

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

<b>GENTING PLANTATIONS BERHAD</b>
Client company Address: 10th Floor, Wisma Genting, Jalan Sultan Ismail 50250 Kuala Lumpur, Malaysia
Certification Unit:  Genting Ayer Item Oil Mill and supply bases (Genting Kulai Besar Estate, Genting Sri Gading Estate, Genting Sungei Rayat Estate, Genting Tanah Merah Estate and Genting Tebong Estate)
Location of Certification Unit: Batu 54, Jalan Johor 86100 Ayer Hitam, Johor, Malaysia

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**Report Number: 3091774**

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

<b>1.1 Organizational Information and Contact Person</b>			
Company Name	Genting Plantations Berhad		
Mill/Estate	MPOB License No.	Expiry Date	
Genting Ayer Item Oil Mill (GAIOM)	500056-704000	31/01/2021	
Genting Kulai Besar Estate (GKBE)	509591-102000	30/04/2020	
	508595-302000	30/04/2020	
	540060-011000	31/05/2020	
Genting Sri Gading Estate (GSGE)	508592-902000	03/04/2020	
	508842-111000	30/06/2020	
	524435-102000	31/10/2020	
Genting Sungei Rayat Estate (GSRE)	508590-202000	30/04/2020	
	501298-102000	31/03/2020	
Genting Tanah Merah Estate (GTME)	538065-011000	31/03/2020	
	559916-701000	28/02/2021	
	611773-002000	31/05/2020	
	609122-002000	29/02/2020	
	513814-002000	30/06/2020	
Genting Tebong Estate (GTBE)	501803-202000	30/11/2020	
	539822-011000	31/05/2020	
	501667-602000	31/03/2020	
	501866-102000	31/12/2020	
Address	Head office: 10th Floor, Wisma Genting, Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia		
Certification Unit	Genting Ayer Item Oil Mill and supply bases		
Contact Person Name	Mr Arunan Kandasamy (Senior Vice President-Plantations Malaysia)		
Website	<a href="http://www.gentingplantations.com/">http://www.gentingplantations.com/</a>	E-mail	arunan.kandasamy@genting.com
Telephone	03-2333 6401	Facsimile	N/A

<b>1.2 Certification Information</b>			
Certificate Number	Mill : MSPO 682363	Plantations : MSPO 696629	
Issue Date	29/06/2018	Expiry date	28/06/2023
Scope of Certification	Mill: Production of Sustainable Palm Oil and Palm Oil Products		

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	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 unit is RSPO certified)		
Stage 2 / Initial Assessment Visit Date (IAV)	22-23/01/2018		
Continuous Assessment Visit Date (CAV) 1	11-14/02/2019		
Scope Extension Audit	09-11/04/2019		
Continuous Assessment Visit Date (CAV) 2	10-13/02/2020		
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
EU-ISCC-Cert-DE119-60193390	ISCC EU	ASG Cert GmbH	23/10/2020
RSPO 653474	RSPO	BSI Services Malaysia Sdn. Bhd.	25/03/2020
GTME: MPOB/CoP/NN/0 003-2	Code of Good Nursery Practice for Oil Palm Nurseries	MPOB	20/12/2020
GTBE: MPOB/CoP/NN/0 269-1	Code of Good Nursery Practice for Oil Palm Nurseries	MPOB	28/11/2022
GSGE: MPOB/CoP/NN/0 023-2	Code of Good Nursery Practice for Oil Palm Nurseries	MPOB	01/05/2022

<b>1.3 Location of Certification Unit</b>			
Name of the Certification Unit (Palm Oil Mill/ Estate/ Smallholder/ Independent Smallholder)	Site Address	GPS Reference of the site office	
		Latitude	Longitude
Genting Ayer Item Oil Mill	86100 Ayer Hitam, Johor, Malaysia	1.856406	103.209083
Genting Kulai Besar Estate	81000 Kulai, Johor, Malaysia	1.615372	103.610983
Genting Sri Gading Estate	83009 Batu Pahat, Johor, Malaysia	1.839303	103.018339
Genting Sungei Rayat Estate	83009 Batu Pahat, Johor, Malaysia	1.903942	103.010667
Genting Tanah Merah Estate	84907 Tangkak, Johor, Malaysia	2.281650	102.560325
Genting Tebong Estate	75990 Tebong, Melaka, Malaysia	2.455569	102.360678

1.4 Certified Area					
Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
Genting Kulai Besar Estate	2,031.52	35.06	775.48	2,842.06	71.3
Genting Sri Gading Estate	3,227.80	29.93	454.79	3,712.52	86.9
Genting Sungei Rayat Estate	2,308.20	0.18	70.60	2,378.98	97.0
Genting Tanah Merah Estate	2,043.42	46.60	152.03	2,242.05	91.4
Genting Tebong Estate	2,872.40	45.29	92.04	3,009.73	95.4
<b>TOTAL</b>	<b>12,483.34</b>	<b>157.06</b>	<b>1,544.94</b>	<b>14,185.34</b>	

1.5 Plantings & Cycle							
Estate	Age (Years)					Mature**	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
Genting Kulai Besar Estate	368.22	211.90	576.79	436.22	438.39	1,663.3	368.22
Genting Sri Gading Estate	581.14	430.87	614.86	575.87	1025.06	2646.66	581.14
Genting Sungei Rayat Estate	342.38	173.24	861.54	547.98	383.06	1965.82	342.38
Genting Tanah Merah Estate	298.30	152.89	388.83	555.9	647.5	1745.12	298.30
Genting Tebong Estate	414.90	376.36	38.24	652.98	1389.92	2457.5	414.90
<b>Total (ha)</b>	<b>2092.88</b>	<b>1384.75</b>	<b>2145.09</b>	<b>2585.92</b>	<b>4276.58</b>	<b>10478.40</b>	<b>2004.94</b>

1.6 Certified Tonnage of FFB			
Estate	Tonnage / year		
	Estimated (Jan 2019 - Dec 2019)	Actual (Jan 2019 - Jan 2020)	Forecast (Feb 2020 - Jan 2021)
Genting Kulai Besar Estate	42,600.00	41,804.33	38,540.00
Genting Sri Gading Estate	67,670.00	60,644.18	57,560.00
Genting Sungei Rayat Estate	54,150.00	48,211.69	50,491.00
Genting Tanah Merah Estate (GTME)	46,240.00	44,655.14	26,765.00
Genting Tebong Estate (GTBE)	52,902.00	54,378.71	29,223.00
<b>Total</b>	<b>263,562.00</b>	<b>249,694.05</b>	<b>202,579.00</b>

**Note:**

Balance crop from GTME & GTBE will be diverted to 3rd party mills as follows:

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GTME supply to Lenga Palm Oil Mill, Fermanegh Palm Oil Mill = 19,585 mt  
 GTBE supply to T.E. Sdn Bhd, Havys Palm Oil Mill, Gedok Palm Oil Mill = 21,384 mt

#### 1.7 Uncertified Tonnage of FFB

Estate	Tonnage / year		
	Estimated (key in period)	Actual (key in period)	Forecast (key in period)
Nil			
<b>Total</b>			

#### 1.8 Certified Tonnage

Mill Capacity: 60 MT/hr	Estimated (Jan 2019 - Dec 2019)	Actual (Jan 2019 - Jan 2020)	Forecast (Feb 2020 - Jan 2021)
	FFB	FFB	FFB
	263,562.00	249,694.05	202,579
SCC Model: SG	CPO (OER: 21.15 %)	CPO (OER: 20.71 %)	CPO (OER: 21.03 %)
	55,743.36	51,711.64	42,602.36
	PK (KER: 5.15 %)	PK (KER: 5.10 %)	PK (KER: 5.35 %)
	13,573.44	12,734.40	10,837.98

#### 1.9 Actual Sold Volume (CPO)

CPO (MT)	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
51,711.64	-	8,693.31	23,867.56	3,497.95	36,058.82

#### 1.10 Actual Sold Volume (PK)

PK (MT)	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
12,734.40	-	-	7,858.49	953.92	8,812.41

## 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 10-13/02/2020. The audit programme is included as Appendix A. The approach to the audit was to treat the Genting Ayer Item 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>
Genting Ayer Item Oil Mill	√	√	√	√	√
Genting Kulai Besar Estate	√		√	√	
Genting Sri Gading Estate		√		√	√
Genting Sungei Rayat Estate		√	√		√
Genting Tanah Merah Estate	√	√		√	
Genting Tebong Estate	√		√		√

**Tentative Date of Next Visit: February 8, 2021 – February 11, 2021**

**Total No. of Mandays: 8 mandays**

**2.1 BSI Assessment Team**

<b>Team Member Name</b>	<b>Role (Team Leader or Team member)</b>	<b>Qualifications (Short description of the team members)</b>
Muhamad Naquiuddin Mazeli (MNM)	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 legal, mill best practices, safety and health and workers consultation.



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Hafriazhar Mohd Mokhtar (HMM)	Team Member	Hafriazhar Mohd. Mokhtar is a Chemical Engineer by qualification. He has more than five years of direct work experience in the upstream processes of palm oil within the plantation industry. He is a qualified Lead Auditor for CDM, ISO 14001, ISO 50001 and ISO 9001 and has accumulated more than 500 audit days throughout his current career as the auditor for multiple disciplines covering Malaysia, Indonesia and Thailand. He has been trained in the RSPO P&C and SCCS standards and recently completed his RSPO P&C Lead Assessor training and has been involved in RSPO audits within Malaysia, Papua New Guinea and Solomon Islands. During this assessment, he assessed on the aspects of legal and social aspect also the supply chain element. Able to communicate in Bahasa Malaysia and English.
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**2.2 Accompanying Persons**

No.	Name	Role
1	Mohamed Hidhir Zainal Abidin	Qualifying Reviewer

**2.3 Assessment Plan**

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

Date	Time	Subjects	MNM	HMM
Sunday 09/02/2020		Travelling to Kulai (Corsica Hotel)	√	√
Monday 10/02/2020	0800-0830 0830-0900	Opening Meeting MSPO: <ul style="list-style-type: none"> <li>Opening Presentation by Audit team leader.</li> </ul> Confirmation of assessment scope and finalize Audit plan.	√	√
	0900-1230	<b>Genting Kulai Besar 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	√	√
	1330-1630	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	√	√
	1630-1700	Interim Closing briefing and travel to Pinetree Hotel, Batu Pahat.	√	√

Date	Time	Subjects	MNM	HMM
Tuesday 11/02/2020	0830-1230	<b>Genting Sri Gading 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	√	√
Wednesday 12/02/2020	0830-1230	<b>Genting Sungei Rakyat 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	√	√
Thursday 13/02/2020	0830-1230	<b>Genting Ayer Item 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	√	√
	1330-1600	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,	√	√

Date	Time	Subjects	MNM	HMM
	1600-1700	Interim Closing briefing	√	√
		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 5 Major & 0 Minor nonconformities raised. The Genting Ayer Item 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.

Major Nonconformities:		
<b>Ref:</b> 1883366-202002-M1	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.4.4.2 Part 4
	<b>Issue Date:</b> 13/2/2020	<b>Due Date:</b> 12/5/2020
Requirements:	The occupational safety and health plan should cover the following;- 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.	
Statement of Nonconformity:	No 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.	
Objective Evidence:	Sighted during site visit at Boiler area, the Acetic acid and Phenolphthalein indicator was being handled and stored in cupboard without safety precaution and SDS not in accordance to Class Reg 2013 and Phenolphthalein (29 August 2018) Section 7 handling and storage.	
Corrections:	Immediately stop the testing at boiler area and send the chemical to the lab. All the testing must be under fume hood.	
Root cause analysis:	<ol style="list-style-type: none"> <li>1) No proper training on the requirements for the said chemical</li> <li>2) No proper monitoring &amp; inspection on chemical handling procedure by Safety &amp; Health Committee.</li> </ol>	
Corrective Actions:	<ol style="list-style-type: none"> <li>1) To train lab personnel and boiler team on the SDS and CLASS Regulation 2013</li> <li>2) To ensure stringent checking/ inspection on chemical management/ procedure at workplace by Safety &amp; Health Committee.</li> </ol>	

Assessment Conclusion:	<p>As verification as per below document:</p> <ol style="list-style-type: none"> <li>1) Photo of removal place for boiler water testing</li> <li>2) Photo of new boiler water testing place at boiler station &amp; laboratory</li> <li>3) Training record for SDS and CLASS Regulation 2013 dated</li> </ol> <p>The corrective action is found to be effectively implemented, thus the major NC is closed on 31 March 2020. Continuous implementation will be further verified in the next audit.</p>
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<b>Major Nonconformities:</b>		
<b>Ref:</b> 1883366-202002-M2	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.5.3.3 Part 3
	<b>Issue Date:</b> 13/2/2020	<b>Due Date:</b> 12/5/2020
Requirements:	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.	
Statement of Nonconformity:	No proper and safe handling on storage and disposal as per Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974.	
Objective Evidence:	In Genting Sungei Rakyat estate, dispensary was available as one of facilities that company prepared for workers. The SW 404 clinical waste was generate, sighted latest disposal was on 26 June 2019 (consignment note 01275152) to Kualiti Alam Sdn Bhd. However the inventory record was not available for SW404. Sighted SW 312 ( Oily residue from workshop and oil trap) was dispose at drain side and not according to Scheduled waste Reg 2005. Inventory record referred AS(B)J11/123/000/079. Thus Major NC been raised.	
Corrections:	<ol style="list-style-type: none"> <li>1) The waste had been collected by the appointed licensed contractor - Cenviro on 19th February'20. Inventory record for the SW 404 had been started by the current HA.</li> <li>2) The workshop compound was cleaned immediately and the oily residue was collected and stored in the Scheduled Waste store.</li> </ol>	
Root cause analysis:	<ol style="list-style-type: none"> <li>1) There was movement/change of Hospital Assistant between June'19 to September'19 and October'19 to January'20. During the peiord, both the new HAs were not trained on the Clinical Waste Management and monitoring. Both the new HAs had resigned on September'19 and January'20 respectively.</li> <li>2) Workshop upkeep and cleaning work done monthly, however the oily residue are not collected and stored as Scheduled Waste due to lack of training and supervision during the upkeep work by the Supervisor/Storekeeper.</li> </ol>	
Corrective Actions:	<ol style="list-style-type: none"> <li>1) Retraining on the Scheduled Waste Management were done on 21st February'20 to the Assistant Manager, Staff, Storekeeper, Hospital Assistant and Workshop Attendant.</li> <li>2) For the new worksite inspection, OSH Committee to be trained on the Scheduled Waste Management.</li> </ol>	
Assessment Conclusion:	As per evidence below:-	

	<ol style="list-style-type: none"> <li>1. Consignment Notes of SW 404 dated 19th Feb 2020</li> <li>2. Inventory record of SW 404</li> <li>3. Training on scheduled waste management</li> <li>4. Workshop - worksite inspection</li> </ol> <p>The corrective action is found to be effectively implemented, thus the major NC is closed on 31 March 2020. Continuous implementation will be further verified in the next audit.</p>
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<b>Major Nonconformities:</b>		
<b>Ref:</b> 1883366-202002-M3	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.5.3.3 Part 4
	<b>Issue Date:</b> 13/2/2020	<b>Due Date:</b> 12/5/2020
Requirements:	The palm oil mill management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environmental Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005.	
Statement of Nonconformity:	No proper and safe handling on storage and disposal as per Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974.	
Objective Evidence:	<p>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 dispose to the drain the disposal was not conducted as Scheduled waste 2005.</p> <p>Sighted broken fluorescent lamps dumped within staff quarters in the bin near house # S7 and S11. Sighted also few fluorescent lamps kept in bin at recycle bin station within workers quarters near block B Sighted an air compressor been used at staff quarters at house # S13 seems like operating a motorcycle workshop with spent lubricant been kept at house without proper handling</p>	
Corrections:	<ol style="list-style-type: none"> <li>1) Stop the testing boiler water quality at boiler area and all testing at laboratory</li> <li>2) Immediately transfer the fluorescent lamp to SW store.</li> <li>3) Immediately stop the practices and ask workers to remove the compressor and clean the house area.</li> <li>4) To take immediate action on non-conforming issue raised by EPMC during inspection.</li> <li>5) Competent person (CePSWaM) shall monitor &amp; review the activity that involve scheduled wastes handling and train the personal to follow the scheduled wastes regulations &amp; guidelines.</li> </ol>	
Root cause analysis:	<ol style="list-style-type: none"> <li>1) No proper training regarding SW management</li> <li>2) No proper monitoring / inspection on scheduled wastes management by competent person (CePSWaM)</li> </ol>	
Corrective Actions:	<ol style="list-style-type: none"> <li>1) Register boiler water testing as SW 322 in e-SWIS</li> <li>2) To retrain all workers and residence on SW Management and awareness</li> </ol>	

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	3) To stringent the line site inspection and educate people regarding SW and recycling matter.
Assessment Conclusion:	<p>As per evidence below:-</p> <ol style="list-style-type: none"> <li>1) Photo of clear housing area from compressor / workshop and flouresence lamp</li> <li>2) Line site record book dated 4 March 2020</li> <li>3) Training record on SW Management &amp; awareness was conducted on 13 March 2020</li> <li>4) 2nd &amp; 5th Scheduled (file no; AS(B)J31/152/000/004)</li> </ol> <p>The corrective action is found to be effectively implemented, thus the major NC is closed on 31 March 2020. Continuous implementation will be further verified in the next audit.</p>

