Pn Rohanom Binti Ahmad Rasdi. The validity of the certificate from 10/08/2018 to 18/07/2021.</p> <p>j) For Besout 7, JKPP 8 was submitted to DOSH through MyKKP for 2020 data by Mr Hairudin Bin Ruslan dated 11/01/2021 with Ref No; JKPP8/64014/2020. There are two accident reported for the year of 2020 and has been reviewed in the quarterly OSH meeting. For Besout 6, JKPP 8 was submitted to DOSH through MyKKP for 2020 data by Mr Idris Bin Aresat dated 12/01/2021 with Ref No; JKPP8/71914/2020.</p>	

Criterion / Indicator		Assessment Findings	Compliance
		There are three accident reported for the year of 2020 and has been reviewed in the quarterly OSH meeting.	
<b>Criterion 4.4.5:</b> Employment conditions			
<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>	Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.3 Respect for human rights) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid). Communication to the employees was done in various methods such as briefing during morning muster, display on notice boards at workers' hostel and training. Interview with workers showed that they have a good understanding on human rights.	Complied
<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>	Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid).  The company is committed to ensure all the employees are treated equally regardless of race, nationality religion, gender, age and other political opinions. Interview with the workers showed that no discrimination is being practiced.	Complied
<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	FGV Plantations (M) Sdn Bhd has established an employment contract for its foreign workers. Pay and conditions are documented and are above the Minimum Wage Order 2020. Sampled of employment contracts confirmed that terms and conditions are clearly outlined and	Complied

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<p>on minimum wage.</p> <p><b>- Major compliance -</b></p>	<p>have been signed by the worker. Sampled of the pay slips for the months of Sep, Oct and Nov 2019 (Besout 6) and March 2020, Aug 2020 and Dec 2020(Besout 7) confirmed that the workers were paid in accordance with Minimum Wage Order 2020. The sampled employees were:</p> <p><u>Besout 6:</u></p> <p>Emp. No.: LW04550332, LW04550338, LW04550214, LW04550226, LW04550303, FW04550873, FW04551147, FW04551040, FW04451032, FW06460711, FW04551154, FW04260733, FW04551175, FW04551172, FW04551158</p> <p><u>Besout 7:</u></p> <p>Emp. No.: FW06201033, FW06201175, FW06201127, FW06200943, FW06201054 and FW06200349, LW06200258, LW06200267, FW06200537, FW04501657, LW06200231, LW06200236, LW06200240, FW06201008</p>	
<p><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.</p> <p><b>- Minor compliance -</b></p>	<p>At Besout 6 and Besout 7, contractors to transport FFB to mill were engaged. The pay slips were obtained by the estate from the contractor. Sampled of employment contracts confirmed that terms and conditions are clearly outlined and have been signed by the worker. The payslip and agreement for both transporter contractor was available in Besout 7 estate as per below detail:-</p> <p>GPH Enterprise</p>	<p>Complied</p>

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		<p>Sampling 3 driver as per below was comply with legal and industry minimum standard according to the employment contract and payslip;-</p> <p>80xxxx-08-60xx            83xxxx-08-60xx            98xxxx-08-75xx            Tanjung Global Indah Enterprise</p> <p>2 sampling as per below ;-</p> <p>82xxxx-08-55xx            84xxxx-08-65xx</p> <p>Was comply with legal and industry minimum standard according to the employment contract and payslip sampling on Dec 2020, July 2020 and April 2020.</p>	
<b>4.4.5.5</b>	<p>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.</p> <p><b>- Major compliance -</b></p>	<p>All the recruited workers will be registered in the e-Rangkaian Maklumat Ladang (e-RML) where personal details such as name, nationality, date of employed, job description, wage rate, date of birth, gender and years of service was stated in the system.</p>	Complied
<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 is available for each and every employee indicated in the employment records.</p>	<p>Employment Contracts were issued and acceptance of copied of employment contract were acknowledged by the workers. The terms and conditions were clearly stated in the employment contract such as annual leave entitlement, benefits and medical leave. The sampled employment contracts are as follows:</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	<p><u>Besout 6:</u>  Emp. No.: LW04550332, LW04550338, LW04550214, LW04550226, LW04550303, FW04550873, FW04551147, FW04551040, FW04451032, FW06460711, FW04551154, FW04260733, FW04551175, FW04551172, FW04551158</p> <p><u>Besout 7:</u>  Emp. No.: FW06201033, FW06201175, FW06201127, FW06200943, FW06201054, FW06200349, LW06200258, LW06200267, FW06200537, FW04501657, LW06200231, LW06200236, LW06200240, and FW06201008</p>	
4.4.5.7	<p>The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.</p> <p>- Major compliance -</p>	<p>Besout 6 Estate is using "<i>Rekod Kedatangan Roll Call</i>" where the attendance of workers is recorded on daily basis. Overtime is recorded in "<i>Kad Kerja</i>" which is acknowledged by the workers and staff. Samples of employees' "<i>Kad Kerja</i>" are as follows:</p> <p><u>Besout 6:</u>  LW04550332, LW04550338, LW04550214, LW04550226, LW04550303, FW04550873, FW04551147, FW04551040, FW04451032, FW06460711, FW04551154, FW04260733, FW04551175, FW04551172, FW04551158</p> <p><u>Besout 7:</u></p>	Complied



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		Emp. No.: FW06201033, FW06201175, FW06201127, FW06200943, FW06201054, FW06200349, LW06200258, LW06200267, FW06200537, FW04501657, LW06200231, LW06200236, LW06200240, and FW06201008	
<b>4.4.5.8</b>	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.  <b>- Major compliance -</b>	Records reviewed on the " <i>Kad Kerja</i> " of sampled workers found that the enter time and exit time was clearly stated in the time card. The sampled workers above have recorded overtime not exceeding 104 hours per month.	Complied
<b>4.4.5.9</b>	Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.  <b>- Major compliance -</b>	Documented pay slip was distributed to individual workers on the day of payment. Wages and overtime were paid according to the " <i>Kad Kerja</i> ". Total hours of overtime and daily attendance has recorded in the time card. The sampled workers' pay slips for Sep-Nov 2019 are as follows:  <u>Besout 6:</u>  Emp. No.: LW04550332, LW04550338, LW04550214, LW04550226, LW04550303, FW04550873, FW04551147, FW04551040, FW04451032, FW06460711, FW04551154, FW04260733, FW04551175, FW04551172, FW04551158  <u>Besout 7:</u>  Emp. No.: FW06201033, FW06201175, FW06201127, FW06200943, FW06201054, FW06200349, LW06200258, LW06200267,	Complied

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		FW06200537, FW04501657, LW06200231, LW06200236, LW06200240, and FW06201008 . All of them above have achieved the Minimum Wage Order 2016. Hours of overtime has recorded in the pay slip as well.	
<b>4.4.5.10</b>	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.  - <b>Minor compliance</b> -	The management has provided facilities such as mosque, recreational facilities such as futsal field, badminton court and volleyball court to the workers and dependents. Government clinic was available in the complex. The workers will be awarded with bonus once a year based on performance. Various incentive and allowance were also given to the workers.	Complied
<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 in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.  - <b>Major compliance</b> -	The workers in the estates have been provided with basic facilities such as government clinic, football field, mosque, sundry shops and other amenities such as electricity and water supply from government with subsidze. Site visit to the housing in Besout 6 Estate found that the hostels were newly painted. Kitchen and toilets were provided. Weekly inspection was recorded in " <i>Senarai Pemeriksaan Harian Kebersihan Asrama</i> " – last visit 31/1/2020.	Complied
<b>4.4.5.12</b>	The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace.  - <b>Major compliance</b> -	Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid). The company is committed to protect the rights of women on the reproductive and family planning. Discrimination is not allowed in the company. Apart from that, procedure " <i>Menangani Aduan Melalui Jawatankuasa Wanita</i> " (Doc. No.: FGV/ML-1A/L2-Pr14, Version 0 dated 1/6/2016) was developed to provide a system to channel the complaint regarding	Complied

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		sexual harassment and violence. Gender committee and KKD committee was established in the estates to monitor and handle sexual harassment and violence case in the estate. There has been no case with regards to sexual harassment or violence reported.	
<b>4.4.5.13</b>	<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>	Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid).The company allows the employees to join any legal association and get approval from the management. Workers' Committee at Besout 7 is maintained to discuss issues related to workers welfare through regular meetings. Latest meeting was done on 16/11/2020 (Bil 1/2020) however found 2 issue regarding workers without action plan.	Complied
<b>4.4.5.14</b>	<p>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.</p> <p><b>- Major compliance -</b></p>	Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid) where the company will not recruit any individual who less than 18 years old to work in plantations. Document reviewed on the list of workers confirmed that all the employees were above 18 years old.	Complied
<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	The estate visited has established the training program for the estate executive, workers and contractors base on training need analysis	Complied