<b>Major Nonconformities:</b>		
<b>Ref:</b> 1883366-202002-M4	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.6.1.1 Part 4
	<b>Issue Date:</b> 13/2/2020	<b>Due Date:</b> 12/5/2020
Requirements:	Standard operating procedures shall be appropriately documented and consistently implemented and monitored.	
Statement of Nonconformity:	Found SOP(safety working instruction) dated Dec 2016 inconsistently of implemented and monitored	
Objective Evidence:	The PTW dated 1/2/2019 have been approved by assistant to declare that Boilermec (contractor) was followed as per SOP and Legal requirement however sighted Oxyacetylene tank was not store properly during site visit at Boiler area as per SOP (safety working instruction) dated Dec 2016.	
Corrections:	To train contractors to tighten up or place the oxy-acetylene at the proper trolley as per SOP.	
Root cause analysis:	No proper monitoring and training to the contractors.	
Corrective Actions:	<ol style="list-style-type: none"> <li>1) Give briefing / training to contractor as to ensure follow the SOP in PTW.</li> <li>2) Safety committee member shall monitor and make sure all the PTW is comply and follow correctly.</li> </ol>	
Assessment Conclusion:	<p>As per verification on evidence below:-</p> <ol style="list-style-type: none"> <li>1) Photo of Oxyacetylene tank</li> <li>2) Briefing / training record</li> </ol> <p>The corrective action is found to be effectively implemented, thus the major NC is closed on 31 March 2020. Continuous implementation will be further verified in the next audit.</p>	

<b>Major Nonconformities:</b>		
<b>Ref:</b> 1883366-202002-M5	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.4.5.11 Part 3
	<b>Issue Date:</b> 13/2/2020	<b>Due Date:</b> 12/5/2020

Requirements:	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.
Statement of Nonconformity:	The above requirement was not adequately addressed for Clause # 23 "Weekly Inspection of Worker's Housing" (2)
Objective Evidence:	Last housing inspection records as per Line Site Checklist Genting Kulai Besar Estate shown inspection done on Week 4 for November 2019 for Housing # W01 – W30. No records of inspection conducted for December 2019 until today.
Corrections:	New Assistant was recruited and assigned to carry out the inspection with effect from Feb 2020.
Root cause analysis:	Shortage of qualified personnel to carry out the linesite inspection since the retirement of Hospital Assistant (HA) and resignation of an Assistant Manager since December 2019.
Corrective Actions:	<ul style="list-style-type: none"> <li>- To train the existing staff to carry out the linesite inspection in the absence of HA or Assistant.</li> <li>- To recruit a qualified HA.</li> </ul>
Assessment Conclusion:	As per record of Linesite Inspection Form for Feb 2020 show the linesite inspection was done weekly basis. The evidence of qualified HA have been appointed also available. The corrective action is found to be effectively implemented, thus the major NC is closed on 31 March 2020. Continuous implementation will be further verified in the next audit.

**Opportunity For Improvement**

<b>Ref:</b> Nil	<b>Area/Process:</b>	<b>Clause:</b>
Objective Evidence:	Nil	

**Noteworthy Positive Comments**

1	Good cooperation from the management team in facilitation the assessment.
2	Good relationship being maintained with surrounding communities.

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

**Major Nonconformities:**

<b>Ref:</b> 1736818-201902-M1	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.2.2.3, MSPO Part 3 Major
	<b>Issue Date:</b> 14/2/2019	<b>Due Date:</b> 13/5/2019
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:	The organization has not demonstrated that all related stakeholders are updated in the List of Stakeholder and reviewed as per frequency stated in procedure SMPGPB- 17 at Genting Tebong Estate and Genting Tanah Merah.	
Objective Evidence:	1) List of Stakeholders dated 07/02/2019 for Genting Tebong Estate is not	



	<p>updated with stakeholders such as government agencies (DOE,MPOA,MAPA,JTK, EPF, Sosco etc.), hospitals/clinics, supplying mills, schedule waste contractor, supplier and Kampung Orang Asli Air Dusun as per stakeholder identification in Social Impact Assessment Report (dated 27 -29 December 2017 by Sustainability Department).</p> <p>2) List of external stakeholders dated 01/01/2019 for Genting Tanah Merah was also not updated with Eng Kee Estate, Workers Representatives and JTK as per identification in Social Impact Assessment Report dated 27-29 December 2017.</p> <p>3) The last review conducted for internal stakeholders meeting was on 4 December 2018 in Genting Tebong Estate and no evidence of any review for 2018 even though Procedure SMP-GPB-17 (revision 02 dated 23/02/18) states two times (2x) review in a year.</p>
Corrections:	<p>1) To update the stakeholders lists and stakeholder map as per the SIA report and SMP-GPB-32.</p> <p>2) Internal stakeholders meeting conducted on 01/03/2019 (for the first half of the year) and the second meeting is scheduled on 10/09/2019.</p>
Root cause analysis:	<p>1) GTBE: Change of documentation controller from Mr. Norrafiuddin (who had resigned) to Mr.Murali who does not have enough knowledge on the stakeholders verification and SIA report.</p> <p>- GTME: Failed to follow up on SIA report's stakeholder list issue.</p> <p>2) Internal stakeholders meeting were missed out in the estate's yearly programme list.</p>
Corrective Actions:	<p>1) Documentation controllers of both GTBE &amp; GTME to be trained on the stakeholders identification and verification based on SMP-GPB-32 and SIA reports. The stakeholder lists to be verified during Internal Audit.</p> <p>2) To ensure internal stakeholders meeting added into the estate's yearly programme.</p>
Assessment Conclusion:	<p>Evidence submitted:</p> <ul style="list-style-type: none"> <li>- GTBE &amp; GTME: Stakeholder list</li> <li>- GTBE &amp; GTME: SIA Report on stakeholder list issue</li> <li>- GTBE: Stakeholder meeting minutes and attendance record dated 1/3/19</li> <li>- Training record to Asst Managers &amp; Internal Audit Plan</li> <li>- GTBE &amp; GTME: Yearly programme schedule for stakeholder meeting</li> </ul> <p>The corrective action and evidence found to be adequate to close the NCR. The effectiveness of implementation shall be verified in the next assessment.</p>
Verification Statement	<p>ASA 2 verification:</p> <p>Sighted list of Internal Stakeholders and List of External Stakeholders updated on 12/12/2019 in GKBE; 20/1/2020 in GSGE and 30/1/2020 in GSRE. The lists, mainly external stakeholders list identified amongst all neighbouring estate, villagers, smallholders, suppliers, contractors, customer, NGO and etc. relevant to Genting estates.</p> <p>Latest external stakeholders consultation meeting was conducted on 19/12/2019 while latest consultation with internal stakeholders (workers) including briefing of</p>

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	<p>procedure was conducted on 29/1/2020 through Workers Committee Meeting with estate management.</p> <p>No recurrence of previous year findings hence the Major NC remained closed.</p>
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<b>Major Nonconformities:</b>		
<b>Ref:</b> 1736818-201902-M2	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.3.1.3, MSPO Part 3 Major
	<b>Issue Date:</b> 14/2/2019	<b>Due Date:</b> 13/5/2019
Requirements:	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force.	
Statement of Nonconformity:	The latest legal requirements was not updated in the legal register (Legal Requirement Register LOR).	
Objective Evidence:	Legal Requirements Register LOR dated 23/1/19 was not updated with the Social Security Act Amendment 2019.	
Corrections:	The 'Employees Social Security (Exemption No.2) Notification 2018' was updated in LRR and submitted for approval on 20-03-2019.	
Root cause analysis:	During the last LRR updating process/submission on 17th Dec'18, HRAD (Human Resource & Administration Dept) yet to receive any circular from Ministry of Human Resources on the Social Security Amendment Act 2019.	
Corrective Actions:	To follow up closely with relevant government agencies for circular/memo on the updates to facilitate LRR updating process.	
Assessment Conclusion:	<p>Evidence submitted:</p> <p>1.Updated LRR</p> <p>2.Email notification on the updated LRR</p> <p>The corrective action and evidence found to be adequate to close the NCR. The effectiveness of implementation shall be verified in the next assessment.</p>	
Verification Statement	<p>ASA 2 verification:</p> <p>As document review, the latest update of LRR was on Jan 2020 already include the latest legal Min wage 2019. Thus no recurrence of previous year findings hence the Major NC remained closed.</p>	

<b>Major Nonconformities:</b>		
<b>Ref:</b> 1736818-201902-M3	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.4.2.1, MSPO Part 3 Major
	<b>Issue Date:</b> 14/2/2019	<b>Due Date:</b> 13/5/2019
Requirements:	A system for dealing with complaints and grievances shall be established and documented.	
Statement of Nonconformity:	The organization failed to ensure that all complaints and grievances are recorded and acted on by management effectively.	
Objective Evidence:	During audit, mandore Mr. Murugan from Genting Kulai Besar Estate stated that he has requested for free housing in 2017 but was not granted as per Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446).	

	There is no documented record of his request or action of implementation from Management.
Corrections:	Management will provide him a house soonest possible. In case house not available, management will pay defray special amount for the housing upon GM/HRAD approval. To document the request inside 'Complaints & Grievances Book'.
Root cause analysis:	Management did not follow up due to verbal request from Mr. Murugan for a house to stay/ rest in the afternoons on working days.
Corrective Actions:	Management staffs & executives to be trained on the Complaints & Grievance Procedure where they shall assist the complainants to write their requests/ grievances into the Complaint Book.
Assessment Conclusion:	Evidence submitted: 1. Evidence house provided – photo & letter 2. En. Murugan complaint record in 'Complaint & Grievance Book' - Training record on Complaints & Grievance procedure - Complaints & Grievance Procedure – as training material  The corrective action and evidence found to be adequate to close the NCR. The effectiveness of implementation shall be verified in the next assessment.
Verification Statement	ASA 2 verification:  The system for dealing with complaints and grievances was established and documented as per Complaints/Grievances Record Book (Buku Aduan/Kilanan) & Enquiry Register Book; GKBE Latest enquiry ( Enquiry ref. # 043; Date: 7/1/2020) received from a neighbour smallholder requesting to use estate access going to his farm which was allowed by estate management with conditions accepted by the requester.  Sighted also at GSGE: Labour Quarters Complaints & Grievances – sample complaint 27/9/2019 – toilet blockage – resolved on 12/12/2019; Disposal of Waste Book – fortnightly – latest collection 9/2/2020.  No recurrence of previous year findings hence the Major NC remained closed.

Major Nonconformities:		
Ref: 1736818-201902-M4	Area/Process: Genting Ayer Item POM and Supply base	Clause: 4.5.5.1, MSPO Part 3 Major
	Issue Date: 14/2/2019	Due Date: 13/5/2019
Requirements:	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: d) Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate.	
Statement of Nonconformity:	The maintenance of riparian zone was not effectively implemented.	
Objective Evidence:	Based on site visit at GKBE, Block 11A, there was no clear demarcation for the riparian zone and observed trace of herbicide application very close to the natural water ways.	

	Interview with the workers also revealed that they were not aware that there is a restriction to apply herbicides within the riparian zone.
Corrections:	Instruction given to Assistant Manager in charge of Kulai Besar Estate (N) Division to preserve the riparian buffer zone by avoiding spraying and fertilizer application inside the demarcated area. To demarcate clearly the Riparian Zone for better visibility & identification. Marking of the boundary shall be carried out using red ring painting (for mature palms) and pegging (for young palms) as per 'Riparian Buffer Zone Management' procedure SMP-GPB-14. All sprayers and manuring workers to be retrained and educated.
Root cause analysis:	Newly joined sprayers unsure of the riparian buffer zone area due to poor demarcation despite training provided.
Corrective Actions:	To monitor and maintain the riparian buffer zone demarcation every 4 months as per HCV checklist.  New sprayers to be trained and evaluated before start work
Assessment Conclusion:	Evidence submitted: - Photo – marking/demarcation of the riparian buffer zones - HCV checklist - Training records – all sprayers and manuring workers  The corrective action and evidence found to be adequate to close the NCR. The effectiveness of implementation shall be verified in the next assessment.
Verification Statement	ASA 2 verification: Based on site verification on field, no spraying activities sighted at buffer zone area. No recurrence of previous year findings hence the Major NC remained closed.

Minor Nonconformities:		
<b>Ref:</b> 1736818-201902-N1	<b>Area/Process:</b> Genting Ayer Item POM and Supply base	<b>Clause:</b> 4.4.5.4, MSPO Part 3 Minor
	<b>Issue Date:</b> 14/2/2019	<b>Due Date:</b> 13/5/2019
Requirements:	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.	
Statement of Nonconformity:	Genting Plantation has failed to ensure that contractor's employees salary is paid in accordance to Minimum Wage Regulation 2016.	
Objective Evidence:	Referring to harvesting contractor who supply manpower Chien Han Yuan, Hu Kim Soon and Thavarajen; salary payment from August to December 2018 to some of their workers eg Sahlan and Parmin was not being paid as per minimum wages regulation (RM 1000 per month). Workers were paid lesser and no monitoring by organization to ensure payment is paid as per regulation. Contractor Chein Hin Enterprise - worker Parmin has been short paid in October 2018 by RM 107.69. Interview with Sahlan during stakeholder consultation, he stated that he has been paid less than the amount of work he does. And his pay slip for Sept and Oct 2018 was not signed by Sahlan and salary tracking by organization shows that he has been paid lesser.	

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	The same scenario sighted for Hu Kim Soon and Thavarajan Enterprise for August to December 2018.
Corrections:	The estate management had informed the contractors to submit the actual copy of the payslip to office.  On the underpaid wages, the management will deduct from the contractors payment on March 2019 and pay back the workers directly.
Root cause analysis:	The estate had received copy of payslips from contractor which meets the minimum wage order. However, upon investigation we found that there were two different set of payslip which stated different paid amount.
Corrective Actions:	From April 2019 onwards, all the contractors workers payslip will be generated by the estate office and the workers salary will be directly bank-in to their individual accounts.
Assessment Conclusion:	The effectiveness of the corrective action will be verified in the next assessment.
Verification Statement	ASA 2 verification:  Minimum salary in accordance with legal requirements were being paid based on the sample payslip documents of contractors workers in GSGE and GSRE for the month of October , November and December 2019 as following: <ul style="list-style-type: none"> <li>- Contractor: SRGD; Employee # C00055; Post: Harvester; Date joined: 18/6/2012; Nationality: Indonesia</li> <li>- Contractor: GJS Agrotech Ent; Employee # G00262; Post: Harvester; Date joined: 6/4/2019; Nationality: Indonesia</li> <li>- Contractor: GJS Agrotech Ent; Employee # G00124; Post: Harvester; Date joined: 22/6/2015; Nationality: Indonesia</li> </ul> No recurrence of previous year findings hence the Minor NC was closed on 13/2/2020.

**3.4 Summary of the Nonconformities and Status**

CAR Ref.	CLASS	ISSUED	STATUS
1736818-201902-M1	Major	14/2/2019	Closed on 29/4/2019
1736818-201902-M2	Major	14/2/2019	Closed on 29/4/2019
1736818-201902-M3	Major	14/2/2019	Closed on 29/4/2019
1736818-201902-M4	Major	14/2/2019	Closed on 29/4/2019
1736818-201902-N1	Minor	14/2/2019	Closed on 13/2/2020
1883366-202002-M1	Major	13/2/2020	Closed on 31/3/2020
1883366-202002-M2	Major	13/2/2020	Closed on 31/3/2020
1883366-202002-M3	Major	13/2/2020	Closed on 31/3/2020
1883366-202002-M4	Major	13/2/2020	Closed on 31/3/2020
1883366-202002-M5	Major	13/2/2020	Closed on 31/3/2020

**3.5 Issues Raised by Stakeholders**

IS #	Description
1	<p><b>Feedbacks:</b>            Local village representatives – good relationship with management from estates and mill. Concern on road conditions due to vehicle movements communicated to management always responded promptly either by providing water bowser during dry season to control dust or providing machine and materials for road maintenance.</p> <p><b>Management Responses:</b>            Complaints regarding road conditions were always taken action immediately. On top of that, estate have its own road maintenance program which implemented from time to time.</p> <p><b>Audit Team Findings:</b>            No further issue.</p>
2	<p><b>Feedbacks:</b>            Women workers representative – good involvement of all women employee including male employee’s spouse in gender committee activities with good support by mill and estate management.</p> <p><b>Management Responses:</b>            Positive comment noted.</p> <p><b>Audit Team Findings:</b>            No further issue.</p>
3	<p><b>Feedbacks:</b>            Vendors &amp; contractors – long service to Genting Plantation since more than the past 10 years. No issue in pricing and payment.</p> <p><b>Management Responses:</b>            Positive comment noted.</p> <p><b>Audit Team Findings:</b>            No further issue.</p>
4	<p><b>Feedbacks:</b>            SK Sri Bengkulu Headmaster– attended the previous stakeholder meeting and satisfied with info provided.</p> <p><b>Management Responses:</b>            All relevant stakeholder will be invited in the periodical stakeholder meeting conducted to share the sustainability info and discuss any issues.</p> <p><b>Audit Team Findings:</b>            To cross reference to stakeholder meeting minutes.</p>
5	<p><b>Feedbacks:</b>            Cattle owners – no issue with estate. Allowed to rear cattle with condition not to release in replanting area.</p> <p><b>Management Responses:</b>            Management always concern on the cattle within estate issues. However owners gave good cooperation when being told not to encroach replanting area.</p> <p><b>Audit Team Findings:</b>            No further issue.</p>

<b>6</b>	<b>Feedbacks:</b> Local & Foreign Workers – no issue in provision of housing and accommodation. PPE always provided by management. Contract agreements terms and conditions were fully explained by management.
	<b>Management Responses:</b> Workers conditions are always priority to management.
	<b>Audit Team Findings:</b> All feedbacks from workers were used as the input to the checklist.



**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 <i>Genting Ayer Item POM and Supply base</i> Certification Unit complies with the <i>MS 2530-3:2013 and MS 2530-4:2013</i> . It is recommended that the certification of Genting Ayer Item POM and Supply base Certification Unit is approved and continued.	
<b>Acknowledgement of Assessment Findings *</b>	<b>Report Prepared by</b>
<b>Name:</b> Arunan Kandasamy	<b>Name:</b> Muhamad Naquiuddin Mazeli
<b>Company name:</b> Genting Plantations Berhad	<b>Company name:</b> BSI Service Malaysia Sdn Bhd
<b>Title:</b> SVP Plantation (Malaysia)	<b>Title:</b> Client Manager
<b>Signature:</b>  Date: 29 April 2020 29/4/20	<b>Signature:</b>  Date: 26 April 2020



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

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

Criterion / Indicator		Assessment Findings	Compliance
<b>4.1 Principle 1: Management commitment &amp; responsibility</b>			
<b>Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy</b>			
<b>4.1.1.1</b>	A policy for the implementation of MSPO shall be established. - <b>Major compliance</b> -	The company has initiated the implementations of MSPO requirements. MSPO Policy has been established and signed by President & Chief Operating Officer dated 18/3/2014. The training on policy was done to workers dated 30 Jan 2020.	Complied
<b>4.1.1.2</b>	The policy shall also emphasize commitment to continual improvement. - <b>Major compliance</b> -	The established policy has emphasized on the commitment to continual Improvement within the journey towards achieving sustainable palm oil.	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 has been conducted on 28-29 Jan 2020 by the Sustainability Manager based in Genting HQ, KL, covering both mill and estates. 1 Major NCRs were raised as a result of the audit. All of the NCRs have been closed by the lead auditor. Based on the audit report, the root causes were effectively identified for corrective actions establishment.	Complied
<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	Internal Audit procedure is available under SMPM (sustainability management procedure manual), entitled "Sustainability Internal Audit" document no SMP-GPB-03, rev. 4, dated 25 May 2018. Among	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	implement the necessary corrective action. - <b>Major compliance</b> -	the contents covered in the procedure are audit criteria, audit schedule, audit plan, responsibility of lead auditor & auditee and audit report, which to be kept for 10 years.	
4.1.2.3	Report shall be made available to the management for their review. - <b>Major compliance</b> -	Report of Internal Audit for all the visited estates were made available for review dated 20 Jan 2020.	Complied
<b>Criterion 4.1.3 – Management Review</b>			
4.1.3.1	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification. - <b>Major compliance</b> -	Management Review procedure was established accordingly, refer to Sustainability Management Procedure Manual (SMP-GPB-06), rev. 1, dated 25/5/2018. The MRM for MSPO was done in 6 February 2020 participated by all the key persons of estates and mill. Among the agenda discussed in the meeting were:  1) Status of outstanding issues from previous meetings 2) Changes, improvement or modification of the sustainability management system (SMS) 3) Internal and external audit findings (SMS) 4) Complaints and grievance book 5) Enquiry register book 6) Stakeholder management reports/minutes 7) Risk management 8) Greenhouse value 9) Review continual improvement status & recommendations	Complied

Criterion / Indicator		Assessment Findings	Compliance
		10) Review on resource & training requirements 11) Review on sustainability policy & its objectives status 12) Review of effectiveness in achieving QEO objectives 13) Compliance status on legal & other requirements 14) Other matters 15) Preventive & corrective actions 16) Recommendations for improvement 17) Result of internal RSPO SCCS & MSPO SCCS audit 18) Customer feedback 19) Changes that could affect the management system	
<b>Criterion 4.1.4 – Continual Improvement</b>			
<b>4.1.4.1</b>	The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company. <b>- Major compliance -</b>	Sample of Continual Improvement for 2020 at all estate visited: 1) Optimize yield 2) Reduction in use of certain pesticides 3) Minimize soil erosion 4) Waste reduction 5) Pollution and greenhouse gas emissions 6) Social impact on communities, workers and smallholder 7) Integrated management of HCV-HCS, peatland and other conservation areas. 8) Efficient fertilizer management 9) Energy consumption 10) Health and safety performances.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.1.4.2	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.  - Major compliance -	The new information and techniques to improve practices are obtained mainly through information from communications with suppliers and being members of associations related to palm oil industry (e.g. ISP).	Complied
4.1.4.3	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.  - Major compliance -	Action plans were available in all the visited estates, the action plan is cover for environment, workers’ needs, safety and others. Trainings on SOPs were also conducted from time to time to enhance the current techniques of agriculture best practice. This was evident through availability of training records and interview with workers.	Complied
<b>4.2 Principle 2: Transparency</b>			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
4.2.1.1	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.  - Major compliance -	Implemented based on Sustainability Management Procedure for Consultation and Communication; SMP-GPB-17; Rev. 02; Date: 23/2/2018. Consultation & communication done through meetings, dialogs, engagement to both internal & external stakeholders and recorded in Genting Plantations Complaints/Grievance Record Book – Estate: GKBE. Latest briefing on procedure and policies was conducted on 19/12/2019. Sighted latest complaints received from internal stakeholder (AP) (ref. # 115; dated 21/1/2020) on road lighting malfunctioned. Sighted immediate action taken accordingly. No any external complaints/grievances received from external stakeholder.	Complied

Criterion / Indicator		Assessment Findings	Compliance
		Specific to Genting Kulai Besar Estate – Procedure for Complaints and Grievances for Workers, Suppliers, Contractors and Other Stakeholders of Genting Kulai Besar Estate with Flow-Chart.	
<b>4.2.1.2</b>	<p>Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.</p> <p><b>- Major compliance -</b></p>	<p>Management documents available publicly as per samples sighted as following:</p> <p>Documents showing legal ownership available as following:</p> <p>A) Genting Kulai Besar Estate            Total: 31 titles divided to two divisions – Main &amp; Kulai Besar North            Titled area as per GPS Field Hectarage Statement:</p> <ul style="list-style-type: none"> <li>- Genting Kulai Besar Estate (Cassini): 1,690.84 ha</li> <li>- Kulai Besar (North) Division: 582.57 ha</li> </ul> <p>Sample titles:</p> <ol style="list-style-type: none"> <li>1. Title # HSD 33973; Lot # PTD 47446; Area: 61.97 Ha</li> <li>2. Title # HSD 33986; Lot # PTD 47447; Area: 43.4 Ha</li> <li>3. Title # HSD 33994; Lot # PTD 47448; Area: 43.26 Ha</li> <li>4. Title # HSD 34004; Lot # PTD 47449; Area: 68.76 Ha</li> </ol> <p>B) Genting Sri Gading Estate            Total = 36 titles            Total area as per Hectarage (Area) Statement September 2019 = 3,212.18 ha. Sample titles:</p> <ol style="list-style-type: none"> <li>1. Title # 9075; Lot # 67; Area: 225.2061 Ha</li> <li>2. Title # 11866; Lot # 1176; Area: 22.17 Ha</li> <li>3. Title # 11867; Lot # 1177; Area: 65.96 Ha</li> <li>4. Title # 9073; Lot # 1; Area: 102.5321 Ha</li> <li>5. MPOB license # 508592902000; Validity: 1/5/2019 – 30/4/2020; Area: 3,542.98 ha</li> </ol>	Complied

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		<p>C) Genting Sungei Rayat Estate            Total = 31 titles            Total area as per Hectarage (Area) Statement January 2019 = 2,378.98 ha. Sample titles:</p> <ol style="list-style-type: none"> <li>1. Title # 132011; Lot # 5082; Area: 9.7377 Ha</li> <li>2. Title # 82843; Lot # 5111; Area: 40.4685 Ha</li> <li>3. Title # 82847; Lot # 5102; Area: 394.1638 Ha</li> <li>4. Title # 83288; Lot # 4225; Area: 13.1143 Ha</li> <li>5. MPOB license # 508590202000; Validity: 1/5/2019 – 30/4/2020; Area: 1,706.9 ha (Main); Sing Mah # 501298102000; Validity; 1/4/2019 – 31/3/2020; Area: 669.27 Ha</li> </ol> <ul style="list-style-type: none"> <li>- Area Statement as per GPS Field Hectarage Statement – Genting Kulai Besar Estate (Cassini); Date: 9/12/2019 &amp; GPS Field Hectarage Statement Kulai Besar (North) Division (Cassini); Date: 19/10/2018</li> <li>- Estate MPOB license # 540060011000; Validity: 1/6/2019-31/5/2020</li> <li>- Diesel permit; Serial # J001910; Ref. # KPDKK.J-JB/26/5A/11/7 (P/D) (P10); Quantity: 10,000 liters; Validity: 2/9/2019 – 2/9/2020</li> </ul>	
<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>Implemented based on Sustainability Management Procedure for Consultation and Communication; SMP-GPB-17; Rev. 02; Date: 23/2/2018. Consultation &amp; communication done through meetings, dialogs, engagement to both internal &amp; external stakeholders and</p>	Complied

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		<p>recorded in Genting Plantations Complaints/Grievance Record Book – Estate: GKBE.</p> <p>Sighted records of Internal Stakeholder Consultation and Communication Meeting which was discuss the briefing to all internal stakeholders regarding RSPO, ISCC and MSPO compliance, dated 19/12/2019.</p> <p>GSGE Report on Internal Stakeholder Consultation and Communication Meeting; Date: 18/12/2019; Venue: GSGE Meeting Room</p> <p>GSRE: Internal Stakeholder Consultation and Communication Meeting 1/2019; Date: 11/9/2019</p> <p>GSRE: External Stakeholder Consultation and Communication Meeting 1/2019; Date: 25/9/2019</p>	
<b>4.2.2.2</b>	<p>A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit.</p> <p><b>- Minor compliance -</b></p>	<p>As per the letter of Appointment as Person-in-Charge for Traceability requirements as RSPO, ISC and MSPO Sustainability Standards as following:</p> <ul style="list-style-type: none"> <li>- Letter of Appointment as Sustainability Coordinator for ISCC, RSPO and MSPO and Related Matters at Genting Kulai Besar Estate (GKBE); dated 20/1/2020. Appointed person: Senior Assistant Manager (Mohd. Nor Fahmin Bin Zuraidi) &amp; Assistant Manager (Muhammad Suhaimi Bin Omar) by Estate Manager GKBE</li> </ul> <p>Genting Plantation has identified the Job Responsibilities of PIC as per Document Title: Job Responsibilities; Doc. # SMP-GPB-24; Rev. # 07; Issue date: 20/1/2020</p> <p>GSRE (Sing Mah Division): Appointment as Sustainability Coordinator for ISCC, RSPO and MSPO Related Matters at Genting Sing Mah Estate (GSME); Date: 12/9/2018</p>	Complied

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<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> -	Sighted list of Internal Stakeholders and List of External Stakeholders updated on 12/12/2019 identified amongst all neighbouring estate, villagers, smallholders, suppliers, contractors, customer, NGO and etc.  Latest external stakeholder consultation meeting was conducted on 19/12/2019 while latest consultation with internal (workers) stakeholders including briefing of procedure was conducted on 29/1/2020 through Workers Committee Meeting with estate management.	Complied
<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 for traceability of the relevant product(s).  - <b>Major compliance</b> -	Established as Sustainability Management Procedure for Traceability; SMP-GPB-09; Rev. 04; Date: 24/8/2018	Complied
<b>4.2.3.2</b>	The management shall conduct regular inspections on compliance with the established traceability system.  - <b>Major compliance</b> -	Regular inspections conducted regularly by estate management with assistance from HQ Sustainability Personnel whom conducted periodical internal audit. Details of internal audit as per Criterion 4.1.2 above.	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> -	GSRE: As per letter of Appointment as Person In-Charge for Traceability Requirements of RSPO, ISCC and MSPO Sustainability Standards of Muhammad Kamil Bin Omar (Assistant Manager); Date: 30/1/2019	Complied
<b>4.2.3.4</b>	Records of sales, delivery or transportation of FFB shall be maintained.	FFB delivery records maintained as per sample weighbridge tickets sighted as following:	Complied



Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	<ul style="list-style-type: none"> <li>- Genting Kulai Besar Estate (GKBE): FFB Despatch Note Ticket #FFB20000339W; Date: 8/2/2020; Net weight: 40,310 kg; Lorry # JKT 3691; Mill weighbridge ticket # FFB20000911W</li> <li>- Genting Sri Gading Estate (GSGE): FFB Despatch Note Ticket #FFB20000336W; Date: 8/2/2020; Net weight: 11,060 kg; Lorry # JSN 1822; Mill weighbridge ticket # FFB20000907W</li> <li>Genting Sungei Rayat Estate (GSRE): FFB Despatch Note Ticket #FFB20000147W; Date: 8/2/2020; Net weight: 16,350 kg; Lorry # JSH 6619; Mill weighbridge ticket # FFB20000910W</li> </ul>	
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			
<b>4.3.1.1</b>	<p>All operations are in compliance with the applicable local, state, national and ratified international laws and regulations.</p> <p>- Major compliance -</p>	<p>Estate operations are in compliance with the applicable local, state, national and ratified international laws and regulations. Legal Requirement Register (LRR) Document No. SMP-GPB-22 (rev 06) was available for verification.</p> <ol style="list-style-type: none"> <li>1. MPOB license 5085911020000 valid until 30/4/2020</li> <li>2. License for KPDNKK referred letter 1185(SK) valid until 25 March 2020</li> <li>3. Weighbridge calibration from Metrology referred A17409551 valid until 10/7/2020</li> <li>4. JH PMT 22240 license (A130613) valid until 10/10/2020</li> <li>5. Permit for salary deduction for electricity TK(NJ) U -21 dated 21 August 2018</li> <li>6. Scheduled waste competent person (CePSWAM/01714)</li> <li>7. VMO have done visit for ensure clinic in good condition latest visit dated 5 February 2020.</li> </ol>	Complied

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		<p>Another sampling in Seri Gading estate:-</p> <ol style="list-style-type: none"> <li>1. MPOB license 524435102000 valid until 31 Oct 2020</li> <li>2. KPDNKK for diesel license as per letter J000266 valid until 17 July 2020</li> <li>3. Weighbridge calibration was done by Metrology Corporation dated 3 Sept 2019 (2.1K Q009891)</li> <li>4. Air compressor JH PMT 17731 valid until 25 Sept 2020</li> <li>5. License for salary deduction as per license from JTK (HQ/A/P/KP.4/90) dated 29 December 1987</li> <li>6. For competent person for Scheduled waste was available CePSWaM/01714 dated 20 Feb 2018</li> </ol>	
<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>The relevant laws were listed in Legal Requirement Register (LRR) [SMP-GPB-22, rev. 7 dated 19 April 2019]. Among the laws covered in the list were EQA, Employment Act, OSHA, FMA to name a few. The amendment/update of the list is done by Systems, Methods, Insurance and Risk Management Department (based in KL).</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>In Genting Plantation the Legal register and requirement already been updated by System and Method department. Among the newly registered laws were:</p> <ul style="list-style-type: none"> <li>- Financial Services act 2013</li> <li>- Malaysia Anti – corruption Commission Act 2009</li> <li>- Anti – Corruption Act 1997</li> <li>- Penal Code 2015</li> <li>- Whistle-blower Protection Act 2010</li> <li>- Sales Tax Act 1972</li> </ul>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		- Min Wages 2020 This been updated Feb 2020 referred SMP-GPB-22.	
<b>4.3.1.4</b>	The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements.  <b>- Minor compliance -</b>	A mechanism for tracking changes in law is guided by SMPM Procedures on Regional, National and International Laws [SMP-GPB-21, rev. 1, 14/4/2014]. Generally the mechanism is by monitoring or consultation with various sources (e.g. Government agencies, electronic & non-electronic media, legal firms, professional bodies, industry association/organization and NGO). The Genting’s Systems, Methods, Insurance and Risk Management Department (based in KL) is the person responsible to handle the task. In Genting Kulai Besar estate, Khairaney Binti Hashim already been appoint as a person responsible to monitor compliance and to track and update the changes in regulatory requirement dated 1 April 2019.	Complied
<b>Criterion 4.3.2 – Lands use rights</b>			
<b>4.3.2.1</b>	The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users.  <b>- Major compliance -</b>	Evidence of stakeholder consultation and documentation shown that management has ensured that the oil palm cultivation activities do not diminish the land use rights of other users.  Sighted documents showing legal ownership available as following: A) Genting Kulai Besar Estate Total: 31 titles divided to two divisions – Main & Kulai Besar North Titled area as per GPS Field Hectarage Statement: <ul style="list-style-type: none"> <li>- Genting Kulai Besar Estate (Cassini): 1,690.84 ha</li> <li>- Kulai Besar (North) Division: 582.57 ha</li> </ul> Sample titles:	Complied