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	<p>scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.</p> <p><b>- Major compliance -</b></p>	<p>conducted and documented in Training Schedule for Employee/Contractors.</p> <p>Besout 7</p> <ul style="list-style-type: none"> <li>• MSPO Awareness for contractor dated 04/02/2020.</li> <li>• Training on Chemical Handling, Management of chemical and Triple rinsing dated 20/01/2020</li> <li>• Harvesting training dated 20/08/2020</li> <li>• Safety Driver Training dated 10/09/2020</li> </ul> <p>Besout 6</p> <ul style="list-style-type: none"> <li>• MSPO Awareness for contractor dated 09/11/2020.</li> <li>• Penerangan Dasar Kelestarian dated 05/11/2020</li> <li>• SDS and Chemical Handling Awareness Training dated 15/11/2020</li> <li>• Spreader Calibration Training dated 03/11/2020</li> </ul> <p>Verified availability of training material, attendance and photos.</p>	
<b>4.4.6.2</b>	<p>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.</p> <p><b>- Major compliance -</b></p>	<p>Training needs of individual employees had been identified prior to the planning and implementation of the training programmes. This was in order to provide the specific skill and competency required to all employees based on their job description. The training matrix for 2021 "Training Needs Analysis (TNA) 2020/2021".</p>	Complied
<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</p>	<p>The estates visited has training program which updated annually based on training need analysis including continuous improvement programme. The training identified were programmed throughout the</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	documented training procedure. <b>- Minor compliance -</b>	year. Document was available for review. Among continuous training planned conducted included as sampled for 2021: Besout 7 <ul style="list-style-type: none"> <li>• Safe work procedure for sprayer dated 18/01/2021</li> <li>• Harvesting training dated 12/01/2021</li> </ul> Besout 6 <ul style="list-style-type: none"> <li>• Safe work procedure for sprayer dated 29/01/2021</li> <li>• Harvesting training dated 23/01/2021</li> </ul>	
<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>	An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented. <b>- Major compliance -</b>	An environmental policy was available as part of FGV Holdings Berhad established Group Sustainability Policy; signed by Dato' Haris Fadzilah Hassan (Group President/CEO) dated 8/5/2019. Sighted FGV has listed procedure related Environment. Sample procedure were: <ul style="list-style-type: none"> <li>- Pengambilan Sampel Air dated 23,1,2020 FGVPM/1.2/PAS-01</li> <li>- Pengurusan Zon Pemampan dated 23.1.2020 FGVPM/1.2/PAS-02</li> <li>- Penggunaan Semula Bekas Makhluk Perosak Dan Beg Baja FGVPM/1.2/PAS-07</li> </ul>	Complied
<b>4.5.1.2</b>	The environmental management plan shall cover the following: a) An environmental policy and objectives;	Estates visited has established environmental management plan base on the environmental aspect and impact analysis conducted. The management plan was reviewed at minimum of once per year.	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>b) The aspects and impacts analysis of all operations.</p> <p><b>- Major compliance -</b></p>	<p>For Besout 7, Environmental aspect and impact assessment as verified in Pengenalpastian Aspek dan Penilaian Impak (FGV/FGVPM/IV/IMS/15/1.6 Pind 1) dated 17/8/2020 prepared by Mr Ahmad Azwarino Bin Hamran.</p> <p>For Besout 6, Environmental aspect and impact assessment as verified in Pengenalpastian Aspek dan Penilaian Impak (FGV/FGVPM/IV/IMS/15/1.6 Pind 1) dated 04/01/2020 prepared by Mr Muhammad Shahrul Akmal Bin Shafie. Sighted during site visit at the empty pesticides containers stores, the store was mix with used spray equipment. Sighted during document review, the inventory form for triple rinsed pesticides containers was not effectively filled.</p>	
<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>Environmental management plan for 2020 (Pollution &amp; Emission) available. Action plan to mitigate negative impact established as sampled in Laporan Aspek Impak Alam Sekitar Melalui Aktiviti Perladangan, Bahan Buangan dan Pencemaran dated 11/8/2020 covering empty containers, spillage at mixing and chemical store and protection of water course.</p>	Complied
<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>A Programme to promote positive impact found identified and established in similar format dated 11/8/2020. Zero burning, cover crop at high slope and returning fertilizer bags.</p>	Complied
<b>4.5.1.5</b>	<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</p>	<p>A training program is available in Training Plan updated on a yearly basis or revised as per the management requirement. Included in this programme are subjects related to environment e.g environmental, safety &amp; health policy, scheduled waste management, environmental</p>	Complied

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	objectives. - <b>Major compliance</b> -	responsibility, HCV & Biodiversity training. Available a record of environmental training conducted as per sample:  Besout 7 <ol style="list-style-type: none"> <li>1. Training of Manuring at Buffer Zone and management dated 25/01/2021</li> <li>2. Recycle Program training dated 18/01/2021</li> <li>3. Awareness on HCV and RTE dated 15/01/2020.</li> </ol> Besout 6 <ol style="list-style-type: none"> <li>1. IPM Training dated 13/07/2020</li> <li>2. Recycle Program training dated 18/01/2021</li> <li>3. Awareness on HCV and RTE dated 5/11/2020.</li> </ol> Sighted evidence of training materials, attendances and photos.	
<b>4.5.1.6</b>	Management shall organize regular meetings with employees where their concerns about environmental quality are discussed. - <b>Major compliance</b> -	For Besout 7, Regular meeting on environmental quality was conducted and discussed dated 18/08/2020. Meeting has been incorporated with OSH meeting. For Besout 6, Environment meeting conducted on 13/02/2020. Sighted evidence of minutes meeting and attendance. This meeting discuss regarding to their concerns about environmental quality. Including Scheduled waste, Solid waste, Buffer Zone and others.	Complied
<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	The record of Diesel usage was available for Besout 6 & 7 estate. All electrical power at the visited estates are supplied through national	Complied

Criterion / Indicator		Assessment Findings	Compliance									
	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>	electricity grid. Diesel at estates are consumed by farm tractors. Consumption of diesel and electricity and closely monitored by establishing baseline values and trends from the source of usage such as vehicles, tractors, housing and office usage for the year 2020. Refer Monitoring Diesel Use Per Ton Of FFB.										
<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>	FGVPM Besout 7 and Besout 6 has monitoring the diesel consumption on monthly basis. Date available as sampled until December 2020. For the year 2020 the actual usage for diesel were recorded.	Complied									
<b>4.5.2.3</b>	The use of renewable energy should be applied where possible. <b>- Minor compliance -</b>	There is no renewable energy applied in FGVPM Besout 7 and Besout 6. Future consideration based on budget and FGV financial stability such as solar panel.	Complied									
<b>Criterion 4.5.3: Waste management and disposal</b>												
<b>4.5.3.1</b>	All waste products and sources of pollution shall be identified and documented. <b>- Major compliance -</b>	All waste products and sources identified in Type of waste and Source of waste. A Domestic Waste Management Procedure (FGV/FGVVPM/II/IMS/15/01B). Sampling as per below details of waste generated from the estates activities among others as shown below. <table border="1" data-bbox="1055 1233 1861 1364"> <thead> <tr> <th>No</th> <th>Type of waste</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Domestic waste rubbish</td> <td>Line sites, office complex</td> </tr> <tr> <td>2</td> <td>Industrial waste-fertilizer bags</td> <td>Empty bags store</td> </tr> </tbody> </table>	No	Type of waste	Location	1	Domestic waste rubbish	Line sites, office complex	2	Industrial waste-fertilizer bags	Empty bags store	Complied
No	Type of waste	Location										
1	Domestic waste rubbish	Line sites, office complex										
2	Industrial waste-fertilizer bags	Empty bags store										



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		3	Disposed containers, bags, equipment contaminated with chemicals, pesticides, SW	Scheduled waste store	
<b>4.5.3.2</b>	<p>A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:</p> <ul 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> </ul> <p><b>- Major compliance -</b></p>	<p>The estate has established waste management plan base on the identification and source of pollutions and documented in Identification of Source and Type of Waste. Available Waste Management Plan 2020 for domestic waste from operation and office &amp; Housing approved by Estate Manager. Available Action Plan to Reduce Environmental Impact through 3R (Reduce, Reuse and Recycle) for waste generated dated 18/09/20.</p>			Complied
<b>4.5.3.3</b>	<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>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 under Scheduled Waste Management Procedure (FGV/FGVPM/II/IMS/15/01A). The operational control procedures provide guidelines as follows;</p> <ul style="list-style-type: none"> <li>a) Management of class 2 (and higher) chemical containers</li> <li>b) Management of fertilizer bags</li> </ul> <p>Sampling on disposal referred consignment note 0133168 dated 10 May 2019 at Kualiti Alam Sdn Bhd for SW 305 and 306. The latest sighted E-Swiss report has been submitted Refer consignment number 2020121910YZTWFO dated 16/12/2020.</p>			Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.5.3.4	<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>For empty container already been triple rinse on 29 Jan 2020 as per Inventory and disposal of empty container. Latest disposal of empty container was on 31 December 2019 at G-Planter with total 114 for 20 liter empty container and 1716 pieces of Plastic pesticide 500g.</p>	Complied
4.5.3.5	<p>Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.</p> <p><b>- Minor compliance -</b></p>	<p>There is a document on identification of waste product in FGV/ML1A/L2-Pr23 dated on 01/06/2019.</p> <p>Estates visited dispose all domestic waste generated in designated landfill. The landfill located far from the housing area and watercourses. Landfill at Field 01K. Domestic waste will be collected 2 days once.</p> <p>Domestic waste being collect on weekly basis (Monday Wednesday and Saturday). The office has records maintain for the collection. The types of domestic waste categories into organic waste [general house waste] and 3R waste [paper, iron and plastic].</p>	Complied
<b>Criterion 4.5.4: Reduction of pollution and emission</b>			
4.5.4.1	<p>An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid wastes and effluent.</p> <p><b>- Major compliance -</b></p>	<p>Monitoring of the GHG quantity was done through PalmGHG calculator, where annual quantification of all GHG sources was input into the calculator. Default values of emissions factor Calculation of the GHG emissions were derived from publicly available sources. The latest GHG assessment using data in 2020. Refer Data Monitoring Diesel Use Per Ton Of FFB.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
<b>4.5.4.2</b>	An action plan to reduce identified significant pollutants and emissions shall be established and implemented.  - <b>Major compliance</b> -	The management action plan is documented under Environmental Management Plan (Emission and Pollution) for 2020/21. Implementation of management plan will be reviewed every quarter environmental meeting. FGVPM Besout 7 and Besout 6 identified the pollution and emission that give impact to environment. The action plan available under title Control of Environmental Pollution Action Plan 2020. The items that been cover in this action plan included No open Burning campaign, Reduction on diesel usage, Reduction in chemical usage, Optimization on recycle waste programed and Environment awareness campaign.	Complied
<b>Criterion 4.5.5: Natural water resources</b>			
<b>4.5.5.1</b>	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:  a. Assessment of water usage and sources of supply.  b. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate's current activities.  c. Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.).  d. Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at	The estates visited has established water management plan. FGVPM Besout 7 and Besout 6 has established a Water Management Plan dated 23/01/2020. The management plan focusing on activity with impact to natural water sources such as water contamination and action plan during water shortage. In the plan stated the root cause, mitigation plan and Person In Charge for each plan programmed.  a. Water usage for domestic use was supply by Government (Lembaga Air Perak).  b. Water sampling has been conducted on 22/12/2020 with report Water Quality Sampling Report For Ladang FGVPM Besout 07. Refer Certificate number 442/2020W. Water sampling has been conducted on 19/12/2020 with report Water Quality Sampling Report For Ladang FGVPM Besout 06. Refer Certificate number 714/2019W.	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>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>c. To optimize water, management already plan to use water harvesting to reduce water usage in estate for washing tractor and cleaning purpose.</p> <p>d. The buffer zone of Sg Erong in PR14U was show the good Protection of water courses and wetlands, Including maintaining and restoring appropriate riparian buffer zones along all natural waterways within the estate. In Besout 7, Sg Chawang in Field PR18N also have good maintenance of buffer zone.</p> <p>e. Not applicable because the riparian was in good condition.</p> <p>f. Not applicable because no sighted of bore well in Besout 6 and Besout 7 estate.</p>	
<b>4.5.5.2</b>	<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>At time of visit no bunds, weirs and dams were observed across waterways passing through both estates.</p>	Complied
<b>4.5.5.3</b>	<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>During the site visit it was observed that water harvesting was practised. Surface run of waters were directed into field drains, conservation terraces and moisture pits.</p> <p>Besout 6</p> <p>The estate has established the management plan to maintain the water level in the peat area. Sighted the implementation as follows:</p> <ul style="list-style-type: none"> <li>• The estate has constructed 4x3x2 size drain at every 4 palms row to maintain the water table.</li> <li>• The estate conducted monitoring of water table using piezometer.</li> </ul>	Complied