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		<p>1. Title # HSD 33973; Lot # PTD 47446; Area: 61.97 Ha            2. Title # HSD 33986; Lot # PTD 47447; Area: 43.4 Ha            3. Title # HSD 33994; Lot # PTD 47448; Area: 43.26 Ha            4. Title # HSD 34004; Lot # PTD 47449; Area: 68.76 Ha</p> <p>B) Genting Sri Gading Estate            Total = 36 titles            Total area as per Hectarage (Area) Statement September 2019 = 3,212.18 ha. Sample titles:            1. Title # 9075; Lot # 67; Area: 225.2061 Ha            2. Title # 11866; Lot # 1176; Area: 22.17 Ha            3. Title # 11867; Lot # 1177; Area: 65.96 Ha            4. Title # 9073; Lot # 1; Area: 102.5321 Ha</p> <p>C) Genting Sungei Rayat Estate            Total = 31 titles            Total area as per Hectarage (Area) Statement January 2019 = 2,378.98 ha. Sample titles:            1. Title # 132011; Lot # 5082; Area: 9.7377 Ha            2. Title # 82843; Lot # 5111; Area: 40.4685 Ha            3. Title # 82847; Lot # 5102; Area: 394.1638 Ha            Title # 83288; Lot # 4225; Area: 13.1143 Ha</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>Documents showing legal ownership and the actual use of land provided as reported in indicator 4.3.2.1 above.</p>	Complied

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4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. <b>- Major compliance -</b>	All the perimeter boundaries were clearly marked as per SOP. The boundary stones was sighted at all the visited estates. Apart from that, trenching was also part of the method in marking the boundaries. Verified during site visit at Field 09 boundaries with smallholder.	Complied
4.3.2.4	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>	Evidence of stakeholder consultation and documentations shown no disputes recorded. The land belongs to Genting Plantation since 1981.  In case of any, disputes are handled as per Procedure on Negotiation, Compensation and Handling which includes FPIC (SMP-GPB18) dated 29/12/2017.	Complied
<b>Criterion 4.3.3 – Customary rights</b>			
4.3.3.1	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>	Evidence of stakeholder consultation and documentations shown no customary rights encumbrance within visited sites. The land belongs to Genting Plantation since 1981.	Complied
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should made available. <b>- Minor compliance -</b>	Evidence of stakeholder consultation and documentations shown no customary rights encumbrance within visited sites. The land belongs to Genting Plantation since 1981.	Complied
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. <b>- Major compliance -</b>	Evidence of stakeholder consultation and documentations shown no customary rights encumbrance within visited sites. The land belongs to Genting Plantation since 1981.	Complied

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		In case of any, disputes are handled as per Procedure on Negotiation, Compensation and Handling which includes FPIC (SMP-GPB18) dated 29/12/2017.	
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			
<b>4.4.1.1</b>	Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.  - <b>Minor compliance</b> -	<p>Social impacts are identified and plans are implemented as per records as following:</p> <ul style="list-style-type: none"> <li>- GKBE: SIA Review 23-28/1/2019; Report date: 7/2/2019; Prepared by: P. Sivaji Raja, Manager –Sustainability Department</li> <li>- GSGE: RSPO, MSPO &amp; ISCC Social Impact Assessment (SIA) Report; Genting Sri Gading Estate; Genting Tanah Merah Estate; Genting Tebong Estate; Assessment by: P. Sivaji Raja, Manager – Sustainability Department; Assessment Date: October &amp; November 2019; Report date: 28/1/2020; Prepared by: P. Sivaji Raja, Manager –Sustainability Department</li> <li>- Social Management and Monitoring Plan of Genting Sri Gading Estate (GSGE); Last updated: 23/12/2019</li> </ul> <p>RSPO Social Impact Assessment (SIA) Review Genting Ayer Iteme Oil Mill (GAIOM) and Genting Sing Mah Estate (Division of Genting Sungei Rayat Estate); Assessment date: 16-17/1/2019; Report prepared by: P. Sivaji Raja, Manager – Sustainability Department; Date: 28/1/2019; Action plan/status last update by GAIOM &amp; GSME on 11/2/2019</p>	Complied
<b>Criterion 4.4.2: Complaints and grievances</b>			

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4.4.2.1	A system for dealing with complaints and grievances shall be established and documented. <b>- Major compliance -</b>	As per Complaints/Grievances Record Book (Buku Aduan/Kilanan) & Enquiry Register Book; GKBE Latest enquiry ( Enquiry ref. # 043; Date: 7/1/2020) received from a neighbor smallholder requesting to use estate access going to his farm which was allowed by estate management with conditions accepted by the requester.	Complied
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>	As per indicator 4.2.2.1 above, disputes to be resolve as per External Stakeholder Consultation and Communication Meeting MSPO/RSPO & ISCC Principles and Criteria; Dated 17/4/19. (Proc. SMP-GPB-19; Rev. 03; Date: 21/3/2018) – Pihak Pengurusan membantu mencatatkan aduan/kilanan lisan dalam Buku Aduan dan Kilanan. Sighted for GSGE: Labour Quarters Complaints & Grievances – sample complaint 27/9/2019 – toilet blockage – resolved on 12/12/2019; Disposal of Waste Book – fortnightly – latest collection 9/2/2020.	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>	Complaints form available in the form of Complaint Book as per Report on Internal Stakeholder Consultation and Communication Meeting MSPO/RSPO & ISCC Principles and Criteria.	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>	Employees and surrounding communities were made aware on the matter as per latest external stakeholder consultation meeting conducted on 19/12/2019 and latest consultation with internal (workers) stakeholders including briefing of procedure, conducted on 29/1/2020 through Workers Committee Meeting with estate management.	Complied

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<b>4.4.2.5</b>	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request.  - <b>Major compliance</b> -	Complaints and resolutions has been documented and made available to affected stakeholders upon request. Seen complaint and requests book available from 2013 more than 24 months.	Complied
<b>Criterion 4.4.3:</b> Commitment to contribute to local sustainable development			
<b>4.4.3.1</b>	Growers should contribute to local development in consultation with the local communities.  - <b>Minor compliance</b> -	Contributions made based on consultation with relevant stakeholders as per following sample:  GKBE: - Contributions to program by Persatuan Bomba Kulai; Dated 18/8/2018  GSRE: - Contributions to Program Gotong-royong Balai Raya Kampung Seri Teluk Parit Yaani; Dated 4/1/2019; Enquiry Register Book Ref. # 102  Donations of 100 pcs decorations flowers to SJK (C) York Chai; Dated 12/2/2019	Complied
<b>Criterion 4.4.4:</b> Employees safety and health			
<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> -	The Occupational Safety And Health Policy was established, signed by President and Chief Operating Officer on 1st July 2018. The policy was communicated during Policy briefing from time to time. The policy was displayed prominently on notice boards in English and local language Bahasa Malaysia. The Policy is implemented through the OSH activities by the on-site Safety Officers and monitored by OSH personnel from	Complied



Criterion / Indicator		Assessment Findings	Compliance
		Head Office. Included in the policy is the commitment of the Company to provide and maintain a safe and healthy working environment of its employees & contractors & visitors. In interviews with the workers and staff during the site visit revealed that the employees had been briefed and had understood the policy.	
<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)</li> </ul>	<p>a) The Occupational Safety And Health Policy was established, signed by President and Chief Operating Officer on 1st July 2018. Latest policy have been communicated on 31 Jan 2020 to all workers.</p> <p>b) For risk in the operation the management conducted the assessment and establish the HIRARC for all activities such as harvesting, pruning, spraying, manuring, general work, office, store activities and others dated March 2020. For chemical safety chemical hazard risk assessment (CHRA) already been conducted dated June 2017, report No JKPP HIE 127/171-2(154)-2017/005.</p> <p>c) Training matrix was established by the management. A formal training programmed on all aspects of MSPO requirement has been established and implemented. The training program for 2019 includes training for all categories of workers. Evidence of adequate and appropriate training on safe working practices provided to workers.</p> <p>d) The estates provide PPE to the employees relevant to the work handled by the workers. The list of PPE that were provided by the estates are as below:</p> <ul style="list-style-type: none"> <li>i. Harvester- Safety Helmet, Sickle Cover, Hand Glove, Wellington Boots</li> <li>ii. Sprayers- Respirator, Nitrile Glove (Chemical Resistant), Goggles, Wellington Boots, Apron.</li> </ul>	Complied

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<p>Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</p> <p>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust 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>iii. Manuring- Apron, Wellington Boots, Dust Mask</p> <p>Records of PPE issuance for all the visited estates were verified in Sri Gading estate, Dated 10/2/2020 for Safety Shoes, Nirille glove, respirator and Apron.</p> <p>e) SOP for chemical management (Rev 3, Dated Oct 2013) was established. Register of Chemical was sighted to include the entire chemical used in the estate such as Ken Amine, Ken Glyphosate, Ally 20DF, Basta 15, Impact 75, Promax and etc.</p> <p>f) At all the visited estate, there were OSH Coordinators who were responsible for organising safety training, meetings and investigation and reporting of accidents and Incidents. SHC Organization – Chairman : Estate Manager, SHC secretary: OSH coordinator. Sampling in Sri Gading estate, appointment letter for Michael dated 31 December 2018 as Occupational safety and health secretary.</p> <p>g) Records were available confirming that quarterly OSH meetings had been held at all the visited estates, e.g. at GTBE, in 2018 meetings were conducted on 22/3/2019, 26/6/2019, 30/9/2019 and 18/12/2019. OSH meeting was done yearly basis latest was on 11 April 2019 by Klinik Moiz Snd Bhd ( HQ/17/DOC/00/00005) attended by 26 workers. Report showed all chemical applicant was fit to work with chemical.</p> <p>h) The Estates has site specific Plans in the OSH Manual (OM-GPB- 04, Rev:0, Dated 1/1/10) including ERP for accident, ERP for Fire, ERP for chemical spillage, maps showing assembly areas and up to date lists of emergency contacts with training conducted to communicate the Plan. Latest fire drill was conducted at Seri Gading estate dated 18 Feb 2019.</p>	

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		<p>i) First Aid Kits were given to the head of gang for each activities (e.g.: harvesting, spraying, manuring) and inspection confirmed these had been appropriately stocked. First aid kits were also found to be available at other work stations such as office, AP Post, Chemical Store, Fertiliser Store and workshop to name a few. First aid training records as follows were verified:</p> <p>1. Genting Sri Gading estate – 5/2/2020 by Mr Thegaraju Singgarappan (Hospital assistant) attended by Mandore, staff, store keeper and contractor with total 16 person.</p> <p>j). JKPP 8 record available (JKPP 8/56680/2019) dated send to DOSH 29 Jan 2020. For year 2019 there are 2 accident happen dated 10 Sept 2019 and 21 Sept 2019. The JKPP 6 record available dated 25 Sept 2019 and 27 Sept 2019.</p>	
<b>Criterion 4.4.5: Employment conditions</b>			
<b>4.4.5.1</b>	<p>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.</p> <p><b>- Major compliance -</b></p>	<p>Genting Plantations Berhad has developed Social Policy dated 22/6/2015 where the company respect and support the Universal Declaration of Human Rights. The policy has been briefed to all the workers during induction training. Seen the induction training attendance list. Interviewed with the workers confirmed that they were respected by the company.</p>	Complied
<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>Genting Plantations Berhad has developed Sexual Harassment Policy dated 3/8/2009 where the company strives for a harassment-free environment and avoid behaviour that may create an atmosphere of hostility and intimidation of any kind at the workplace. The policy has been briefed to all the workers during induction training. Seen the</p>	Complied

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<p>- <b>Major compliance</b> -</p>	<p>induction training attendance list in GKBE where policy been communicated via meeting latest conducted on 29/1/2020.</p>	
<p><b>4.4.5.3</b> Management shall ensure that employees' pay and conditions meet legal or industry minimum standards and as per agreed Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.</p> <p>- <b>Major compliance</b> -</p>	<p>The template for work agreements been used was revised by Genting HR as "Perjanjian Pekerjaan"; HRAD WM Rev4 Date: 7/1/2019. All terms and conditions in the work agreements were based on latest applicable requirements as per Labour Act 1955, MAPA/NUPW Agreement and Minimum Wage Order 2018 (Amendment).</p>	<p>Complied</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>Contractors and their employees were employed in harvesting operation including for FFB transporters and palm tree felling &amp; chipping of replanting machinery operator as following:</p> <ul style="list-style-type: none"> <li>- Contractor: Vimesh Enterprise; Agreement # GKBE/HAR/004/VE/019; Date: 1/1/2019</li> <li>- Contractor: Woon Nyong Kwee; Agreement # GKBE/HAR/002/WNK/019; Date: 1/1/2019</li> </ul> <p>In all agreements, it was mentioned that in accordance with RSPO, ISCC and MSPO requirements the contractor shall submit the following:</p> <ul style="list-style-type: none"> <li>i) Copies of passport or work permit together with the job description work agreement</li> <li>ii) Copy of each workers' pay advice</li> <li>iii) Copy of insurance policy for contractors' workers</li> </ul> <p>Sighted that the estate kept all records accordingly.</p>	<p>Complied</p>

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4.4.5.5	<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>There is a list of employees consist of employee number, name, division, pay, NRIC/Passport no, employment category, nationality, DOB, age, race and status in the name list of foreign workers existing in West Malaysia.</p>	Complied
4.4.5.6	<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><b>- Major compliance -</b></p>	<p>The template for work agreements been used was revised by Genting HR as "Perjanjian Pekerjaan"; HRAD WM Rev4 Date: 7/1/2019. All terms and conditions in the work agreements were based on latest applicable requirements as per Labour Act 1955, MAPA/NUPW Agreement and Minimum Wage Order 2018 (Amendment). Sighted the following:</p> <p>GKBE: As per sample contract agreement</p> <ul style="list-style-type: none"> <li>- Employee # 02884; Post: Driver; Date joined: 22/8/2011; Nationality: Sri Lanka</li> <li>- Employee # 03041; Post: Loader; Date joined: 23/9/2014; Nationality: India</li> </ul> <p>GSGE: As per sample contract agreement</p> <ul style="list-style-type: none"> <li>- Employee # 03696; Post: FFB Checker; Date joined: 6/7/2017; Nationality: Malaysia</li> <li>- Employee # 02334; Post: General Worker; Date joined: 1/6/1979; Nationality: Malaysia</li> </ul>	Complied

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Criterion / Indicator	Assessment Findings	Compliance
	<ul style="list-style-type: none"> <li>- Employee # 03682; Post: General Worker; Date joined: 16/12/2016; Nationality: Indonesia</li> <li>- Employee # 03569; Post: Sprayer; Date joined: 22/12/2014; Nationality: Bangladesh</li> <li>- Employee # 03754; Post: General Worker; Date joined: 23/1/2018; Nationality: Bangladesh</li> <li>- Employee # 03821; Post: General Worker; Date joined: 24/4/2019; Nationality: India</li> <li>- Employee # 03603; Post: Manuring; Date joined: 27/8/2015; Nationality: Pakistan</li> <li>- Employee # C00055; Post: Harvester; Date joined: 18/6/2012; Nationality: Indonesia</li> </ul> <p>GSRE: As per sample contract agreement</p> <ul style="list-style-type: none"> <li>- Employee # G00262; Post: Harvester; Date joined: 6/4/2019; Nationality: Indonesia</li> <li>- Employee # 02790; Post: Harvester; Date joined: 7/8/2015; Nationality: Bangladesh</li> <li>- Employee # G00124; Post: Harvester; Date joined: 22/6/2015; Nationality: Indonesia</li> <li>- Employee # 02792; Post: Sprayer; Date joined: 7/8/2015; Nationality: Bangladesh</li> </ul>	

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Criterion / Indicator		Assessment Findings	Compliance
		<p>- Employee # 02781; Post: Sprayer; Date joined: 26/5/2015; Nationality: Bangladesh</p> <p>Employee # 02774; Post: Sprayer; Date joined: 26/5/2015; Nationality: Bangladesh</p>	
<b>4.4.5.7</b>	<p>The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.</p> <p><b>- Major compliance -</b></p>	<p>Based on the sampled pay slips of workers [each nationality of 3 months' pay slip], there is no trace of breach of payment as stipulated in their contract.</p> <p>Interview with workers shows no issue on wages received.</p> <p>During site visit, interview with both local and foreign workers revealed no discrimination on overtime hours as well on wages received for overtime work done.</p> <p>This was also cross checked in their respective payslips and no discrepancies found.</p> <p>Estates implemented the Pocket checkroll for overtime time recording.</p>	Complied
<b>4.4.5.8</b>	<p>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.</p> <p><b>- Major compliance -</b></p>	<p>Working hours is 8 hours. From Monday to Saturday. Total monthly working hours is 208 hours. The overtime maximum is 104 hours according to the Malaysia Employment Act 1955.</p> <p>As at current status, there was none has crossed 80 hours of overtime. Verified the payslips, the payment and calculation of overt time well distributed.</p> <p>The overtime rate after 8 hours daily rated is: upkeeping</p> <ul style="list-style-type: none"> <li>• Mon - Sat – daily rated / 8 hours x 1.5</li> <li>• Sunday - daily rated / 8 hours x 2.0</li> </ul>	Complied