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>Biodiversity/HCV report was done by CDD Department FGVH dated 25 May 2017. There 3 of river in Besout certification unit, Sungai Rasau Sungai Daroi and Sungai Chawang. There are 2 of forest reserve neighboring the certification unit that was Hutan Simpan Gunung Besout and Hutan Simpan Rasau. No HCV area and rare, threaten and endangered species in Besout certification unit as per report.</p> <p>HCV assessment have been conducted on 25/05/2017 by Mr Muhammad Zulfadzli Bin Sufian Suri. FGVPM Besout 7 is adjacent to Hutan Simpan Gunung Besout where potential wild animal and rare and protective species lived.</p> <p>HCV assessment have been conducted on 23/05/2017 by Mr Muhammad Zulfadzli Bin Sufian Suri. FGVPM Besout 6.</p> <p>The program to regularly educate the workforce and community about the status of these RTE species are also established with on-going consultation with the relevant authorities such as the State Wildlife department, Forestry department etc.</p>	<p>Complied</p>
<p><b>4.5.6.2</b></p>	<p>If rare, threatened or endangered species, or high biodiversity value, are present, appropriate measures for management planning and operations should include:</p> <ul style="list-style-type: none"> <li>a) Ensuring that any legal requirements relating to the protection of the species are met.</li> <li>b) Discouraging any illegal or inappropriate hunting, fishing or collecting activities; and developing responsible measures to</li> </ul>	<p>There is not RTE recorded. Evidence to continuously prevent and discourage illegal or hunting, fishing or collecting activities were maintained and implemented.</p> <ul style="list-style-type: none"> <li>a) Signage as well as routine patrolling activities were utilized as part of creating awareness among employees and maintain HCVs.</li> <li>b) The estates established a Biodiversity Improvement Plan 2020 such as briefing/training to workers on protection of river buffers for all existing and designated natural watercourses to all employees,</li> </ul>	<p>Complied</p>

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	resolve human-wildlife conflicts. - <b>Major compliance</b> -	contractors and suppliers that encroachment and hunting are not allowed.	
4.5.6.3	A management plan to comply with Indicator 1 shall be established and effectively implemented, if required. - <b>Major compliance</b> -	The action plan is available under report HCV, under section 6.0 Biodiversity Management Plan for FGVP Besout 7 and Besout 6 for 2017-2022.  The action plan covering 4 areas such as Boundary area between FGVP Besout 7 with Hutan Simpan Gunung Besout, Buffer zone for small stream, Non-Economic area/ Non-production area.	Complied
<b>Criterion 4.5.7: Zero burning practices</b>			
4.5.7.1	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. - <b>Major compliance</b> -	There is no land preparation by burning at Besout 6 & 7 Estate. As Per Group Sustainability Policy (FGV/SED/POL/001) described on Zero open burning policy dated 29 May 2019. Management complied with the Malaysian environmental law –EQA and Regulations 1974. On the 2010 replants visited on Besout Estate it was observed that palms had been mechanically felled, chipped and windrowed; no burning was observed.	Complied
4.5.7.2	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> -	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting was not practised by Besout 6 and 7 estate.  Furthermore, previous crop were not highly diseased and there was no significant risk of disease spread or continuation into the next crop.	Complied
4.5.7.3	Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities)	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting was not practised by Besout 6 and 7	Complied

Criterion / Indicator		Assessment Findings	Compliance
	(Open Burning) Order 2003 or other applicable laws. <b>- Major compliance -</b>	Estates. It was observed that palms had been mechanically felled, chipped and windrowed; no burning was observed.	
<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>	As observed in the 2010 replants in estate, the previous crop were felled or mowed down, chipped and shredded and windrowed as per 'Manual Ladang Sawit Lestari'. Ref doc. No MLSL (Ed.2) – Sec.2 (6.0) dated 1/6/2012.	Complied
<b>4.6 Principle 6: Best Practices</b>			
<b>Criterion 4.6.1: Site Management</b>			
<b>4.6.1.1</b>	Standard operating procedures shall be appropriately documented and consistently implemented and monitored. <b>- Major compliance -</b>	Standard Operating Procedures (SOPs) for FGVP Besout 7 are documented. Verified through site visit revealed that all working SOPs being consistently implemented among all employees and monitored by the management through daily muster briefing, training and etc. List sampled SOPs available during onsite assessment sighted as following; - Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Pengurusan Tapak Semaian Sawit (Oil Palm Nursery Management); Edisi 3 - Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Pembangunan Semula Sawit (Oil Palm Replanting); Edisi 3 - Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Pra Matang (Premature Oil Palm); Edisi 3 - Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Matang (Mature Oil Palm); Edisi 3 - Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Matang (Mature Oil Palm); Edisi 3	Complied

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		Verified during site visit at FGVPM Besout 7 and Besout 6 found operation were conducted as per company SOP.	
<b>4.6.1.2</b>	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.  <b>- Major compliance -</b>	FGV has established policy regarding oil palm grown within permitted levels on sloping land and documented Conservation of Sloping Land and river reserve Policy Signed by the CEO on 20/11/2017. Available a Terrace procedure manual Ladang Sawit Lestari (MLSL (Ed.3)-Sec.2 (11.0) Rev. date 01/09/17 to prevent both soil erosion as well as siltation of drains and waterways. Measures in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals. Management has developed soft grasses to remain the soil moisture.	Complied
<b>4.6.1.3</b>	A visual identification or reference system shall be established for each field.  <b>- Major compliance -</b>	All fields were marked and identified. Information like field no, year planting and total hectare is shown in all markers. Stone boundary markers were placed at field boundaries were observed.	Complied
<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>	Available as sampled an annual business plan in the form of budget and the projection for 3 years prepared as guidance for future planning. The business plan contains FFB yield @ crop review, CPO, OER, and KER, OPEX, CAPEX etc. FGVPM Global Ventures Plantation (M) Sdn Bhd. A 3 years Business Plan 2022 – 2024 was seen during assessment. As for the estates, budget titled “Anggaran Perbelanjaan Am Bagi 2022 – 2024” and “Rumusan Bajet” from 2022 – 2024 available for review.	Complied



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Criterion / Indicator		Assessment Findings	Compliance
4.6.2.2	<p>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.</p> <p><b>- Major compliance -</b></p>	<p>At Besout 7, there is no replanting conducted. The oldest palm was year 2009. For Besout 6, the oldest palm was the year 1998. Available replanting program for FGVPMSB Besout 06 for the year 2023 at 90.92 ha.</p>	Complied
4.6.2.3	<p>The business or management plan may contain:</p> <ul style="list-style-type: none"> <li>a) Attention to quality of planting materials and FFB</li> <li>b) Crop projection: site yield potential, age profile, FFB yield trends</li> <li>c) Cost of production : cost per tonne of FFB</li> <li>d) Price forecast</li> <li>e) e) Financial indicators : cost benefit, discounted cash flow, return on investment</li> </ul> <p><b>- Major compliance -</b></p>	<p>The business or management plan found contained attention to quality of planting materials and FFB, Crop projection such as site yield potential, age profile, FFB yield trends, Age profile, FFB yield trends that available for year 2018 until 2020</p>	Complied
4.6.2.4	<p>The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.</p> <p><b>- Major compliance -</b></p>	<p>The management plan effectively implemented, and the achievement of the goals and objectives found regularly monitored, periodically reviewed, and documented. FGVPMSB Besout 7 and Besout 6 established “Executive information system” for monitor monthly performance in FFB, Account workers’ wages, workers’ productivity, capital expenditure, progress of works and cost to maturity for replanting area.</p>	Complied
<b>Criterion 4.6.3: Transparent and fair price dealing</b>			

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4.6.3.1	<p>Pricing mechanisms for the products and other services shall be documented and effectively implemented.</p> <p><b>- Major compliance -</b></p>	<p>Sampled of the Surat Perintah Kerja of contractors as below:</p> <ul style="list-style-type: none"> <li>- SPK# 5300005132 which valid from 1/1/2020-28/2/2021 for transporting FFB from Besout 7 estate (from field PM09F &amp; PM12H) to mill.</li> </ul> <p>Payments are processed and paid by the estates. Seen the payment vouchers (e.g. voucher #KLD062020120005) that have been made promptly. In Besout 06 estate, payment evidence to GPH Enterprise for SPK#C13204217 for PM0905 and PM0906 as per invoice no KLD045520120006.</p>	Complied
4.6.3.2	<p>All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.</p> <p><b>- Major compliance -</b></p>	<p>The contracts agreements have the details about the pricing and terms &amp; conditions. Payment was made promptly by verified the payment vouchers and interviewed with the contractors.</p>	Complied
<b>Criterion 4.6.4: Contractor</b>			
4.6.4.1	<p>Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.</p> <p><b>- Major compliance -</b></p>	<p>Clauses for the contractor to adhere the MSPO and legal requirements are spelled out in Supplier Code Of Conduct (SCOC) dated May 2020 Was agreed and signed off on September 2020. The SCOC and complaint procedure awareness been given to contractor on 5/1/2021.</p>	Complied
4.6.4.2	<p>The management shall provide evidence of agreed contracts with the contractor.</p> <p><b>- Major compliance -</b></p>	<p>The contractors have signed on the <i>Surat Perintah Kerja</i> prior to provide services. At Besout 7, seen the SPK# 5300005132 which valid from 1/9/2020 to 28/2/2021 for transporting FFB from estate to mill.</p>	Complied

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		In Besout 06 estate, there only have one contractor (GPH Enterprise) have signed <i>Surat Perintah Kerja</i> , SPK#C13204217 valid from 1/12/2020 until 30/11/2021 for transporting FFB from estate to Mill.	
<b>4.6.4.3</b>	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required. <b>- Minor compliance -</b>	FGV has agreed for BSI auditors to verify the assessment through a physical inspection if required. This also apply to the contractor as per SCOC dated May 2020.	Complied
<b>4.6.4.4</b>	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. <b>- Major compliance -</b>	The estates will key in the Progress of Work done by the contractors into the system and Progress of Work Records will be generated. Work Completion certificate will be acknowledged by the Manager to accept the works done by contractor and payment will be made according to the certificate. Verified the contract payment slip for the payment of works done by contractor for November 2018.	Complied
<b>4.7 Principle 7: Development of new planting (Not applicable)</b>			

**Malaysian Sustainable Palm Oil Part 4: General Principles for Palm Oil Mills.**

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>	Group Sustainability Policy, Policy No: FGV/SED/POL/001 rev 4.0 dated 17/11/2020 has includes the MSPO implementation is established and publicly available. Contractor also been attend on 20/1/2021 for awareness.	Complied
<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 explain that FGV is supporting the MSPO and committed to ensure that all FGV operation comply with MSPO. The latest training was done on 05/01/2021 as per training record to workers and staff.	Complied
<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 was planned as per Internal Audit Procedure; Doc. # ML-1A/L2-Pr11(0); Rev. 0; Effective date: 1/6/2016 and conducted on 30-31/12/2020 by a team of internal auditors personnel from FGV HQ. Total 3 auditors were involved in the audit. Audit covered both documentation and operation for the mill for RSPO and MSPO requirements. The action from the finding raised was established.	Complied
<b>4.1.2.2</b>	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of	Established as FGV Internal Audit Procedure; Doc. # ML-1A/L2-Pr11(0); Rev. 0; Effective date: 1/6/2016. Sighted the Corrective	Complied

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	strengths and root causes of nonconformities, in order to implement the necessary corrective action. <b>- Major compliance -</b>	Action Report on Non-compliance Findings on the analysis of nonconformity raised has been submitted to and accepted by the internal auditor.	
<b>4.1.2.3</b>	Reports 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 minutes under agenda titled result of audits – internal & external.	Complied
<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>	Latest management review conducted on 29/01/2021 as per records of minutes of meeting Besout POM MSPO Management Review Meeting # 01/2021. This management review attended by 12 person included management representative and staff.	Complied
<b>Criterion 4.1.4 – Continual Improvement</b>			
<b>4.1.4.1</b>	The action plan for continual improvement shall be based on a consideration of the main social and environmental impact and opportunities for the company. <b>- Major compliance -</b>	Besout Palm Oil Mill has developed continual improvement plan based on following environmental, social and productivity objectives: a. To control the BOD of final discharge under 100ppm monthly for Year 2021. b. To ensure zero occupational health disease	Complied

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		<p>c. To ensure zero accident on road and operation</p> <p>d. To install ESP to reduce black smoke density under 150 mg/m3 in 2020</p> <p>The continual improvement plan could be further enhanced to include the social aspects.</p>	
<b>4.1.4.2</b>	<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>Mill has the initiative to build 1 unit of ESP in Besout POM to reduce black smoke density under 150 mg/m3 in 2020. The info was available for review.</p>	Complied
<b>4.2 Principle 2: Transparency</b>			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
<b>4.2.1.1</b>	<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>Adequate information covering on environmental, social and legal issues which are relevant to stakeholders is shared for effective participation and decision making. Handbook of RSPO Certification for FELDA and FGV were distributed to all the stakeholders. Explanation of RSPO, MSPO, ISCC and all the policies were clearly stated in the handbook. Besides, process of complaints and grievances were included in the handbook.</p> <p>Contractors and suppliers in general were briefed and provided with FGV Supplier Code of Conduct (SCOC); April 2019 prior to contractual engagement. The SCOC also available via FGV company's website link <a href="http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf">http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf</a></p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<p>where the SCOC were specified relevant terms of Labour Standards as well as legality to be complied with by suppliers.</p> <p>As per sampling on contract with Awaseri Enterprise dated SCOC document version May 2020 was available in POM for reviewed.</p>	
<b>4.2.1.2</b>	<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>Besout POM holds copies of each of the management documents that are required to be publicly available. Besides, all the information such as annual report, sustainability news and policies were found available in the company's website: <a href="http://www.fgvholdings.com">www.fgvholdings.com</a></p> <p>Records of inspections and visits by the authorities were maintained such as inspection of electricity by competent engineer, DOE visits and DOSH visits.</p>	Complied
<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 developed "<i>Komunikasi, Penglibatan dan Rundingan</i>" procedure (Doc. No. ML-1A/L2-PR3(1) dated 22/5/2015) where the procedure has stated the information that provided to the stakeholders such as policies, social impact assessment and environment aspects. FGV has conducted a combined stakeholder meeting on 10/8/2017 for Trolak Region. During the meeting, the management has explained the requirements of sustainable palm oil certification to all the stakeholders. Besides, briefing of policies and management procedures of sustainability was carried out during the meeting as well.</p>	Complied

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4.2.2.2	The management shall nominate management officials at the operating unit responsible for issues related to <i>indicator 1</i> . <b>- Minor compliance -</b>	A supervisor in the mill has been appointed as management official to communicate any social matters in the mill reported by stakeholders. Appointment letter dated 1/1/2020 [ref.: (01) RSPO/P1, BST] was sighted.	Complied
4.2.2.3	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. <b>- Major compliance -</b>	The stakeholder list was last updated on 11/1/2021 where internal and external stakeholders have been included in the list however not included NGO, JTK, Immigration and others however Stakeholder list developed in Besout POM was incomplete where some of the government authorities were not included thus Minor NC been raised. Stakeholder meeting was last conducted on 29/9/2019 with the participation of internal and external stakeholders such as government authorities, NGOs, contractors and local communities. Requests or enquiries raised during the meeting was responded by the management and recorded in the minutes. Apart from that, Housing Defect Report was also implemented to record any complaints reported by the workers.	Minor Non-Conformity
<b>Criterion 4.2.3 – Traceability</b>			
4.2.3.1	The management shall commit itself to implement and maintain the requirements for the traceability and shall establish a standard operation procedure for traceability. <b>- Major compliance -</b>	Addressed in FGVPISB’s SOP Perkilangan untuk pematuhan Sistem Pensijilan MSPO SCCS [Doc. No.: MSPO SCCS, Issue 1, rev. 3, dated 1/9/2019]. The procedure has clearly explained to ensure the handling of incoming FFB and outgoing CPO/PK are carried out in proper manner.	Complied



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4.2.3.2	<p>The management shall conduct regular inspections on compliance with the established traceability system.</p> <p><b>- Major compliance -</b></p>	<p>Regular inspections on compliance with the established traceability system were conducted through periodical internal audit. Furthermore, MPR system to ensure the traceability by monitoring on daily basis by Assistant Manager. FGV have established systems to monitor the implementation of the traceability systems in the mill thorough Internal Audit conducted by the Plantation Sustainability Department. Latest Internal audit was conducted on 30 to 31/12/2020.</p>	Complied
4.2.3.3	<p>The management shall identified and assign suitable employees to implement and maintain traceability system.</p> <p><b>- Minor compliance -</b></p>	<p>Manager of the Mill was the responsible person to implement MSPO SCCS in the mill. The management functions and job descriptions of the Manager have been clearly outlined in the SOP above. Assistant Manager of the Mill will assist the Manager to ensure the implementation of MSPO SCCS effectively. Sighted appointment letter for person in charge on traceability, refer letter (15)rspo/mspo/bst2020 dated 01/01/2020 Rerlantikan Sebagai Pegawai Bertanggungjawab Bagi Kebolekesanan (Traceability) Produk / BTS to Mr Mohd Hazrul Azli Bin Abu Bakar.</p>	Complied
4.2.3.4	<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>Records of CPO &amp; PK sales &amp; delivery including Weighbridge Tickets together with sales Delivery Order Chit and Daily Despatch (CPO/ PK) Record were maintained based on the established SOP. As at to-date, there has been no CPO or PK sold as MSPO certified.</p> <p>As per sample:</p> <ul style="list-style-type: none"> <li>- Weighbridge ticket - Akuan Penjualan CPO # H00006150</li> <li>Receiver: Pandamaran Industry Estate; Net weight: 39.10 mt;</li> <li>Lorry: WRT5023</li> </ul>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		- Weighbridge ticket - Akuan Penerimaan BTS # A01460998; Supplier: Ladang Besout 06; Net weight: 7.09 mt; Lorry: PJQ7597	
<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 shall be in compliance with applicable local, state, national and ratified international laws and regulations.  - <b>Major compliance -</b>	Besout Oil Mill has been complied with the compliance that applicable to local, state and national as per below detail: - a) MPOB license 500155504000 valid from 1 April 2020 until 31 March 2021, b) License KPDNHEP/P/P/TPH/600-2/1/6/2/101 for Diesel valid until 20/11/2020. Refer Application of renewable has been approved dated 19/01/2021 with Ref. Document KPDNHEP/P/P/TPH/600-2/1/6/2/220(BL22021000454). c) Suruhanjaya Tenaga Akta Bekalan Eletrik with serial number 44635, License Number 2020/01818 valid from 28/07/2020 until 27/07/2021. d) License for Perakuan Penentuan Timbang Dan Sukat, Akta Timbang Dan Sukat 1981 with serial number B547737288 dated 20/01/2020. e) License for Jabatan Alam Sekitar dated 05/06/2019. f) Licence of Jadual Pematuhan Lesen Pelanggaran No: 005447 valid from 05/06/2020 until 04/06/2021.	Complied

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4.3.1.2	The management shall list all relevant laws related to their operations in a legal requirements register. <b>- Major compliance -</b>	The legal registered is available for all legal and other compliance and already update on 10/1/2021.	Complied
4.3.1.3	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>	As per established procedure of Legal and Other Requirements; Doc. # FPI/L2/QOHSE-2.0; Issue # 2; Dated: 15/9/2014. Relevant personnel from both mill and HQ (Sustainability Department) to alert on any updates in applicable requirements. Legal register to be updated upon review by relevant personnel at mill.  New legal have been registered in Legal register such as Akta Pencegahan Dan Kawalan Penyakit Berjangkit 1988.	Complied
4.3.1.4	The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements. <b>- Minor compliance -</b>	The Mill Manager was assigned as overall relevant personnel responsible together with mill QOHSE committee members to monitor compliance and track update of changes in applicable requirements. Results of latest evaluation of compliance done were recorded in Form # FPI/L4/QOHSE-2.1; Rev. 0; Dated: 15/01/2021.  Appointment of committee members sighted as the management already appointed Mr Mohd Zulazreen Bin Mohd Yunus referred letter (16) rspo/mspo/bst2020 dated 01/01/2020.	Complied
<b>Criterion 4.3.2 – Lands use rights</b>			
4.3.2.1	The management shall ensure that their oil palm milling activities do not diminish the land use rights of other users. <b>- Major compliance -</b>	The mill land is legally owned by Felda Palm Industries Sdn Bhd as verified the land title No. H.S.(D): 10962. There was no land dispute	Complied