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		<ul style="list-style-type: none"> <li>Public holiday – daily rated / 8 hours x 3.0</li> </ul> <p>The overtime rate after 8 hours piece rated is: harvesters</p> <ul style="list-style-type: none"> <li>Mon - Sat – flat rate</li> <li>Sunday – flat rate x 2.0</li> </ul> <p>Public holiday – flat rate x 3.0</p>	
<b>4.4.5.9</b>	<p>Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.</p> <p><b>- Major compliance -</b></p>	<p>Workers interviewed confirmed that they are being paid more than the stipulated minimum wage and that they understand all the deductions being made.</p> <p>Sampled pay slips were sighted for workers as per indicator 4.4.5.6 above shown the calculations of gross salary, all deductions and net salary of a worker were clearly recorded.</p>	Complied
<b>4.4.5.10</b>	<p>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.</p> <p><b>- Minor compliance -</b></p>	<p>The management provided free medical facilities to all the workers and dependents. The company also subsidized water and electricity to certain units.</p>	Complied
<b>4.4.5.11</b>	<p>In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.</p> <p><b>- Major compliance -</b></p>	<p>GKBE: Last housing inspection records as per Line Site Checklist Genting Kulai Besar Estate shown inspection done on Week 4 for November 2019 for Housing # W01 – W30. No records of inspection conducted for December 2019 until todate. In GKBE. Hence, a Major NC has been raised on the matter.</p>	Major Non compliance



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		GSBE: Housing inspection weekly latest 9/2/2020; Housing drain repairs for house # C33, C34, C35, C36, A9, A10, A11 & A12 dated 29/11/2019; Painting latest 15/8/2019	
<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>	The management has establish a Sexual Harassment Policy dated 22/06/15 and provide procedure SMPGPB-20 dated 11/10/13 to prevent all forms of sexual harassment and violence at the workplace.  Gender committee is set up at each estate and interview with the members of gender committee revealed that there has been no case of sexual harassment. Sighted sample gender committee meeting records as per GSGE Minit Mesyuarat Jawatankuasa Wanita & Kanak-Kanak; Mesyuarat Kali Ke-2 2019; Date: 26/12/2019; Venue GSGE Meeting Room.	Complied
<b>4.4.5.13</b>	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.  <b>- Major compliance -</b>	The Genting Plantations Group "People Policy" signed by Mr Yong Chee Kong, CEO dated 03/08/2017 clearly states that no one shall be denied of their rights, freedom of association and equal opportunities.  Records of union meeting available as per sighted as following:  GSGE: As per Genting Sri Gading Estate latest workers committee meeting with management; Minit Mesyuarat Jawatankuasa Wakil Majikan & Pekerja Kali Ke-4 2019; Date: 26/12/2019; Venue: GSGE Meeting Room  GSRE: Mesyuarat Wakil Pekerja Genting Sungie Rayat Estate 1/2019; Date: 26/8/2019	Complied
<b>4.4.5.14</b>	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children is acceptable on family farms, under	There is a Genting Plantations Social Policy on Child Protection dated on 22/06/2015.	Complied

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Criterion / Indicator		Assessment Findings	Compliance						
	adult supervision, and when not interfering with their education programmes. Children shall not exposed to hazardous working conditions.  - Major compliance -	During site visit to field and line site, there was no evidence found of workers below 18 years old. Workers are aware of the minimum age policy is being strictly enforced by the management at which the age limit is above 18 years old.							
<b>Criterion 4.4.6: Training and competency</b>									
<b>4.4.6.1</b>	All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.  - Major compliance -	All employees and contractors are appropriately trained. Training matrix and training programme for 2020/21 was established by the estates' management. Evidence of adequate and appropriate training on safe working practices provided to workers was sighted.	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.  - Major compliance -	<p>Similar method for identifying the training needs are used in all the visited estates and mill. The training needs for the estates for the FY 2020/21 training program has been established. The details of the training needs include categories of job descriptions, sections, and employees group. Among the subjects covered were those related to environment, safety &amp; health policy, scheduled waste management, environmental responsibility, HCV &amp; Biodiversity training, field activities, equipment handling, vehicles maintenance etc. The Training record was available sampling on training record for 2019 planning as per below:-</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Type of training</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>7 Feb 2020</td> <td>Classroom and practical training on empty pesticide</td> <td>Attended by Field supervisor, linesite</td> </tr> </tbody> </table>	Date	Type of training	Remarks	7 Feb 2020	Classroom and practical training on empty pesticide	Attended by Field supervisor, linesite	Complied
Date	Type of training	Remarks							
7 Feb 2020	Classroom and practical training on empty pesticide	Attended by Field supervisor, linesite							

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			container, oil trap and spillage management.	sweeper, workshop, and management.	
		7 Feb 2020	Classroom training on water sampling and analysis of the result.	Attended by Field supervisor, workshop and management.	
		18 June 2019	Refreshment Training – FFP (Food For Palm)	Attend by management and Filed supervisor. Train by agronomist.	
		12 April 2019	Complaint and grievances procedure	Management, Filed supervisor and clerk	
		28 March 2019	Riparian Buffer zone	Attended by field staff and workers	
		7 Feb 2020	Classroom training on scheduled waste management, Domestic waste and recyclable waste.	Attended by Field staff, workshop and management.	
		30 Jan 2020	Policy training	Attended by all workers	

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		13 Sept 2018	IPM Training	Attended by Management, Field staff, and GPRC	
		5 Feb 2020	First aid training	Attended by Mandore, contractor, staff and store keeper.	
		18 Feb 2019	Fire Drill Training	Attended by management, clerk mandore and staff.	
		5 Feb 2020	Scheduled waste Training (sri gading)	Attended by management team, hospital assistant, staff and others	
		20 March 2019	First aid training	Workers, mandore and staff	
		1 April 2020	Policy Training	Management team, staff, mandore and workers	
		18 July 2019	Oil Yield Project training	Checker, staff and mandore	
		26 Jan 2019	Harvesting training	Harvester, mandore and staff	
		30 Jan 2020	Buffer zone and HCV training	Staff, workers, mandore and others	

Criterion / Indicator		Assessment Findings			Compliance
		30 Jan 2020	Water management, water sampling training	Management team, staff, mandore	
		30 Jan 2020	IPM training	Staff and mandore	
<b>4.4.6.3</b>	<p>A continuous training programme should be planned and implemented to ensure that all employees are well trained in their job function and responsibility, in accordance to the documented training procedure.</p> <p><b>- Minor compliance -</b></p>	<p>The training program for 2020/21 includes training for all categories of workers and contractors. Training program are made on annual basis. In addition it is subject to review during the financial year should need arises.</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 in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.</p> <p><b>- Major compliance -</b></p>	<p>Environmental Policy was established, signed by President and Chief Operating Officer on 5th October 2009. Communication of the policy was delivered in various methods such as display at strategic places, briefing during muster and trainings.</p>			Complied
<b>4.5.1.2</b>	<p>The environmental management plan shall cover the following:</p> <ul style="list-style-type: none"> <li>a) An environmental policy and objectives;</li> <li>b) The aspects and impacts analysis of all operations.</li> </ul> <p><b>- Major compliance -</b></p>	<p>Environmental management plan was established dated 13 Jan 2020 at all the visited estates which include environmental policy, aspect impact, protection of HCV areas, Soil erosion, air pollution, water pollution, noise pollution, Soil Pollution, GHG, waste management, water usage, etc. Environmental objectives were established through the management plan, e.g. no open burning, improve efficiency of fertilizer application, improved disposal method, eliminate oil spillage,</p>			Complied

Criterion / Indicator		Assessment Findings	Compliance
		optimize usage and reduce wastage for water consumption etc. This environmental aspect impact already been review dated 10 Sept 2019.  Environmental aspect impact assessment was established to include all the activities, e.g. spraying, manuring, harvesting, pruning, EFB application, chemical store activity, internal transport, upkeep & maintenance work, workshop, line site, water catchment pond, HCV, chemical mixing bay, landfill, nursery and etc.	
<b>4.5.1.3</b>	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.  <b>- Major compliance -</b>	Environmental management plan was established at all the visited estates which include environmental policy, aspect impact, protection of HCV areas, air pollution, water pollution, noise pollution, GHG, waste management, water usage and etc. Environmental objectives were established through the management plan, e.g. no open burning, improve efficiency of fertilizer application, improved disposal method, eliminate oil spillage, optimize usage and reduce wastage for water consumption etc. This management plan was monitored on monthly basis.	Complied
<b>4.5.1.4</b>	A programme to promote the positive impacts should be included in the continual improvement plan.  <b>- Minor compliance -</b>	Environmental management plan was established at all the visited estates which include environmental policy, aspect impact, protection of HCV areas, air pollution, water pollution, noise pollution, GHG, waste management, water usage and etc. Environmental objectives were established through the management plan, e.g. no open burning, improve efficiency of fertilizer application, improved disposal method, eliminate oil spillage, optimize usage and reduce wastage for water consumption etc. This management plan was monitored on monthly basis.	Complied

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<b>4.5.1.5</b>	An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.  - <b>Major compliance</b> -	Awareness and training programme related to environment management and policy was implemented through various methods such as trainings, meetings and briefing during muster call. The implementation record was available as per below:-  1) Classroom training on Scheduled Waste Management, Domestic Waste and recycle waste dated 5 Feb 2020  2) Classroom training on water sampling and analysis of the results dated 5 Feb 2020  3) Classroom Training on RSPO,MSPO & ISCC and Group Policies dated 5 Feb 2020  4) Training on buffer zone, spraying and environmental impact dated 28 Jan 2020	Complied
<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> -	Meetings were held mainly incorporated with safety meetings which were conducted quarterly latest dated 30 Sept 2019. Apart from that concerns about environmental quality can also be channeled by the workers to the management during muster call.	Complied
<b>Criterion 4.5.2: Efficiency of energy use and use of renewable energy</b>			
<b>4.5.2.1</b>	Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within an appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity and energy efficiency in the operations over the base period.  - <b>Major compliance</b> -	Monthly record on energy consumption for both renewable and nonrenewable sources were kept and documented. It is monitored in order to optimize use of renewable energy. Data is being compiled for comparison and control for future improvement. The plan for reduce on Diesel consumption was available dated 14 December 2019. Their specific concern more to Diesel usage, GHG emission, infield and internal transport and Diesel usage per tan ffb. One of the action was	Complied

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		to educate the driver regarding to reduce usage of diesel, record was available dated 19 Dec 2019 on Driving with care training.										
<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> -	The estimation of direct usage of non-renewable energy (diesel & petrol) for operations to determine energy efficiency of their operations inclusive of fuel use by contractors (transport & machinery) was available in the estate annual budgets. Sampling data on Genting Sri Gading estate as per below:-  <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Year / estate</th> <th style="width: 35%;">2018</th> <th style="width: 35%;">2019</th> </tr> </thead> <tbody> <tr> <td>Sri Gading estate</td> <td style="text-align: center;">3.07</td> <td style="text-align: center;">3.32</td> </tr> <tr> <td>Sungei Rakyat</td> <td style="text-align: center;">1.22</td> <td style="text-align: center;">1.65</td> </tr> </tbody> </table>	Year / estate	2018	2019	Sri Gading estate	3.07	3.32	Sungei Rakyat	1.22	1.65	Complied
Year / estate	2018	2019										
Sri Gading estate	3.07	3.32										
Sungei Rakyat	1.22	1.65										
<b>4.5.2.3</b>	The use of renewable energy should be applied where possible.  - <b>Minor compliance</b> -	There was no opportunity to use renewable energy at all the visited estates.	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> -	Identification, segregation and storage of waste was established where source of wastes at workshop, line site, office, diesel tank, chemical store, fertilizer store, empty fertilizer bag store, empty container store, petrol/lubricant store, scheduled waste store, general store, mist blower store, premix area, clinic, shops, religious area, landfill area, recyclable waste store, vehicle garage and nursery were included.	Complied									



Criterion / Indicator		Assessment Findings	Compliance
4.5.3.2	<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>Waste management plan was established by the estates to include pollution source, mitigation plan and monitoring e.g. source of waste and mitigation plan at workshop, line site, office, diesel tank, chemical store, fertilizer store, empty fertilizer bag store, empty container store, petrol/lubricant store, scheduled waste store, general store, mist blower store, premix area, clinic, shops, religious area, landfill area, recycle waste store, vehicle garage and nursery.</p>	Complied
4.5.3.3	<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>The procedure was established (Scheduled waste Management, SMPGPB- 11, Rev 0, Dated 11/10/2013). Scheduled wastes were sent to authorized collectors such as Southern Strength (M) Sdn Bhd. Verified consignment notes at GSGE e.g. # 2020010110Z5TXG3 dated 24 Dec 2019, 2020011016F3ML7G dated 1/1/2020 and 2020011016HWEQAD dated 1/1/20120. Verification of 5<sup>th</sup> Schedule records, showed that SW were not kept more than 180 days. Southern Strength (M) Sdn Bhd license was available referred license 004769 valid until 30 April 2020.</p> <p>In Genting Sungei Rakyat estate, dispensary was available as one of facilities that company prepared for workers. The SW 404 clinical waste was generate, sighted latest disposal was on 26 June 2019 (consignment note 01275152) to Kualiti Alam Sdn Bhd. However the inventory record was not available for SW404. Sighted SW 312 ( Oily residue from workshop and oil trap) was not dispose at drain side and not according to Scheduled waste Reg 2005. Inventory record referred AS(B)J11/123/000/079.</p>	Major Non compliance

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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>Empty pesticide containers were triple rinsed and punctured before sent to authorized collector such as G-Planter. The record was available for storage purpose refer Stock/bin card SC No 03832 the latest record dated 5/2/2020. Receipt of deliveries were available at the estates for verification. Sampling latest record dated 29 July 2019.</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>The Domestic was dispose properly by management. No sighted any Scheduled waste and disposal was done 3 times per week and far from housing area.</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>Environmental management plan was established at all the visited estates which include environmental policy, aspect impact, protection of HCV areas, air pollution, water pollution, noise pollution, GHG, waste management, water usage and etc. Environmental objectives were established through the management plan, e.g. no open burning, improve efficiency of fertilizer application, improved disposal method, eliminate oil spillage, optimize usage and reduce wastage for water consumption etc. This management plan was monitored on monthly basis.</p>	Complied
4.5.4.2	<p>An action plan to reduce identified significant pollutants and emissions shall be established and implemented.</p> <p><b>- Major compliance -</b></p>	<p>An action plan to reduce identified pollutants was established under name Environmental management plan. Environmental management plan was established at all the visited estates which include environmental policy, aspect impact, protection of HCV areas, air</p>	Complied