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		in the Besout POM by verified through interviewed with the local communities.	
<b>4.3.2.2</b>	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual legal use of the land. <b>- Major compliance -</b>	Based on the agreement between FELDA and FPISB [ <i>Surat Perjanjian antara FELDA dan FPISB, Rancangan: FELDA Gunung Besout 1, dated 25/11/1996</i> ], there is 14.60 Ha of area leased to FPISB for Besout POM utilisation. 82,000 m <sup>2</sup> of it is under land title No. H.S.(D): 10962, No. PT: PT 3814 whereas 6.40 ha is still under the main land title hold by FELDA (the leaser).	Complied
<b>4.3.2.3</b>	Legal parameter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. <b>- Major compliance -</b>	Sighted evidence of land title No H.S.D: 10962 with Syarat-Syarat Nyata: Perusahaan Kilang Kelapa Sawit. Sighted during site visit, clearly boundary markers have been clearly demarcated in the map and site checking.	Complied
<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 record in the Besout POM. No record as per document verification and stakeholder interview.	Complied
<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>	The mill land is legally owned by Felda Palm Industries Sdn Bhd as verified the land title No. H.S.(D): 10962. The existing land is not encumbered by any customary land rights.	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights shall be made available. - <b>Minor compliance</b> -	The mill land is legally owned by Felda Palm Industries Sdn Bhd. The existing land is not encumbered by any customary land rights.	Complied
4.3.3.3	Negotiation and FPIC shall be recorded and copies of the relevant agreements should be made available. - <b>Major compliance</b> -	The mill land is legally owned by Felda Palm Industries Sdn Bhd. The existing land is not encumbered by any customary land rights.	Complied
<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 impacts should be identified and plans should be implemented to mitigate the negative impacts and promote the positive ones. - <b>Minor compliance</b> -	<p>SIA was conducted on 15/9/2017 by Certification &amp; Due Diligence Department for Besout POM. Stakeholders such as workers, contractor, drivers, suppliers and external stakeholders were participated in the assessment. Positive and negative impacts have been recorded in the SIA Management Plan however found issue raised during union meeting on 5/11/2020 was not included in SIA Action plan.</p> <p>Besout POM:</p> <p>1) The management plan was developed on January 2019 which not accordance to procedure Penilaian Impak Sosial (SIA) with Doc. No.: FGV/ML-1A/L2-Pr21, Issue 1 dated March 2019, Clause 6.4.1, 6.4.1 Penilaian semula Pelan Pengurusan SIA perlu dilaksanakan sekurang-kurangnya sekali setahun.</p> <p>2) Issues raised during stakeholder meeting and Union meeting was not included.</p>	Minor Non-Conformity

Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.4.2:</b> Complaints and grievances			
<b>4.4.2.1</b>	A system for dealing with complaints and grievances shall be established and documented. <b>- Major compliance -</b>	FGV has developed procedure of “ <i>Menangani Aduan dan Rungutan</i> ” (Doc. No.: ML-1A/L2-Pr13(0), Version 2 dated 1/4/2019). The objectives of the procedure are to provide a channel for the internal stakeholders and external stakeholders to lodge any complains to the management. Mechanism to handle complaints was clearly described in the procedure. There are 5 stages of process for internal complaint. The time frame for investigation of the issue should be done within 14 working days.	Complied
<b>4.4.2.2</b>	The system shall be able to resolve dispute in an effective, timely and appropriate manner, which is accepted by all parties. <b>- Major compliance -</b>	Besout POM has implemented Complaint and Response Form/ Book to record complaints or requests from the stakeholders. Most of the complaints were about defects of housing facilities.  Since the last assessment, there were several complaints from workers settlers with regards to House facilities, sighted 2 complaint dated 17/8/2020 and 18/2/2020 and action been taken more than 2 month not comply with standard FGV/ML-1A/L2-Pr13 as per <i>7.1.3.3 Penyelesaian kepada aduan atau kemusykilan tersebut hendaklah di capai dalam tempoh 2 bulan daripada Tarikh perbincangan berkenaan diadakan atau Tarikh yang yang dipersetujui Bersama</i> ’ Thus Major Non conformity been raised during this audit.	Major Non-Conformity
<b>4.4.2.3</b>	A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints. <b>- Minor compliance -</b>	The complaint record book was available in the office area where the stakeholders can easily access to lodge their complaint. Latest complaint logged was on 20/4/2020.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.4.2.4	<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><b>- Minor compliance -</b></p>	<p>Interview with internal and external stakeholder during stakeholder consultation found that they were aware of the complaint procedure and were briefed by the management during stakeholder meeting.</p>	Complied
4.4.2.5	<p>Complaints and solutions within the past 24 months shall be documented and be made available to affected stakeholders upon request.</p> <p><b>- Major compliance -</b></p>	<p>The records of complaint for the past 24 months (since Jan 2019) were available in the complaints records book.</p>	Complied
<b>Criterion 4.4.3: Commitment to contribute to local sustainable development</b>			
4.4.3.1	<p>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.</p> <p><b>- Minor compliance -</b></p>	<p>This year contribution from the mill were of in monetary form to a school and a local society. Seen the letters [Memo ref.:(13)4109/Pejabat Zone 1/840A/2] pertaining donation to deceased family. Since the last assessment, contribution from the mill were of in monetary form to a school and a local society. Seen the request letters [ref.: SMKFB02/04/017 bil (391) dated 21/2/2019 and ref. no: PBPM/VP/HQ/6/18 dated 31/1/2019) from the stakeholders and acknowledgement by the stakeholders upon receipt of the contribution.</p>	Complied
<b>Criterion 4.4.4: Employees safety and health</b>			
4.4.4.1	<p>An occupational safety and health policy and plan which is in line with Occupational Safety and Health Act 1994 and Factories and</p>	<p>Policy established as Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar (Quality, Occupational Safety and Health and Environment Policy); Signed by CEO Dato' Hariz</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	Machinery Act 1967 (Act 139) shall be documented, effectively communicated and implemented.  - Major compliance -	Fadzilah Hassan dated 8/5/2019. Ref FGV/GHR/HSEQ/POL/001 Rev 04.	
4.4.4.2	The occupational safety and health plan should cover the following: a) A safety and health policy, which is communicated and implemented. b) The risk of all operations shall be assessed and documented. c) An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill: i. All employees involved are adequately trained on safe working practices; ii. All precautions attached to products should be properly observed and applied; 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). 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. f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust	a) Policy established as Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar (Quality, Occupational Safety and Health and Environment Policy); Signed by: CEO Dato' Hariz Fadzilah Hassan dated 8/5/2019. Ref FGV/GHR/HSEQ/POL/001 Rev 04.  b) The risk already been identified as per HIRARC and chemical Hazard Risk Assessment. HIRARC was available referred document FPI/L4/QOHSE-1.4 Pind 2 latest review on December 2019. CHRA was done on 19/06/2018 by OCCUMED CONSULTANCY & SERVICES SDN BHD (JKKP HIE 127/171/2(8)). Action plan has been prepared by the management with reference document Borang Pelan Tindakan CHRA.  c) OSH Programmed (FPI/L4/QOHSE – 5.1 Pind 0) is available dated 10 Jan 2020 in Besout Oil Mill, this programme including OSH meeting, workplace inspection, training and others that involve with safety.  d) During checking on PPE record, it was noted that all employees were provided with and were wearing appropriate personal protective equipment (PPE). Records were available of PPE issued to individual workers, including signatures to confirm receipt. PPE issued was based on CHRA assessor's	Complied



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<p>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>recommendation, HIRARC and SOPs. Last checking conducted on 18/08/2020.</p> <p>e) The management had established Standard Operating Procedure for handling of chemicals, FGVP/L3/PK-16 to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labelling) Regulation 1997</p> <p>f) The responsible for workers safety and health have been appointed to ensure the worker was work in safety condition refer letter (37) 4109/PZ1/840B/2 dated 01/01/2020.</p> <p>g) OSH meeting last done on 24/12/2020 attend by 14 persons, found 1 accident been reported for October 2020. The OSH meeting was done periodically and previously record was on 01/10/2020 and 12/06/2020.</p> <p>h) Accident and emergency procedure were available referred document FPI/L@/QOHSE-22.0. Safety briefing was given during opening meeting.</p> <p>i) First aid training was done on 20 &amp; 21/1/2020 and attended by 2 persons. First Aid box were checked at Main Office, Workshop and Biogas station found all item found in order.</p> <p>j) One accident happens on 12/08/2020 at thresher station, the JKKP 6 record was available dated 17/08/2020. JKKP 8 already submit to DOSH on 30/01/2020 prepared by Mr Mohd Hazrul Azli Bin Abu Bakar.</p>	

Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.4.5:</b> Employment conditions			
<b>4.4.5.1</b>	<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>Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid).</p> <p>FGV is committed and support human rights. Communication to the employees was done in various methods such as briefing during morning muster, display on notice boards at workers' hostel and training. Interview with workers showed that they have a good understanding on human rights.</p>	<p>Complied</p>
<b>4.4.5.2</b>	<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>Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid).</p> <p>The company is committed to ensure all the employees are treated equally regardless of race, nationality religion, gender, age and other political opinions. Interview with the workers showed that no discrimination is being practiced.</p>	<p>Complied</p>
<b>4.4.5.3</b>	<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>FGV Plantations (M) Sdn Bhd has established an employment contract for its foreign workers. Pay and conditions are documented and are above the Minimum Wage Order 2020. Sampled of employment contracts confirmed that terms and conditions are clearly outlined and have been signed by the worker. Sampled of</p>	<p>Complied</p>

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	- <b>Major compliance</b> -	the pay slips for the months of May, July and Dec 2020 confirmed that the workers were paid in accordance with Minimum Wage Order 2020. The sampled employees were Emp. No.: 1211426, 1201607, 1204254, 1210717, 1201632, 1207935, 1207632, 1210713, 1209888, 1208940.	
<b>4.4.5.4</b>	<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>There Are 8 sorter local workers from Awaseri Enterprise, as per identification below:-</p> <p>85xxxx-08-60xx 88xxxx-08-71xx 76xxxx-08-53xx 93xxxx-08-58xx 89xxxx-08-55xx 85xxxx-08-65xx 87xxxx-08-62xx 90xxxx-08-50xx</p> <p>Sampled the contractor’s workers - sorters from Awaseri Enterprise found the following issue:</p> <p>1. Reviewed payslips for March 2020, July 2020 and December 2020 found 3 of the workers (I/C No.: 901208-08-50XX), 890922-08-55XX and 931126-08-58XX) were working on public holiday, 25/12/2020 (Christmas) was not paid the wages according Employment Act 1955 and Collective agreement.</p>	Minor Non-Conformity

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		2. Replacement of emergency leave with overtime work was implemented by Contractor as per punch card verification.	
<b>4.4.5.5</b>	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 contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.  <b>- Major compliance -</b>	All the recruited workers will be registered in the Human Resource Management System (HRMS) where personal details such as name, nationality, date of employed, job description, wage rate, date of birth, gender and entitlement of public holiday was stated in the biodata form.	Complied
<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 shall be made available for each and every employee indicated in the employment records.  <b>- Major compliance -</b>	Offer letters were issued and acceptance of offer were acknowledged and copies were kept by the workers. This has been verified through interview with workers. The terms and conditions such as salary, termination of employment, annual leave entitlement and probation period were clearly stated in the Contract Agreement between FGV Palm Industries Sdn Bhd and Kesatuan Pekerja-pekerja FGV Palm Industries Sdn Bhd Semenanjung. The agreement validity period is from 1/1/2019 to 31/12/2021.  The sampled employees were Emp. No.: 1211426, 1201607, 1204254, 1210717, 1201632, 1207935, 1207632, 1210713, 1209888, 1208940.	Complied
<b>4.4.5.7</b>	The management shall establish a time recording system that makes working hours and overtime transparent for both the employees and employers.  <b>- Major compliance -</b>	The working hours are recorded using punch card system where the attendance can be verified through the punch card of individual workers. The time enter, break time and exit of work were also clearly stated in the punch card. The sampled employees were Emp. No.: 1211426, 1201607, 1204254, 1210717, 1201632, 1207935, 1207632, 1210713, 1209888, 1208940.	Complied

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4.4.5.8	<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>Based on the records review of the Punch card of sampled workers it was found that the entry time and exit time which were clearly stated in the punch card, conformed to the terms and conditions stipulated in the collective agreement [ref.: <i>Perjanjian Bersama antara FGV Palm Industries Sdn Bhd dengan Kesatuan Pekerja-pekerja FGV Palm Industries Sdn Bhd Semenanjung</i>, validity 1/1/2019 to 31/12/2021. The license from JTK to grant permission to work access of the limit of hours was available for reviewed.</p>	Complied
4.4.5.9	<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>Documented payslip was distributed to individual workers on the day of payment. Wages and overtime were paid according to the "Punch Card". Total hours of overtime and daily attendance has recorded in the time card. The sampled employees were Emp. No.: 1211426, 1201607, 1204254, 1210717, 1201632, 1207935, 1207632, 1210713, 1209888, 1208940.</p> <p>All of their pay complied with the Minimum Wage Order 2020. Hours of overtime were recorded in the overtime form.</p>	Complied
4.4.5.10	<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 development, medical care provisions and improvement of social surroundings.</p> <p><b>- Minor compliance -</b></p>	<p>The management has provided facilities such as mosque, recreational facilities such as futsal field, badminton court and volleyball court to the workers and dependents. Government clinic was available in the complex. The workers will be granted bonus once a year based on performance of the workers. Incentive and allowance was given to the workers as well.</p>	Complied
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.</p>	<p>The workers in the mill have been provided with basic facilities such as government clinic, football field, mosque, sundry shops and other amenities such as electricity and water supply from</p>	Complied

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	- Major compliance -	government with subsidy from the company. Weekly inspection was recorded in "Senarai Pemeriksaan Harian Kebersihan Asrama" – last visit 31/1/2020.	
4.4.5.12	The management shall establish a policy to prevent all forms of sexual harassment and violence at the workplace.  - Major compliance -	<p>Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid).</p> <p>The company is committed to protect the rights of women on the reproductive and family planning. Discrimination is not allowed in the company. Besides, procedure "<i>Menangani Aduan Melalui Jawatankuasa Wanita</i>" (Doc. No.: FGV/ML-1A/L2-Pr14, Version 0 dated 1/6/2016) was developed to provide a system to channel the complaint regarding sexual harassment and violence. Gender committee and KKD committee was established in the mill to monitor and handle sexual harassment and violence case in the mill. Sampling appointment letter dated 26/5/2020 as per letter (03)RSPO/P1,P6. The last meeting was conducted on 5/1/2021 which combined with the estates committee. There was no issue regarding sexual harassment and violence reported.</p>	Complied
4.4.5.13	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	<p>Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid).</p> <p>The company allows the employees to join any legal association and get approval from the management. Workers' Committee was</p>	Complied

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	should not be discriminated against or suffer repercussions. <b>- Major compliance -</b>	established to discuss issues among the workers. Meeting minutes dated 5/11/2020 was sighted. The issue been raised by workers already been taken action by management accordingly.	
<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>	Human Rights Policy was established and describe in the "Polisi Kelestarian Kumpulan/ Group Sustainability Policy" (Clause 5.1.2 Responsible Employment) dated 29 May 2019 (FGV/SED/POL/001 Rev 3). Policy is approved by Board of Directors led by Chairman of FGV Holdings Berhad (Datuk Wira Azhar bin Abdul Hamid). Where the company will not recruit any individual who less than 18 years old to work in plantations. Document reviewed on the list of workers confirmed that all the employees were above 18 years old.	Complied
<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 and plan is available, this matrix cover for all work happen in mill such as technical work at ramp, sterilizer, boiler, etc. The training has been sampling to ensure the compliance as per below: - a) Safety Work Procedure Training dated 30/10/2020. b) Welding Station Training dated 04/09/2020. c) Fire Drill Training dated 18/12/2020.	Complied
<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.	Training needs of individual employees has been identified prior to the planning and implementation of the training programmed in order to provide the specific skill and competency required to all employees based on their job description.	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- <b>Major compliance</b> -		
<b>4.4.6.3</b>	<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>- <b>Minor compliance</b> -</p>	<p>The Mill have a Training Programmed that is based on a training need assessment carried out at the individual operating unit level for each workstation and work type. The training program includes staff, workers, contractor’s workers, and contractors.</p> <p>It was noted that most of the trainings/briefings are informal on the job instruction. The mill maintains records of informal and formal training for workers. Training program was inspected and complies with regulation 27 (Factories and Machinery Regulation 1989 and other requirement.</p>	Complied
<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 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>Sighted Environmental Policy has been established, signed by Dato’ Haris Fadzilah Hassan, Group CEO dated 18/3/2020 with Ref Number FGV/HSE/POL/002.</p> <p>Policy has been briefed on Latihan Penerangan Alam Sekitar dated 23/11/2020.</p> <p>Reporting for POME results and in line with mil’s compliance schedule requirements. New Guided Self-Regulation was introduced by DOE to ensure all operator self-assessed the compliance status on environmental related issues. The approach is based on 7 Environmental Monitoring Tools (EMT) and implemented since June 2016. New establishment of EPMC @</p>	Complied



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		Environmental Performance Monitoring Committee (operation level – mill) and ERCMC @ Environmental Regulatory Compliance Monitoring Committee (HQ level) shows the commitment towards continuous compliance.	
4.5.1.2	<p>The environmental management plan shall cover the following:</p> <p>a) An environmental policy and objectives;</p> <p>b) The aspects and impacts analysis of all operations</p> <p><b>- Major compliance -</b></p>	<p>Sighted Borang Daftar Aspek Impak Ketara Alam Sekitar for FGV Besout Pal Oil Mill dated 04/01/2021 refer E.2.6.1 Aspek Impak. Environmental Management Plan is available same with aspect &amp; Impact dated 28/12/2020. This cover such as emission smoke, noise, air pollution, effluent and others. The aspect impact available under file title of Risk Assessment Register dated 28/12/2020 prepared by Mr Mohamad Hair Bin Othman cover all operation from activity chemical mixing and storage (ER 001) until Bio Compost (ER018).</p>	Complied
4.5.1.3	<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>Management action plan were established for identified significant environmental impacts which including the potential land and water contamination from the use of chemical and handling of the empty chemical container, chemical storage as well as diesel storage. Continuous implementation of management action plan sighted for control of significant impact including proper handling of scheduled waste, practices of 3R program. For each operating unit, an assistant manager was appointed as the responsible person for management plan assisted by staff within the environmental aspect impact review committee.</p> <p>Sampling on diesel usage, the monitoring record is available under file monthly report. The latest is on December 2020 record with 1.32 lit/mt.</p>	Complied

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4.5.1.4	<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 mill has established program and management plan to promote positive impact identified in the aspects and impacts analysis conducted and documented in Environmental Management plan. Sighted the program to promote the positive impact as follows:</p> <p>i. BOD for POME below 100 ppm to ensure the water quality not polluted by the mill activity. The mill conducted the POME water sampling on monthly basis and submitted to DOE through quarterly return form.</p>	Complied
4.5.1.5	<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 training has been sampling to ensure the compliance as per below: -</p> <p>a) Management of chemical including empty container management dated 03/02/2020.</p> <p>b) No Open Burning Awareness Training dated 10/02/2020</p>	Complied
4.5.1.6	<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 establishment of EPMC @ Environmental Performance Monitoring Committee (operation level – mill) and ERCMC @ Environmental Regulatory Compliance Monitoring Committee (HQ level) shows the commitment towards continuous compliance.</p> <p>Environmental meeting has been conducted by the management. Refer minutes of meeting "Mesyuarat Alam Sekitar 11/2021 dated 05/01/2021. Verified minutes of meeting and attendance.</p>	Complied
<p><b>Criterion 4.5.2:</b> Efficiency of energy use and use of renewable energy</p>			