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		pollution, water pollution, noise pollution, GHG, waste management, water usage and etc. Environmental objectives were established through the management plan, e.g. no open burning, improve efficiency of fertilizer application, improved disposal method, eliminate oil spillage, optimize usage and reduce wastage for water consumption etc. This management plan was monitored on monthly basis.	
<b>Criterion 4.5.5: Natural water resources</b>			
<b>4.5.5.1</b>	<p>The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <ul style="list-style-type: none"> <li>a. Assessment of water usage and sources of supply.</li> <li>b. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate's current activities.</li> <li>c. Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.).</li> <li>d. Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate.</li> <li>e. Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</li> </ul>	<p>The management already establish the water management plan to maintain the quality of natural water resources. This include:</p> <ul style="list-style-type: none"> <li>a. Water management plan was established at all the visited estates which included water pollution, water quality, drainage system, flood/water log, assessment of water usage, drought season with latest review made on Jan 2020. The plan emphasized on the following areas.               <ul style="list-style-type: none"> <li>a) Water source</li> <li>b) Efficient use of water</li> <li>c) Renewability of water source</li> <li>d) Avoidance of surface and ground water contamination</li> </ul> </li> <li>b. Water analysis record for small stream was available in Sri Gading Estate refer result WR01/2020 dated 26/12/2019. The result was comply with NWQS standard.</li> <li>c. To optimize water, management using road side pit in field to contain the water for keep soil moisture and also use rain water harvesting for used in daily activity such as cleaning, chemical mixture and tractor washing</li> </ul>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<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>d. Water courses and wetlands are protected including maintaining and restoring appropriate riparian buffer zones as commonly practiced within the industry.</p> <p>e. During site verification in field 87C the buffer one was in good condition, no chemical activity was found during site verification</p> <p>f. No bore well in any estate been sampling for this audit.</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>During visit the small stream in estate, not sighted any construction of bunds, weirs and dams across main rivers or waterways passing through an estate</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>The management was practice the water harvesting practices should be implemented such as water from road-side drains can be directed and stored in conservation terraces and various natural receptacles.</p>	Complied
<b>Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value</b>			
<b>4.5.6.1</b>	<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> <p>a) Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities.</p> <p>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),</p>	<p>The assessment namely, "Inventory on HCV sites within Genting Plantation Bhd group estates (Central Region)" by a consultant in Feb-Mar 2010. Only HCV 1.4, HCV 4.2 and HCV 6 were identified at Sungei Rakyat estate and GSGE. E.g.: steep area, rocky area, temple and cemetery. No changes and same as per previous assessment.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>that could be significantly affected by the grower(s) activities.</p> <p><b>- Major compliance -</b></p>		
4.5.6.2	<p>If rare, threatened or endangered species, or high biodiversity value, are present, appropriate measures for management planning and operations should include:</p> <p>a) Ensuring that any legal requirements relating to the protection of the species are met.</p> <p>b) Discouraging any illegal or inappropriate hunting, fishing or collecting activities; and developing responsible measures to resolve human-wildlife conflicts.</p> <p><b>- Major compliance -</b></p>	<p>In all estate, as per HCV assessment no rare, threatened or endangered species in estate however, only HCV 1.4, HCV 4.2 and HCV 6 were identified at Sungei Rakyat estate and GSGE. E.g.: steep area, rocky area, temple and cemetery. The management already have a appropriate measures for management planning according to Biodiversity action plan 2020/21.</p> <p>For awareness to stakeholder regarding to HCV and endangered, rare and threaten species was conducted during stakeholder meeting latest record was on 11 Sept 2019. For workers, training been given by management pertaining to policy and HCV dated 17 August 2019 attended by all workers and staff.</p>	Complied
4.5.6.3	<p>A management plan to comply with Indicator 1 shall be established and effectively implemented, if required.</p> <p><b>- Major compliance -</b></p>	<p>Monitoring was done for Gunong Kulai Forest reserve periodically. Latest monitoring was done on 6 Feb 2020 at field P09 and 8 Feb 2020 at OP 95-OP96-OP12 (buffer zone). Management also conduct water analysis for Sungai Senai, the result was accordingly to NWQS (National Water Quality Standards for Malaysia) referred JB/WE/3089/19 dated 14 Sept 2019. In Genting Sungei Rakyat estate monitoring was done at Buffer zone and boundary at Bindu Forest Reserve (Field 16A) dated 11 Feb 2020, no encroachment was sighted. This monitoring was done 2 month once by management.</p>	Complied
<p><b>Criterion 4.5.7: Zero burning practices</b></p>			

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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.  - Major compliance -	There was no trace of fire used for waste disposal and for preparing land for oil palm cultivation or replanting observed at all the visited estates. The management GKBE already prepared the replanting programmed as per below:-	Complied												
		<table border="1"> <thead> <tr> <th>Year</th> <th>Replanting area (Ha)</th> </tr> </thead> <tbody> <tr> <td>2019</td> <td>370.31</td> </tr> <tr> <td>2020</td> <td>400.97</td> </tr> <tr> <td>2021</td> <td>436.16</td> </tr> <tr> <td>2022</td> <td>486.44</td> </tr> <tr> <td>2023</td> <td>458.68</td> </tr> </tbody> </table>		Year	Replanting area (Ha)	2019	370.31	2020	400.97	2021	436.16	2022	486.44	2023	458.68
		Year		Replanting area (Ha)											
		2019		370.31											
		2020		400.97											
		2021		436.16											
		2022		486.44											
2023	458.68														
2019	370.31														
2020	400.97														
2021	436.16														
2022	486.44														
2023	458.68														
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.  - Major compliance -	Not applicable as fire was not used for any field operations.	Not Applicable												
4.5.7.3	Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities) (Open Burning) Order 2003 or other applicable laws.  - Major compliance -	Not applicable as fire was not used for any field operations.	Not Applicable												
4.5.7.4	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched.	Based on visits at the replanting areas, previous crops were observed to be felled, chipped and windrowed. No trace of burning observed.	Complied												

Criterion / Indicator		Assessment Findings	Compliance												
- Minor compliance -															
<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.  - Major compliance -	Genting Plantations Berhad has well established GENP's Oil Palm Manual for monitoring and control of best practice implementation at the estates. There were 13 manuals which cover the operation from land clearing to harvesting and evacuation.	Complied												
<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.  - Major compliance -	Genting Plantations Berhad has developed Steep Land Management Procedure with Doc. No. SMP-GPB-10, Rev. 0 and Soil Conservation and Terracing SOP with Doc. No. OPM 4, Rev. June 2013. Seen the Slope map with GIS Date Processed: 19/6/2013 of Genting Seri Gading Estate as below;  <table border="1" data-bbox="1048 1007 1874 1335"> <thead> <tr> <th>Estate</th> <th>Slope/degree</th> <th>Percentage area</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Seri Gading estate</td> <td>0-2</td> <td>47.50</td> </tr> <tr> <td>2-6</td> <td>47.58</td> </tr> <tr> <td>6-12</td> <td>4.72</td> </tr> <tr> <td>12-20</td> <td>0.10</td> </tr> </tbody> </table>	Estate	Slope/degree	Percentage area	Seri Gading estate	0-2	47.50	2-6	47.58	6-12	4.72	12-20	0.10	Complied
Estate	Slope/degree	Percentage area													
Seri Gading estate	0-2	47.50													
	2-6	47.58													
	6-12	4.72													
	12-20	0.10													

Criterion / Indicator		Assessment Findings			Compliance
			More than 20	0.10	
		Sungei Rakyat	0-6	91.82	
			6-10	3.33	
			10-15	3.61	
			15-20	1.18	
			20-25	0.06	
<b>4.6.1.3</b>	A visual identification or reference system shall be established for each field. <b>- Major compliance -</b>	All fields are marked and identified. Information like year planting (field no) and the total hectare is shown in all markers. There are both stenciled at the palm trees and also displayed in signage at the boundary/corners of every fields. This is observed during the field visit at all the estates at filed P09.			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>	Business plan was available for all estate been visit, under capex sighted some upgrading some workers housing, painting and toilet with total budget RM 130K. The road budget also was available with total RM 95K for lateriting, stoning, and also desilting carrier drain.			Complied
<b>4.6.2.2</b>	Where applicable, an annual replanting programme shall be established. Long term replanting programme should be established and review annually, where applicable every 3-	Replanting programmes were available at all the visited estates The programmes projected for 5 years. All replanting program and planning in all the Group Estates are monitored by the Head Office.			Complied



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Criterion / Indicator		Assessment Findings					Compliance
	5 years. - <b>Major compliance</b> -	Assistance and visits are performed by SVP/GM for the approval of hectares and stand per ha.					
			2020	2021	2022	2023	2024
		GSGE	264.63	116.91	253.79	0	0
		GKBE	400.97	436.16	486.44	458.68	0
		GSRE	72	-	34	67	-
<b>4.6.2.3</b>	The business or management plan may contain: a) Attention to quality of planting materials and FFB b) Crop projection: site yield potential, age profile, FFB yield trends c) Cost of production : cost per tonne of FFB d) Price forecast e) e) Financial indicators : cost benefit, discounted cash flow, return on investment - <b>Major compliance</b> -	The business and management plan for all the visited estates were available in annual budget with 5 years projection. Among the information available in the budget were crop projection and operation cost.					Complied
<b>4.6.2.4</b>	The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented. - <b>Major compliance</b> -	The management will have meetings from time to time to monitor the work progress against annual programme to ensure the budget is not overrun.					Complied
<b>Criterion 4.6.3: Transparent and fair price dealing</b>							

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Criterion / Indicator		Assessment Findings	Compliance
<b>4.6.3.1</b>	Pricing mechanisms for the products and other services shall be documented and effectively implemented.  - <b>Major compliance</b> -	For harvesting contractor pricing, mechanisms were established as per Fresh Fruit Bunch (FFB) Harvesting Agreement as following samples:  - Contractor: Vimesh Enterprise; Agreement # GKBE/HAR/004/VE/019; Date: 1/1/2019  Contractor: Woon Nyong Kwee; Agreement # GKBE/HAR/002/WNK/019; Date: 1/1/2019	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> -	Based on sample agreements of above indicator and the interview with contractor, the contractual agreements confirmed to be understand by all parties and fair, legal as well as transparent.	Complied
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.  - <b>Major compliance</b> -	All estates have initiated the MSPO awareness to all its contractors. The briefing was done during stakeholder consultation on 19/12/2019.	Complied
<b>4.6.4.2</b>	The management shall provide evidence of agreed contracts with the contractor.  - <b>Major compliance</b> -	Agreed contracts sighted as per following sample of agreements:  - Genting Plantations (WM) Sdn. Bhd. Genting Kulai Besar Estate Lease Agreement; Lease MOA No. GKBN/MA/2019/02; Date: 1/7/2019; Lessee: Mohd. Amir Bin Abd. Latif  Genting Plantations (WM) Sdn. Bhd. Genting Kulai Besar Estate Lease Agreement; Lease MOA No. GKBN/CC/2019/03; Date: 1/7/2019; Lessee: Chong Choon	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.6.4.3	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required.  - <b>Minor compliance</b> -	All estates under Genting Plantation has no objection to allow BSI auditors to verify the assessment through physical inspection if required.	Complied
4.6.4.4	The management shall be responsible for the observance of the control points applicable to the tasks performed by the contractor, by checking and signing the assessment of the contractor for each task and season contracted.  - <b>Major compliance</b> -	Control points applicable being observed by estate management as per sighted sample agreements as following:  i) Contractor (Machinery & Field Works): Vimesh Enterprise; Agreement # GKBE/HAR/004/VE/019; Date: 1/1/2019  Contractor (Harvesting): Woon Nyong Kwee; Agreement # GKBE/HAR/002/WNK/019; Date: 1/1/2019	Complied
<b>4.7 Principle 7: Development of new planting (Not Applicable)</b>			

**B) MS 2530-4:2013 Malaysian Sustainable Palm Oil (MSPO) 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>	The company has initiated the implementations of MSPO requirements. MSPO Policy has been established and signed by President & Chief Operating Officer dated 18/3/2014. The training on policy was done to workers dated 30 Jan 2020.	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 established policy has emphasized on the commitment to continual Improvement within the journey towards achieving sustainable palm oil.	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 has been conducted on 28-29 Jan 2020 by the Sustainability Manager based in Genting HQ, KL, covering both mill and estates. 1 Major NCRs were raised as a result of the audit. All of the NCRs have been closed by the lead auditor. Based on the audit report, the root causes were effectively identified for corrective actions establishment.	Complied
<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	Internal Audit procedure is available under SMPM (sustainability management procedure manual), entitled "Sustainability Internal Audit" document no SMP-GPB-03, rev. 4, dated 13-14 Jan 2020. Among the contents covered in the procedure are audit criteria,	Complied

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	implement the necessary corrective action. <b>- Major compliance -</b>	audit schedule, audit plan, responsibility of lead auditor & auditee and audit report, which to be kept for 10 years.	
<b>4.1.2.3</b>	Reports shall be made available to the management for their review. <b>- Major compliance -</b>	Report of Internal Audit for Ayer Item POM was available for review dated 6 Feb 2020.	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>	There was Management Review procedure was established accordingly, refer to Sustainability Management Procedure Manual (SMP-GPB-06), rev. 1, dated 25/5/2018. The MRM for MSPO was done in 6 February 2020 participated by all the key persons of estates and mill.	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>	Mill has developed objectives for the operation activities. The objectives such as: a. To control the BOD of final discharge under 100ppm monthly. b. To ensure zero occupational health disease. c. To ensure zero accident on road and operation throughout. d. To install ESP to reduce black smoke density under 150 mg/m3 in year 2020 e. To maintain good relationship with stakeholder and surrounding communities f. To provide better salaries and welfare to workers and family	Complied
<b>4.1.4.2</b>	The company should establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the workforce.	The new information and techniques to improve practices are obtained mainly through information from communications with suppliers and being members of associations related to palm oil industry (e.g. ISP).	Complied

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Criterion / Indicator		Assessment Findings	Compliance
- Major 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 adequate information to other stakeholder on environmental, social and legal issues relevant to sustainable practices in the relevant languages and forms.  - Major compliance -	Consultation and communication with relevant stakeholders implemented based on Sustainability Management Procedure for Consultation and Communication; SMP-GPB-17; Rev. 02; Date: 23/2/2018. Consultation & communication done through meetings, dialogs, engagement to both internal & external stakeholders and recorded in Genting Plantations Complaints/Grievance Record Book	Complied
<b>4.2.1.2</b>	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.  - Major compliance -	All documents required by this indicator are made publicly available to all stakeholders. Genting Plantations Berhad require them to fill in the Enquiry Register Book in order to access the documents. The Corporate Department will ensure that the requested documents made available do not impinge on confidentiality and will not cause detrimental sustainability or negative social outcomes.  Sustainability Report and Annual Report are published annually and made publicly available at website: <a href="http://www.gentingplantations.com">www.gentingplantations.com</a> .  In addition to the website, the policies were also seen displayed at various locations at the operating units including the main notice boards of the estates and mill offices notice boards for employees and visitors to view.	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	Consultation and communication with relevant stakeholders implemented based on Sustainability Management Procedure for	Complied

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	with the relevant stakeholders. <b>- Major compliance -</b>	Consultation and Communication; SMP-GPB-17; Rev. 02; Date: 23/2/2018. Consultation & communication done through meetings, dialogs, engagement to both internal & external stakeholders and recorded in Genting Plantations Complaints/Grievance Record Book	
<b>4.2.2.2</b>	The management shall nominate management officials at the operating unit responsible for issues related to <i>indicator 1</i> . <b>- Minor compliance -</b>	As per the letter of Appointment as Person-in-Charge for Traceability requirements as RSPO, ISC and MSPO Sustainability Standards as per Appointed Letter as Social and Risk Management PIC of staff, Mr. Mohd. Adam Bin Mohd. Johari.	Complied
<b>4.2.2.3</b>	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>	Stakeholder list was sighted and last updated on January 2019 where local communities, government authorities, internal workers, contractors and suppliers were included into the list.  Enquiry Register Book was implemented in the mill and estates. All the enquiries were recorded in the enquiry book. There was no any request from the stakeholders since last audit.	Complied
<b>Criterion 4.2.3 – Traceability</b>			
<b>4.2.3.1</b>	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>	Traceability implemented based on the procedure Title: Supply Chain And Traceability (Mill); Doc. # SMP-GPB-23; Rev. 09; Issue date: 23/9/2019.	Complied
<b>4.2.3.2</b>	The management shall conduct regular inspections on compliance with the established traceability system. <b>- Major compliance -</b>	As per Internal Audit conducted by P. Sivaji Raja (Manager – Sustainability); Audit Date: 13-14/1/2020; Internal Audit Report Date: 3/2/2020	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.2.3.3	The management shall identified and assign suitable employees to implement and maintain traceability system. <b>- Minor compliance -</b>	As per letter of Appointment as Person In-Charge for Supply Chain, Traceability and Identity Preserved (IP) Requirements of RSPO, ISCC and MSPO Sustainability Standards; Date: 4/12/2017; Appointed person: Mohd. Isa Bin Karjah, Chief Clerk GAIOM	Complied
4.2.3.4	Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained. <b>- Major compliance -</b>	Records maintained as per sample sighted as per LintraMax Mill Director Daily Production Figure For 31/12/2019 as following:  <ul style="list-style-type: none"> <li>- FFB processed Jan – Dec 2019: 181,126.30 mt</li> <li>- CPO produced Jan – Dec 2019: 37,572.95 mt (OER: 20.74%)</li> <li>- PK produced Jan – Dec 2019: 9,208.01 mt; (KER: 5.08%)</li> <li>- Total CPO despatched Jan – Dec 2019: 38,576.46 mt</li> <li>- Total PK despatched Jan – Dec 2019: 9,334.94 mt</li> </ul> Products delivery records maintained as per sample weighbridge tickets sighted as following:  <ul style="list-style-type: none"> <li>- CPO Delivery: Buyer: Mewaholeo Industries Sdn. Bhd.; Product: CPO RSPO SG; DO # D967173; Weighbridge ticket # CPOSG1900550W; Date: 13/12/2019; Net weight: 35,590 kg; Lorry # JGE 4785</li> <li>- PK Delivery: Buyer: PGEO Oil Mill Sdn. Bhd.; Product: PK RSPO IP; Weighbridge ticket # PKIP19000229W; Date: 31/12/2019; Net weight: 40,140 kg; Lorry # JME 4785</li> </ul>	Complied
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			