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4.5.2.1	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  - Major compliance -	The mill has established baseline for consumption of non-renewable energy monitored on monthly basis. Sighted the records of Diesel consumption per FFB processed FY 2020. Plan to reduce the usage of the non-renewable energy has been established by using renewable energy such as shell and kernel as fuel for boiler to reduce the usage of diesel.	Complied
4.5.2.2	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.  - Major compliance -	Record of renewable energy consumption is available under title Diesel usage. Estimation of direct usage of non-renewable energy was determine in annual budget. Record of renewable energy consumption is available under title Diesel usage. As per record for 2019, 1.65 liter/FFB liter and for 2020, 1.32 liter/FFB. Estimation of usage was based on mill budget.	Complied
4.5.2.3	The use of renewable energy should be applied where possible.  - Minor compliance -	The plan to improve the efficiency of fossil fuel usage was established and approved by Mill Manager. The plan was monitored by Mill Engineer on monthly basis.	Complied
<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.  - Major compliance -	The mill has identified all waste products and source of pollutions and documented in Identification of Source and Type of Waste. The waste identified as follows:  i. Scheduled Waste - Mill Operation – Used PPE, Used lubricant and hydraulic oil - Office and housing – Lamp, Electronic device	Complied

Criterion / Indicator		Assessment Findings	Compliance
		ii. Non-schedule waste - mill operation – used tyre, scrap iron - office and housing – Paper, Plastic, domestic waste iii. mill byproduct - EFB, POME, Shell, Mesocarp fiber The waste management plan already identified the waste that been generate in the mill compound including effluent, scheduled waste, fiber and other. This action plan is cover for each waste to be handle that followed as per EQA 1974. Refer Pelan "Pengurusan Sisa Domestik Dan Bahan Buangan for the year 2020".	
4.5.3.2	A waste management plan shall be developed and implemented, to avoid or reduce pollution. The waste management plan should include measure for: a) Identifying and monitoring sources of waste and pollution. b) Improving the efficiency and recycling potential of mill by-products by converting them into value-added products. <b>- Major compliance -</b>	The mill has established waste management plan base on the identification and source of pollutions and documented in Identification of Source and Type of Waste. Sighted the implementation of the waste management plan. The waste management plan is available for the year 2020. Its cover Domestic, plastic, Garden waste, industrial waste and others. Example for wastewater from PCD. implementation, the latest cleaning PCD is on 15/1/2021 the record is available under Pollution control device (PCD) cleaning record book. The water mixed with oil that collected from PCD will dispose as SW 307.	Complied
4.5.3.3	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	SOP for handling scheduled wastes has been established entitled Waste Management. Ref doc no. FPI/L2/QOSHE-9.0 rev. 2 dated 3/11/2017 in order to comply with the Environmental Quality Regulations (Scheduled Waste) 2005.	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>as per Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005</p> <p><b>- Major compliance -</b></p>	<p>The mill have a proper Scheduled Waste Store for storing scheduled waste (inventory record) until time of disposal by DOE authorized waste disposal contractor. Stores for scheduled waste were inspected at both estate visited and disposal was done by scheduled waste disposal company authorized and licensed by Department of Environment.</p> <p>From Inventory of scheduled waste referred file A31/152/000/022. The Mill using E-SWISS inventory no 0808A5011539132020 dated 02/02/2021 available for SW 410, SW 409 and SW 109. Latest Disposal scheduled waste is on 12/03/2020 at Kualiti Alam Sdn Bhd.</p>	
<b>4.5.3.4</b>	<p>Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourse.</p> <p><b>- Minor compliance -</b></p>	<p>Domestic waste was managed by neighbouring estates and dispose in designated landfill. Domestic waste disposal at landfill Ladang Besout 2. Sighted record of waste collection.</p>	Complied
<b>Criterion 4.5.4: Reduction of pollution and emission</b>			
<b>4.5.4.1</b>	<p>An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, particulate and soot emissions, scheduled wastes, solid wastes and effluent.</p> <p><b>- Major compliance -</b></p>	<p>The assessment of all polluting activities was conducted through environmental aspect and impact assessment which includes the greenhouse gas emissions, stack emission, scheduled wastes, solid wastes and effluent. Sighted Procedure on Environmental Aspect Impact date 01/11/2016 with Ref. Number FGV/ML-1A/L2-Pr9. Assessment for polluting activity is conducted yearly by management example on January 2021 they will be calculate the emission for the previously year 2020. This assessment includes greenhouse gases, solid waste effluent and others.</p> <p>Monitoring plan was established based on Environment Aspect and Impact assessment DOE license compliance schedule which include</p>	Complied

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		<p>scheduled waste storage and disposal record, POME final discharge BOD and boiler stack sampling.</p> <p>As Per Jadual Pematuhan, the limit 150 mg/Nm<sup>3</sup> however the management already apply for contradiction license (0055447) valid from 5 June 2019 until 4 June 2020 ( 400 mg/Nm<sup>3</sup>).</p>	
<b>4.5.4.2</b>	<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 mill has identified all significant pollutant and documented in Quality, Safety and health and Environmental objective. Among the pollutants diesel usage and BOD for POME discharge.</p>	Complied
<b>4.5.4.3</b>	<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>Mill effluent is treated through biological anaerobic treatment. Regular monitoring was conducted as per requirement. Monthly and quarterly report was submitted to DOE accordingly. POME application record sighted. Refer Rekod Pelepasan POME Todate December 2020 amounted 0.58.</p>	Complied
<b>Criterion 4.5.5: Natural water resources</b>			
<b>4.5.5.1</b>	<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> </ul>	<p>Mill has established the Water Management Plan and latest review was sighted on 7/3/2018. The management plan focusing on water shortage/contamination and water usage efficiency. In the plan stated the root cause, mitigation plan and Person In Charge for each plan programmed.</p> <p>Water management plan is available dated 04/01/2020 prepared by Mohd Hazrul Azli (Assistant Manager).</p>	Complied

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	<p>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.).</p> <p><b>- Major compliance -</b></p>	<p>This action plan covers all operation that involve in water usage such as boiler, hydro cyclone, press and oil room. Example in boiler have produce steam and possible treat is water pollution, the action plan is to do water analysis for inlet and outlet water.</p> <p>As per record water sampling has been sent dated 12/1/2021 by Besout POM.</p>	
<b>4.5.5.2</b>	<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 result of effluent to water course is comply with Jadual Pematuhan. Refer Cert. Analysis 3999/2020, 4464/2020 and 4875/2020. Sighted report has been sent to DOE for 4<sup>th</sup> Quarter of 2020 dated 13/01/2021 with reference number (176) 4030/730/BST.</p>	Complied
<b>4.6 Principle 6: Best Practices</b>			
<b>Criterion 4.6.1: Mill Management</b>			
<b>4.6.1.1</b>	<p>Standard operating procedures shall be appropriately documented and consistently implemented and monitored.</p> <p><b>- Major compliance -</b></p>	<p>Mill holds three SOP and documentation available at the mill for review. Noted the Sustainable Palm Oil Manual Procedure, Safety working procedure and Quality, Occupational Health, Safety and Environmental Procedure.</p> <p>Sighted the latest review in Sustainability Palm Oil Manual on procedure for competency, awareness and training dated 1/6/2016. FGVP M has established mechanism to monitor the implementation of their procedure by Mill/Plantation Advisor Visit, Agronomist Visit,</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Mill Quality Control Unit and Audit on compliance to SOP (P&amp;D). The visit conducted on annually basis.</p> <p>Work Instructions have been derived from SOPs and it were displayed at workstations at the mill and at certain locations at the estates, such as the Muster Notice Boards. Eg: SM/WI/10: Boiler Station /WI/13: Laboratory Manual, SM/WI/22: Waste Management, SM/WI/23: Handling chemicals, SM/WI/25: Usage of hearing protection device, SM/WI/29: Emergency Response Procedure, SM/WI/30: Maintenance and servicing of oil trap, SM/WI/34: Confined Space Management, SOP: Workshop, SOP: Working at Height, SOP: Oxy-Acetylene Set, SOP: Welding and others</p>	
<b>4.6.1.2</b>	<p>All palm oil mills shall implement best practices.</p> <p><b>- Major compliance -</b></p>	<p>The implementation is been checking by Mill Inspectorate to ensure is done properly as best practice requirement. The latest visit is on 10/12/2020 by Tn Hj Razuki Bin Mohd, Regional Controller Wilayah 3.</p>	Complied
<b>Criterion 4.6.2: Economic and financial viability plan</b>			
<b>4.6.2.1</b>	<p>A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.</p> <p><b>- Major compliance -</b></p>	<p>Besout POM and supply bases has established and implemented its commitment to long term sustainability and improvements through a capital expenditure programme. Budget and 5 years management plan (projections 2020-2024) was verified during the audit. Besout Palm Oil Mill and supply bases have made progress towards achieving their performance production targets for the current financial year</p>	Complied



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Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.6.3:</b> Transparent and fair price dealing			
<b>4.6.3.1</b>	Pricing mechanisms for the products and other services shall be documented and effectively implemented. <b>- Major compliance -</b>	FGV (M) Sdn Bhd has developed " <i>Tawaran Membeli BTS Untuk Kilang Sawit Besout</i> " for the suppliers of FFB to the mill to sign. All the rate and pricing mechanism have been clearly stated in the agreement. Payments are processed and paid by the mill. Seen the payment vouchers that have been made promptly.	Complied
<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>	The contracts have been detailed out the pricing and the conditions of the FFB to be supplied to the mill. Payment was made promptly by verified the payment vouchers.	Complied
<b>Criterion 4.6.4:</b> Contractor			
<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. <b>- Major compliance -</b>	The contractors have acknowledged on a letter regarding the compliance of MSPO requirements and allowed the auditors to inspect relevant documents, operations and interview the workers whenever necessary. They were also briefed by the management regarding the MSPO requirements.	Complied
<b>4.6.4.2</b>	The management shall provide evidence of agreed contracts with the contractor. <b>- Major compliance -</b>	The contractors have signed on the <i>Surat Perintah Kerja</i> (work order) prior to provide services. Seen the contract agreement and details as refer to Criterion 4.6.3.1. Besides, the contractor has acknowledged on the approval for the auditor to be inspected if necessary.	Complied
<b>4.6.4.3</b>	The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required. <b>- Minor compliance -</b>	FGV has agreed for BSI auditors to verify the assessment through a physical inspection if required. CAP continuously implemented -	Complied

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Criterion / Indicator	Assessment Findings	Compliance
	seen SPK #3301333305/1300996046 and 3301405816/1301061935.	