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4.3.1.1	<p>All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.</p> <p><b>- Major compliance -</b></p>	<p>Mill operations are in compliance with the applicable local, state, national and ratified international laws and regulations. Legal Requirement Register (LRR) Document No. SMP-GPB-22 (rev 06) was available for verification. Sampling the compliance of respective areas only, Genting Ayer Item POM has obtained several permits from authorities and others. Sampled of the permits as below:</p> <ol style="list-style-type: none"> <li>1. Weighbridge calibration by metrology Corporation Malaysia Sdn Bhd dated 4/4/2019 (B1448132)</li> <li>2. PMT 47883 (PMT-JH/19 87201) valid until 17 Nov 2020</li> <li>3. JH PMD 965 (PMD-JH/19 79857) valid until 10 July 2020</li> <li>4. MPOB license 500056704000 valid until 31 Jan 2021.</li> <li>5. LEV monitoring was done by monthly latest dated was on 5 Sept 2019 and for Hygein Tech report was done by Maju Perkasa Sdn Bhd JKKP HQ/18/JHII/00/00013.</li> <li>6. Hearing conservation programme dated 30 May 2019, by Poliklinik Intan (RZ Intan Medicare Sdn Bhd.) By Dr Zainudin Bin Muid (HQ/08/DOC/00/468).</li> <li>7. Letter of approval by Jabatan Tenaga Kerja Semenanjung Malaysia of Permohonan Had Kerja Lebih Masa Di Bawah Seksyen 60A(4)(a) Akta Kerja 1955; Ref. # BHG.PU/9/134 Jld 13 (30); Date: 21/5/2018</li> </ol>	Complied
4.3.1.2	<p>The management shall list all relevant laws related to their operations in a legal requirements register.</p> <p><b>- Major compliance -</b></p>	<p>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.</p> <p>All legal requirement was documented in Register of Legal and Other Requirements (Ref doc no ML-1A/L5-AP1 pind 0) and List of</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Machineries Certificate of Fitness. Compliance to each applicable law and regulation is monitored by the operating units. The legal register at all sites were updated on a yearly basis / as and when needed for new updates/licenses.</p> <p>Plantation and Sustainability Department conducted Internal audit for Sustainability Certification to monitor the status of legal compliance. Latest audit was conducted on 20-21 Jan 2020. All issued raised during the audit has been addressed by the mill management dated 30 Jan 2020.</p>	
<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>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.</p> <p>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 updated on a yearly basis / as and when needed for new updates/licenses.</p>	Complied
<b>4.3.1.4</b>	<p>The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements.</p> <p><b>- Minor compliance -</b></p>	<p>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.</p> <p>Plantation and Sustainability Department conducted Internal audit for Sustainability Certification to monitor the status of legal compliance. Latest audit was conducted on 20-21 Jan 2020. All issued raised during the audit has been addressed by the mill</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		management dated 30 Jan 2020.	
<b>Criterion 4.3.2 – Lands use rights</b>			
<b>4.3.2.1</b>	The management shall ensure that their oil palm milling activities do not diminish the land use rights of other users.  - <b>Major compliance</b> -	Mill is situated in the Genting Sing Mah Estate land and not diminishing any other users’ rights as verified through interview with the smallholders and local communities.  In case of any, issue to be handle as per Procedure on Conflict Resolution and Handling of Negotiations and Compensations Within GENP Estates; Doc. # SMP-GPB-18; Rev. # 03; Issue date: 29/12/2017.	Complied
<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> -	Legal land title is for Genting Sing Mah Estate and the mill complex is 4.05 hectares and this is mapped out.	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> -	Legal boundary along the mill were demarcated with fences. Land title was under estate	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> -	Mill is situated in the Genting Sing Mah Estate land and not diminishing any other users’ rights. There is no land dispute in the mill compound at the time of audit verified through interviewed with the smallholders and local communities.  In case of any, to be handle as per Procedure on Conflict Resolution and Handling of Negotiations and Compensations Within GENP Estates; Doc. # SMP-GPB-18; Rev. # 03; Issue date: 29/12/2017.	Complied

Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.3.3 – Customary rights</b>			
<b>4.3.3.1</b>	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. <b>- Major compliance -</b>	There is no customary land encumbrance in the mill compound at the time of audit verified through interviewed with the smallholders and local communities.  In case of any, issue to be handle as per Procedure on Conflict Resolution and Handling of Negotiations and Compensations Within GENP Estates; Doc. # SMP-GPB-18; Rev. # 03; Issue date: 29/12/2017.	Complied
<b>4.3.3.2</b>	Maps of an appropriate scale showing extent of recognized customary rights shall be made available. <b>- Minor compliance -</b>	There is no customary land encumbrance in the mill compound at the time of audit verified through interviewed with the smallholders and local communities.  In case of any, issue to be handle as per Procedure on Conflict Resolution and Handling of Negotiations and Compensations Within GENP Estates; Doc. # SMP-GPB-18; Rev. # 03; Issue date: 29/12/2017.	Complied
<b>4.3.3.3</b>	Negotiation and FPIC shall be recorded and copies of the relevant agreements should be made available. <b>- Major compliance -</b>	There is no customary land encumbrance in the mill compound at the time of audit verified through interviewed with the smallholders and local communities.  In case of any, issue to be handle as per Procedure on Conflict Resolution and Handling of Negotiations and Compensations Within GENP Estates; Doc. # SMP-GPB-18; Rev. # 03; Issue date: 29/12/2017.	Complied
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			

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Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			
<b>4.4.1.1</b>	Social impacts should be identified and plans should be implemented to mitigate the negative impacts and promote the positive ones.  - <b>Minor compliance</b> -	As per report sighted, RSPO Social Impact Assessment (SIA) Review Genting Ayer Item Oil Mill (GAIOM) & Genting Sing Mah Estate (Div. of Sungei Rayat Estate) 16 <sup>th</sup> -17 <sup>th</sup> January 2019; report prepared by Sustainability Manager dated 28/1/2019. Records of meetings also documented as following:  - Report on External Stakeholder Consultation and Communication Meeting 2019; Report date: 19/12/2019  Report on Internal Stakeholder Consultation and Communication Meeting 2020; Report date: 29/1/2020	Complied
<b>Criterion 4.4.2: Complaints and grievances</b>			
<b>4.4.2.1</b>	A system for dealing with complaints and grievances shall be established and documented.  - <b>Major compliance</b> -	The system established based on Sustainability Management Procedure Manual Title: Complaints and Grievance; Doc. # SMP-GPB-19; Rev. 03; Issue date: 21/3/2018 and other relevant procedure including Procedure on Conflict Resolution and Handling of Negotiations and Compensation Within GENP Estates; Doc. # SMP-GPB-18; Rev. 03; Issue date: 29/3/2017	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> -	The mill has implemented Complaints/Grievances Record Book. Any complaints related to housing and workers issue were recorded in the complaint book. Line site Maintenance Book was implemented as well to record any break down or malfunction in the workers' quarters.	Complied
<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> -	Complaints form available in the form of Complaint Book as per Report on Internal Stakeholder Consultation and Communication Meeting MSPO/RSPO & ISCC Principles and Criteria.	Complied

Criterion / Indicator		Assessment Findings	Compliance
<b>4.4.2.4</b>	<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>Employees and surrounding communities were made aware on the matter as per latest external stakeholder consultation meeting conducted on 19/12/2019 and latest consultation with internal (workers) stakeholders including briefing of procedure, conducted on 29/1/2020 through Workers Committee Meeting with estate management.</p>	Complied
<b>4.4.2.5</b>	<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>Complaints and resolutions has been documented and made available to affected stakeholders upon request. Seen complaint and requests book available from 2013 more than 24 months.</p>	Complied
<b>Criterion 4.4.3: Commitment to contribute to local sustainable development</b>			
<b>4.4.3.1</b>	<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>Contributions made based on consultation with relevant stakeholders as per following sample:</p> <ul style="list-style-type: none"> <li>- Contributions to Kampung Seri Maju Jaya through Genting Prelove Day 2018; Dated 8/4/2018</li> <li>- Contributions of Projector to Sekolah Kebangsaan Seri Maju Jaya; Dated 29/7/2018</li> <li>- GAIOM Family Day; Dated 1/5/2018</li> <li>- Kenduri Kilang 2018; 14/7/2018</li> <li>- Sumbangan limau CNY 2109; 4/2/2019</li> </ul>	Complied
<b>Criterion 4.4.4: Employees safety and health</b>			

Criterion / Indicator		Assessment Findings	Compliance
<b>4.4.4.1</b>	<p>An occupational safety and health policy and plan which is in line with Occupational Safety and Health Act 1994 and Factories and Machinery Act 1967 (Act 139) shall be documented, effectively communicated and implemented.</p> <p><b>- Major compliance -</b></p>	<p>The Occupational Safety And Health Policy was established, Signed by President and Chief Operating Officer on 1st July 2018. The policy was communicated during Policy briefing from time to time. The policy was displayed prominently on notice boards in English and local language Bahasa Malaysia. The Policy is implemented through the OSH activities by the on-site Safety Officers and monitored by OSH personnel from Head Office. Included in the policy is the commitment of the Company to provide and maintain a safe and healthy working environment of its employees &amp; contractors &amp; visitors. In interviews with the workers and staff during the site visit revealed that the employees had been briefed and had understood the policy.</p> <p>The OSH plan was available for verification, dated Jan 2020. The plan was include to comply with safety and health policy, legal requirement, awareness programme, risk analysis, and others. The plan was communicated during periodically OSH meeting and implemented accordingly.</p>	Complied
<b>4.4.4.2</b>	<p>The occupational safety and health plan should cover the following:</p> <ul style="list-style-type: none"> <li>a) A safety and health policy, which is communicated and implemented.</li> <li>b) The risk of all operations shall be assessed and documented.</li> <li>c) An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill: <ul style="list-style-type: none"> <li>i. All employees involved are adequately trained on safe working practices;</li> <li>ii. All precautions attached to products should be properly observed and applied;</li> </ul> </li> </ul>	<p>Verification the OSH plan as per below :-</p> <ul style="list-style-type: none"> <li>a) The Occupational Safety And Health Policy was established, signed by President and Chief Operating Officer on 1st July 2018. Latest policy have been communicated on 31 Jan 2020 to all workers.</li> <li>b) For risk in the operation the management conducted the assessment and establish the HIRARC for all activities such as Boiler, engine room, steriliser, office, store activities and others dated 30 June 2019. For chemical safety chemical hazard risk assessment (CHRA) already been conducted dated July 2018, report No JKPP HIE 127/171-2(154)-2018/025.</li> </ul>	Major Non compliance

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Criterion / Indicator	Assessment Findings	Compliance
<p>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).</p> <p>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</p> <p>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust shall have knowledge and access to latest national regulations and collective agreements.</p> <p>g) The management shall conduct regular two-way communication with their employees where issues that affect their business such as those related to employees' safety, health and welfare are discussed openly. Records from such meeting shall be kept ant the concerns of employees and any remedial actions taken shall be recorded.</p> <p>h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</p> <p>i) Employees trained in First Aid shall be present at all mill operations. First Aid equipment should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p>	<p>c) Training matrix was established by the management. A formal training programmed on all aspects of MSPO requirement has been established and implemented. The training program for 2019/20 includes training for all categories of workers. Evidence of adequate and appropriate training on safe working practices provided to workers.</p> <p>d) The estates provide PPE to the employees relevant to the work handled by the workers. The list of PPE that were provided by the estates are as below:</p> <ul style="list-style-type: none"> <li>• i. Boiler- Safety Helmet, Hand Glove, safety Boots, ear muff, heat resistant apron and respirator(N95)</li> <li>• ii. Engine room- Safety Helmet, Hand Glove, safety Boots and ear muff.</li> <li>• iii. Steriliser- Safety Shoes, hard hat, glove and ear plug</li> <li>• Records of PPE issuance for all the visited estates were verified in POM Dated 10/2/2020 for Safety Shoes, glove and respirator.</li> </ul> <p>e) The following manuals contained SOP for chemical handling and used as a procedure in handling chemicals. SOP (safety working instruction) SOP-PRD-14 dated 30 June 2019, to handle the chemical for water testing must be handle by competent person with proper PPE and the test must be conduct at specific area as per requirement. Both were issued from Head Office and used in all operating units within the Group. Sighted the acetic acid and Phenolphthalein been used for water testing at boiler area however found no proper</p>	



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	- Major compliance -	<p>personal protection been used as per SDS of aceti acid version 1.3 dated 27 March 2019 Section 8 Exposure control/personal protection. Found the handling was not followed as per SDS of Phenolphthalein solution version 1.5 dated 29 August 2018 section 7 Handling and storage.</p> <p>f) The Mill Manager has been appointed as the Chairman of the ESH committee. Inclusive in the Manager’s responsibilities are the Management Representative for the roles related to ISCC/RSPO/MSPO and QESHMS i.e. ISO 9001, ISO14001, OHSAS 18001 and MS 1722. The mill engineers/executives take the delegation of similar functions as assigned by the Manager.</p> <p>g) OSH Meeting conducted on 24 Dec 2019, previously was on 23 Oct 2019 and 18 June 2019</p> <p>h) ERT training and erp procedure have been conduct on 23 July 2019</p> <p>i) First aid training already been conduct on 19-20 Nov 2019</p> <p>j) Accident record – JKPP 6 dated 4/7/2019, JKPP 8/31347/2019 dated 17 Jan 2019</p>	
<b>Criterion 4.4.5: Employment conditions</b>			
<b>4.4.5.1</b>	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.	Genting Plantations Berhad has developed Social Policy dated 22/6/2015 where the company respect and support the Universal Declaration of Human Rights. The policy has been briefed to all the workers during induction training. Seen the induction training attendance list. Interviewed with the workers confirmed that they were respected by the company.	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.4.5.2	<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>- Major compliance -</p>	<p>Genting Plantations Berhad has developed Sexual Harassment Policy dated 3/8/2009 where the company strives for a harassment-free environment and avoid behaviour that may create an atmosphere of hostility and intimidation of any kind at the workplace. The policy has been briefed to all the workers during induction training. Seen the induction training attendance list in GKBE where policy been communicated via meeting latest conducted on 29/1/2020.</p>	Complied
4.4.5.3	<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>- Major compliance -</p>	<p>The template for work agreements been used was revised by Genting HR as "Perjanjian Pekerjaan"; HRAD WM Rev4 Date: 7/1/2019. All terms and conditions in the work agreements were based on latest applicable requirements as per Labour Act 1955, MAPA/NUPW Agreement and Minimum Wage Order 2018 (Amendment).</p>	Complied
4.4.5.4	<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>- Minor compliance -</p>	<p>There is no contractors employed in-house and no contractors' workers. Contracts are awarded base on projects by tender and purchases by purchase orders. During audit, no major project ongoing to verify the employees of contractors' payment.</p>	Complied
4.4.5.5	<p>The management shall establish records that provide an accurate overview of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.</p>	<p>All employees in mill is full time employed and a list of demographics with name, gender, nationality, identification (passport, permit and Malaysian identify card), age, date of birth date joined, category of work and work description.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	<b>- Major compliance -</b>		
<b>4.4.5.6</b>	<p>All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract shall be made available for each and every employee indicated in the employment records.</p> <p style="text-align: center;"><b>- Major compliance -</b></p>	<p>The template for work agreements been used was revised by Genting HR as "Perjanjian Pekerjaan"; HRAD WM Rev4 Date: 7/1/2019. All terms and conditions in the work agreements were based on latest applicable requirements as per Labour Act 1955, MAPA/NUPW Agreement and Minimum Wage Order 2018 (Amendment). Sighted the sample work agreement as following:</p> <ul style="list-style-type: none"> <li>- Employee # 00324; Post: AP; Date joined: 1/11/2018; Nationality: Malaysia</li> <li>- Employee # 02018; Post: Shovel Driver; Date joined: 1/3/1982; Nationality: Malaysia</li> <li>- Employee # 32069; Post: Press Operator; Date joined: 1/12/1986; Nationality: Malaysia</li> <li>- Employee # 02969; Post: Weighbridge Operator; Date joined: 27/11/2019; Nationality: Malaysia</li> <li>- Employee # 2842F; Post: Cages Handler; Date joined: 29/5/2015; Nationality: Bangladesh</li> </ul> <p>Employee # 2838F; Post: Boiler Fireman; Date joined: 29/5/2015; Nationality: Bangladesh</p>	Complied
<b>4.4.5.7</b>	<p>The management shall establish a time recording system that makes working hours and overtime transparent for both the employees and employers.</p> <p style="text-align: center;"><b>- Major compliance -</b></p>	<p>Time recording system in use in the mill for workers is punch-card that makes working hours and overtime transparent for both employers and employees.</p>	Complied