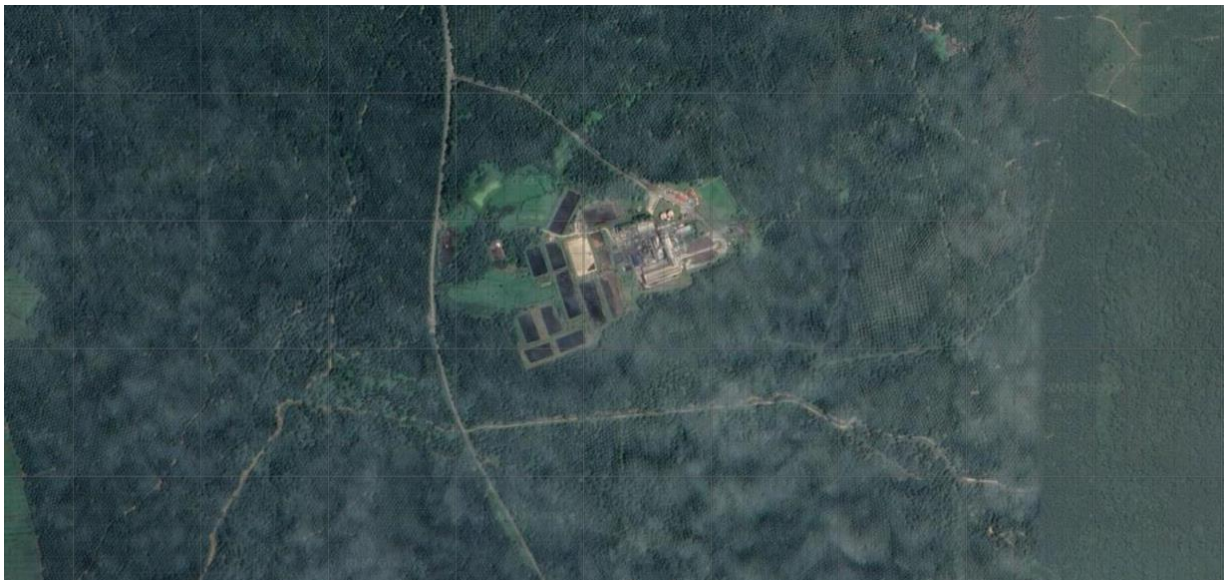
**Appendix B: List of Stakeholders Contacted**

<p><b>Government Officer:</b>          Jakoa Tapah</p>	<p><b>Community/neighbouring village:</b>          Besout 5 estate representative          Besout 2 estate representative          Sekolah Seri Besout Representative          Kumaresh (Smallholder)</p>
<p><b>Suppliers/Contractors/Vendors:</b>          Awaseri Enterprise and Generasi Anak Muda Enterprise</p>	<p><b>Worker’s Representative/Gender Committee:</b>          Field workers          Mill workers          NUPW representative          Gender committee</p>

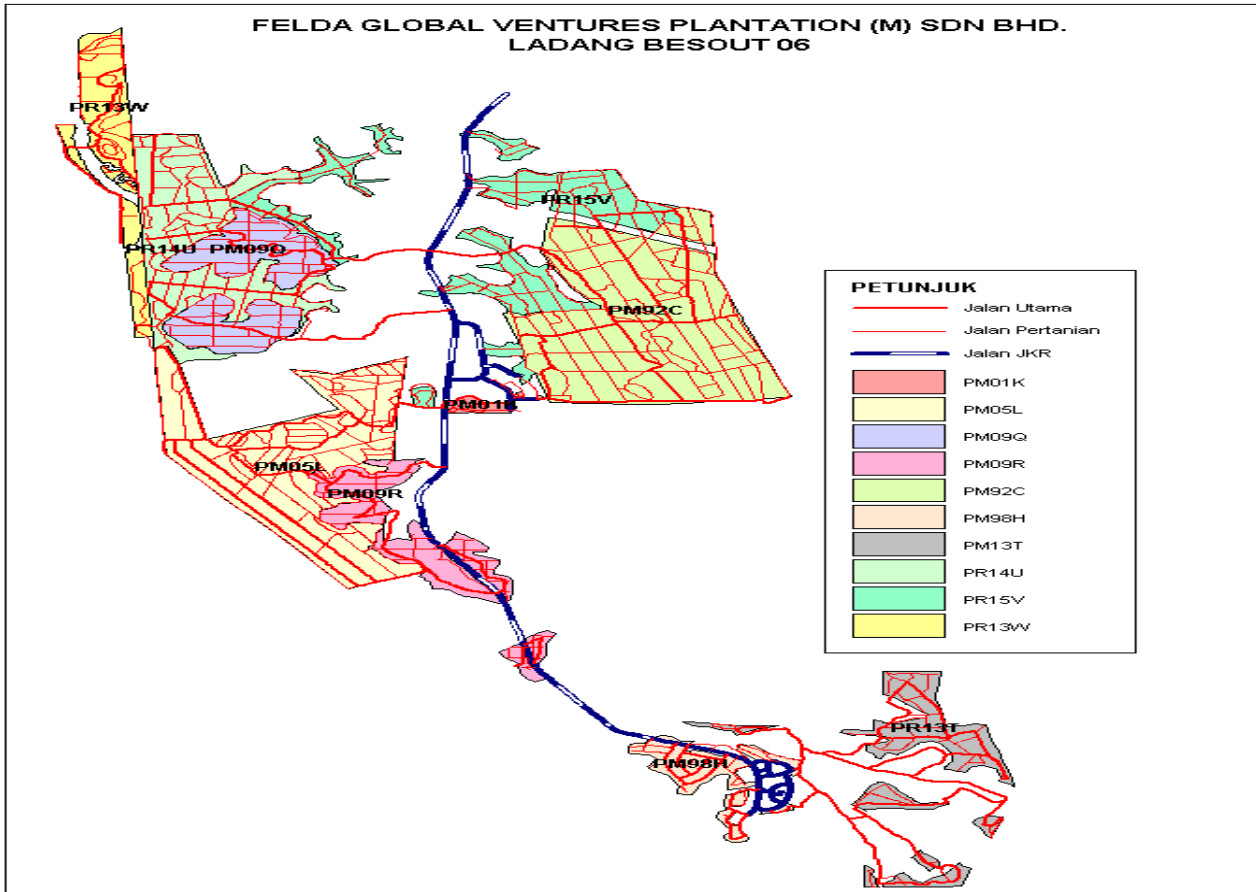
**Appendix C: Smallholder Member Details**

No.	Smallholder		Location of Planted Area (District)	GPS Coordinates	Certified Area (ha)	Planted Area (ha)
	Name	MPOB License Number				
NA. No smallholders in the scope of certification.						

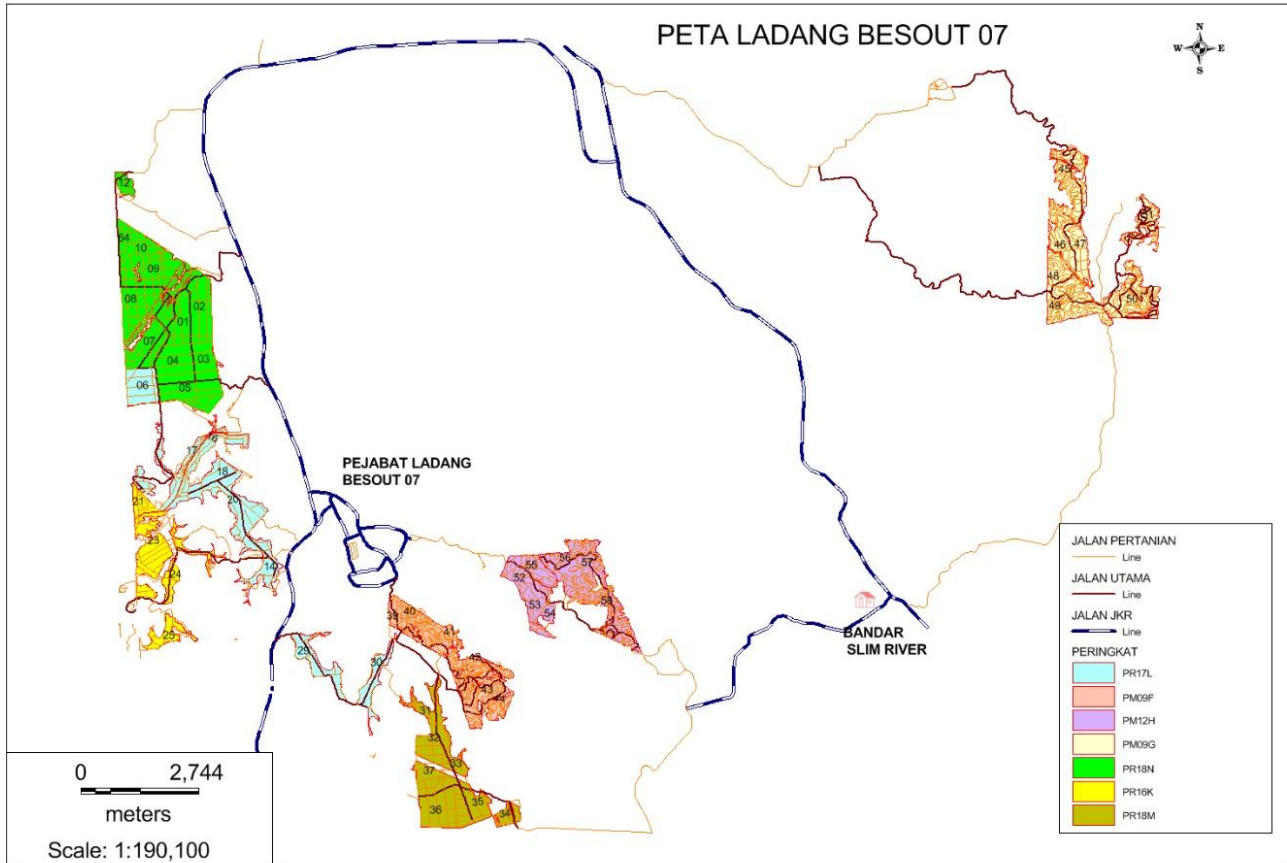
**Appendix D: Location and Field Map FGV Besout POM**



**Appendix E: Location and Field Map Besout 6 Estate**



**Appendix F: Location and Field Map Besout 7 Estate**



**Appendix G: 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