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<b>4.4.5.8</b>	<p>The working hours and breaks of the individual worker indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed upon and shall meet the legal requirements applicable.</p> <p><b>- Major compliance -</b></p>	<p>Working hours is 8 hours. From Monday to Saturday. Total monthly working hours is 208 hours. The overtime maximum is 104 hours according to the Malaysia Employment Act 1955.</p> <p>As at current status, there was none has crossed 80 hours of overtime. Verified the pays lips, the payment and calculation of overt time well distributed.</p> <p>The overtime rate after 8 hours daily rated is: Process</p> <ul style="list-style-type: none"> <li>• Mon - Sat – daily rated / 8 hours x 1.5</li> <li>• Sunday - daily rated / 8 hours x 2.0</li> <li>• Public holiday – daily rated / 8 hours x 3.0</li> </ul> <p>The overtime rate after 8 hours piece rated is: Workshop</p> <ul style="list-style-type: none"> <li>• Mon - Sat – flat rate</li> <li>• Sunday – flat rate x 2.0</li> </ul> <p>Public holiday – flat rate x 3.0</p>	Complied
<b>4.4.5.9</b>	<p>Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.</p> <p><b>- Major compliance -</b></p>	<p>Workers interviewed confirmed that they are being paid more than the stipulated minimum wage and that they understand all the deductions being made.</p> <p>Sampled pay slips were sighted for workers as per indicator 4.4.5.6 above shown the calculations of gross salary, all deductions and net salary of a worker were clearly recorded.</p>	Complied
<b>4.4.5.10</b>	<p>Other forms of social benefits should be offered by the employer to employees, their families or community such as incentives for good work performance, bonus payment, support of professional</p>	<p>The management provided free medical facilities to all the workers and dependents. The company also subsidized water and electricity to certain units.</p>	Complied

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	development, medical care provisions and improvement of social surroundings. <b>- Minor compliance -</b>		
<b>4.4.5.11</b>	In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities. <b>- Major compliance -</b>	Living quarters are provided to all workers but some local workers choose to stay outside as mill is close to housing and township. Houses are equipped with 2 bedroom and a bathroom. Utilities i.e. water and electricity is provided free. Rubbish is collected alternate days.	Complied
<b>4.4.5.12</b>	The management shall establish a policy to prevent all forms of sexual harassment and violence at the workplace. <b>- Major compliance -</b>	The management has establish a Sexual Harassment Policy dated 22/06/15 and provide procedure SMPGPB-20 dated 11/10/13 to prevent all forms of sexual harassment and violence at the workplace.	Complied
<b>4.4.5.13</b>	The management shall respect the right of all employees to form and join trade union and allow workers' own representative(s) to facilitate collective bargain in accordance with applicable laws and regulations. Employees shall be given freedom to join trade unions relevant to the industry or organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions. <b>- Major compliance -</b>	The Genting Plantations Group "People Policy" signed by Mr Yong Chee Kong, CEO dated 03/08/2017 clearly states that no one shall be denied of their rights, freedom of association and equal opportunities.	Complied
<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>	There is a Genting Plantations Social Policy on Child Protection dated on 22/06/2015.  During site visit to mill and line site, there was no evidence found of workers below 18 years old. Workers are aware of the minimum	Complied

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		age policy is being strictly enforced by the management at which the age limit is above 18 years old.	
<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>	The mill has established the training program for the mill executive, workers and contractors base on training need analysis conducted and documented in Training Schedule for Employee/Contractors. Sighted the training records as follows: <ol style="list-style-type: none"> <li>1. Hearing conservation training dated 3 Feb 2020</li> <li>2. Chemical management training dated 3 Feb 2020</li> <li>3. PPE training dated 3 Feb 2020</li> <li>4. ERP training dated 30 Jan 2020</li> <li>5. First Aid training dated 29 Jan 2020</li> <li>6. Fire Fighting Training dated 28 Jan 2020</li> <li>7. Genting Policy Training dated 8 Feb 2019</li> <li>8. Accident investigation dated 13 Dec 2019</li> </ol>	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.  <b>- Major compliance -</b>	The mill has established the training program for the mill executive, workers and contractors base on training need analysis conducted. The training need analysis was documented in Training Matrix analysis. The analysis was based on job designation and type of training needs for the employee. The training type was divided into 3 type, Core training, Non-core training – theoretical training and non-core training – theoretical and hands on training.	Complied
<b>4.4.6.3</b>	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.  <b>- Minor compliance -</b>	The mill has training program which updated annually based on training need analysis. The training identified were programmed throughout the year dated 15 Jan 2020	Complied

Criterion / Indicator	Assessment Findings	Compliance	
<b>4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>			
<b>Criterion 4.5.1: Environmental Management Plan</b>			
<b>4.5.1.1</b>	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. <b>- Major compliance -</b>	FGVPM has established Environmental and documented in Quality, Occupational Safety and Health and Environmental Policy signed by the CEO on 20/11/2017. The policy was communicated through training, briefing and displayed on notice board at several placed in the mill.	Complied
<b>4.5.1.2</b>	The environmental management plan shall cover the following: a) An environmental policy and objectives; b) The aspects and impacts analysis of all operations <b>- Major compliance -</b>	The mill has conducted assessment on aspects and impacts analysis and established the environmental management plan base on activity with significant impact to the environment. The management plan was documented in Significant Environmental Aspect and Impacts Registrar Form. Refer doc no. FPI/L4/QOSHE 1.8 Pind 0	Complied
<b>4.5.1.3</b>	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored. <b>- Major compliance -</b>	The mill has established the environmental management plan base on activity with significant impact to the environment. The management plan was documented in Significant Environmental Aspect and Impacts Registrar Form. Refer doc no. FPI/L4/QOSHE 1.8 Pind 0. 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. FGVPM/L3/PK-04 stated any pesticides or chemical spillage should be attended using spill kit. It shows the environmental management plan was not effectively implemented. Thus, NC were raised.	Major NC
<b>4.5.1.4</b>	A programme to promote the positive impacts should be included	The mill has established program and management plan to promote positive impact identified in the aspects and impacts analysis	Complied

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	in the continual improvement plan. <b>- Minor compliance -</b>	conducted and documented in Environmental Management plan. Sighted the program to promote the positive impact as follows: a) 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. b) Installation of ESP to reduce particle black smoke in air in year 2020.										
<b>4.5.1.5</b>	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. <b>- Major compliance -</b>	A training program is available in the Mill Training Plan updated on yearly basis and revised as per the management requirement. Included in this plan is the internal and external program. Among the subjects identified related to environment are schedule waste training, water analysis training, POME analysis, chemical handling training and others.	Complied									
<b>4.5.1.6</b>	The management shall organize regular meetings with workers where concerns of workers about the environmental quality are discussed. <b>- Major compliance -</b>	The management already organize regular meeting with workers regarding to environmental. The meeting was EPMC (01/2020) meeting was done dated 20 Jan 2020, the meeting to discuss concerns of workers about the environmental quality and others.	Complied									
<b>Criterion 4.5.2: Efficiency of energy use and use of renewable energy</b>												
<b>4.5.2.1</b>	Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within 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 <b>- Major compliance -</b>	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 2019 as follows: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Month</th> <th>2019 (Liter/Tonne)</th> <th>Total diesel usage (Liter)</th> </tr> </thead> <tbody> <tr> <td>Jan 2019</td> <td>0.624</td> <td>9020</td> </tr> <tr> <td>Feb 2019</td> <td>0.647</td> <td>9288</td> </tr> </tbody> </table>	Month	2019 (Liter/Tonne)	Total diesel usage (Liter)	Jan 2019	0.624	9020	Feb 2019	0.647	9288	Complied
Month	2019 (Liter/Tonne)	Total diesel usage (Liter)										
Jan 2019	0.624	9020										
Feb 2019	0.647	9288										



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Criterion / Indicator		Assessment Findings			Compliance
		March 2019	0.446	6241	
		April 2019	0.836	15043	
		May 2019	0.658	9802	
		June 2019	0.743	10042	
		July 2019	0.860	13240	
		August 2019	0.863	15672	
		Sept 2019	0.717	12450	
		Oct 2019	1.261	20515	
		Nov 2019	1.056	15116	
		Dec 2019	0.995	13487	
		Total/Average	0.813	149916	
		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.			
<b>4.5.2.2</b>	The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.  <b>- Major compliance -</b>	Estimation of direct usage of non-renewable energy was determine in annual budget. The estimation of direct usage of non-renewable energy (diesel & petrol) for operations to determine energy efficiency of their operations inclusive of fuel use by contractors (transport & machinery).			Complied
<b>4.5.2.3</b>	The use of renewable energy should be applied where possible.  <b>- Minor compliance -</b>	Renewable energy used is from biofuel, shell and EFB/fiber for boiler start-up. Sighted the sampled records of renewable energy usage for FY 2019 as follows:			Complied
		Month	2019 (MT)		
		Oct 2019	732.15		
		Nov 2019	644.4		

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		Dec 2019	610.20	
<b>Criterion 4.5.3: Waste management and disposal</b>				
<b>4.5.3.1</b>	<p>All waste products and sources of pollution shall be identified and documented.</p> <p><b>- Major compliance -</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>i. Scheduled Waste               <ul style="list-style-type: none"> <li>- Mill Operation – Used PPE, Used lubricant and hydraulic oil</li> <li>- Office and housing – Lamp, Electronic device</li> </ul> </li> <li>ii. Non-schedule waste               <ul style="list-style-type: none"> <li>- mill operation – used tyre, scrap iron</li> <li>- office and housing – Paper, Plastic, domestic waste</li> </ul> </li> <li>iii. mill byproduct               <ul style="list-style-type: none"> <li>- EFB, POME, Shell, Mesocarp fiber</li> </ul> </li> </ul>		Complied
<b>4.5.3.2</b>	<p>A waste management plan shall be developed and implemented, to avoid or reduce pollution. The waste management plan should include measure for:</p> <ul style="list-style-type: none"> <li>a) Identifying and monitoring sources of waste and pollution.</li> <li>b) Improving the efficiency and recycling potential of mill by-products by converting them into value-added products.</li> </ul> <p><b>- Major compliance -</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>i. The estate applied the POME in the field. Sighted the POME records for estate. Todate FFB application as at Dec 2019 was 17905.59 cubic meter (m3)</li> </ul>		Complied
<b>4.5.3.3</b>	<p>The palm oil mill management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environmental Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Waste)</p>	<p>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.</p> <p>The mill have a proper Scheduled Waste Store for storing scheduled waste (inventory record) until time of disposal by DOE authorized</p>		Major Non compliance

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Criterion / Indicator		Assessment Findings	Compliance
	Regulations, 2005 <b>- Major compliance -</b>	<p>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>Sighted the sampled scheduled waste disposal records:            i. 31 Jan 2020 for SW 410; C/N no: 2020013109ALJ861            ii. 31 Jan 2020 for SW 409; C/N no: 2020013109HA50VX            iii. 31 Jan 2020 for SW 109; C/N no: 2020013109QKI9WN</p> <p>However found Chemical (acetic acid) and been using for Boiler water (SW 322) was not disposed properly. Thus Major NC been raised.</p>	
<b>4.5.3.4</b>	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourse. <b>- Minor compliance -</b>	Domestic waste were managed by neighbouring estates and dispose in designated landfill. The landfill located far from the housing area and watercourses.	Complied
<b>Criterion 4.5.4: Reduction of pollution and emission</b>			
<b>4.5.4.1</b>	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, particulate and soot emissions, scheduled wastes, solid wastes and effluent. <b>- Major compliance -</b>	<p>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.</p> <p>Monitoring plan was established based on Environment Aspect and Impact assessment DOE license compliance schedule which include scheduled waste storage and disposal record, POME final discharge BOD and boiler stack sampling.</p> <p>Observed the stack emission monitoring as per DOE requirement:</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance												
		Report date: 2 Jan 2020 Report no.: EIH1921(157-15)/GOMSB (AMB) Result: Boiler 1 – 149.9 mg/Nm3 Boiler 2 – 184.8 mg/Nm3 As Per Jadual Pematuhan, the limit 150 mg/Nm3 however the management already apply for contradiction license (005347) valid from 5 June 2019 until 4 June 2020 ( 193 mg/Nm3)													
<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 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.	Complied												
<b>4.5.4.3</b>	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.  <b>- Major compliance -</b>	Mill effluent is treated through biological anaerobic treatment. Regular monitoring was conducted as per requirement. Monthly and quarterly report was submitted to DOE accordingly. Sighted the Quarterly Return Form to DOE as follows: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Month</th> <th>pH</th> <th>BOD</th> </tr> </thead> <tbody> <tr> <td>October</td> <td>9.2</td> <td>44</td> </tr> <tr> <td>November</td> <td>9.1</td> <td>86</td> </tr> <tr> <td>December</td> <td>9.0</td> <td>71</td> </tr> </tbody> </table>	Month	pH	BOD	October	9.2	44	November	9.1	86	December	9.0	71	Complied
Month	pH	BOD													
October	9.2	44													
November	9.1	86													
December	9.0	71													
<b>Criterion 4.5.5: Natural water resources</b>															
<b>4.5.5.1</b>	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: a) Assessment of water usage and sources.	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.	Complied												

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Criterion / Indicator		Assessment Findings	Compliance								
	<p>b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the mill's current activities.</p> <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>Water analysis (3690/2019) was done dated 12 November 2019 (25)810/730/BS/9/2018 was comply with INWQS.</p> <p>Sighted the implementation of water management plan as follows:</p> <p>i. Monthly record of water usage/ton FFB, sighted the records in Monthly Environmental Performance Indicators. Sighted the sampled record for FY 2019. Record of usage as follows:</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Water (liter/FFB tonne )</th> </tr> </thead> <tbody> <tr> <td>December 2019</td> <td>1.15</td> </tr> <tr> <td>November 2019</td> <td>1.14</td> </tr> <tr> <td>Oct 2019</td> <td>1.15</td> </tr> </tbody> </table>	Month	Water (liter/FFB tonne )	December 2019	1.15	November 2019	1.14	Oct 2019	1.15	
Month	Water (liter/FFB tonne )										
December 2019	1.15										
November 2019	1.14										
Oct 2019	1.15										
<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 mill conducted river water sampling on monthly basis as required by 'Jadual Pematuhan'. Sighted the results of river water sampling for Sg. Erong as follows:</p> <p>i. Report date: 21/11/2019            Report no.: 3690/2019            Result: non-detected</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>The SOP for the estates and mill operations are available which is prepared on Group basis. There are levels/types of the documentation identified as follows:</p> <p>a) Quality, Environmental, Safety &amp; Health &amp; Sustainability Manual – 01/7/17            b) System Procedure – 01/1/2012            c) Procedure Manual – 02/1/2018</p>	Complied								

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Criterion / Indicator		Assessment Findings	Compliance
		<p>d) SOM Standard Operating Manual – 2013            e) Safe Operating Procedure – 01/1/2011            f) Environmental Control Procedure – 01/9/2018            g) Store Operating Manual – 2014            h) Jobs description - 2012</p> <p>The mill operations are supervised by the staff, Engineers of the Mill.</p> <p>In addition there are visit from the SVP and mill management team. Also from the supporting units .i.e. OSH, Sustainability Department. Sighted the PTW dated 1/2/2019 have been approved by assistant to declare that Boilermec (contractor) was followed as per SOP and Legal requirement however sighted Oxyacetylene tank was not store properly during site visit at Boiler area as per SOP (safety working instruction) dated Dec 2016.</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 monitoring of the mill process is made through the shift supervision headed by An Engineer/Executives. All process parameters are documented and summarized in a daily report. The external monitoring is made through visits i.e. SVP and the mill management team. The last SVP visit at GAIOM was on 21 Feb 2019. Refer report no (14)010/810/HQ/JAB OP/FORA19 dated 3 April 2019. The report covers on Product quality, Process and Maintenance cost and Oil and Kernel Recovery. In addition there are audits by OSH, Sustainability and Financial Audits. This is to ensure compliance to Policies, procedures in relation mill operations, financial, OSH, welfare among others being adhered.</p>	Complied
<p><b>Criterion 4.6.2:</b> Economic and financial viability plan</p>			

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Criterion / Indicator		Assessment Findings	Compliance
<b>4.6.2.1</b>	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.  - Major compliance -	The mill has developed 5-years business plan from Year 2019 to Year 2022. The business plan has included the production cost, projected OER and KER rate. The budget contains operation cost such as labour cost, chemical cost and electricity cost.	Complied
<b>Criterion 4.6.3: Transparent and fair price dealing</b>			
<b>4.6.3.1</b>	Pricing mechanisms for the products and other services shall be documented and effectively implemented.  - Major compliance -	Tender methodology is used for awarding contracts and is documented and effectively implemented. Tendering process is managed by HQ and letter of award is given to contractor. Contractor then has to accept the tender signing on the letter of acceptance of tender. There is no smallholder dealing with the palm oil mill. Pricing mechanism for FFB is not applicable because the FFB sourced is from own company estates.	Complied
<b>4.6.3.2</b>	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.  - Major compliance -	Based on sample agreements sighted and the interview with contractor, the contractual agreements confirmed to be understood by all parties and fair, legal as well as transparent.	Complied
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	In case of the engagement of contractors, they shall be made to understand the MSPO requirements and shall provide the required documentation and information.  - Major compliance -	Included in contract agreement Addendum as per sample CPO & PK Transport Agreement Addendum on RSPO, MSPO, ISCC & OSHA 1994 based on internal memorandum from Senior Vice President – Processing (Malaysia) & Downstream Manufacturing Date: 30/1/2019	Complied
<b>4.6.4.2</b>	The management shall provide evidence of agreed contracts with the contractor.	As per sample contract agreement sighted as following:  - Supply, Fabricate, Delivery to Site, Installation, Testing, Commissioning and Guarantee of One (1) Lot Civil, Mechanical	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	<p>&amp; Piping Works for New 45mt/hr Steam Boiler and 2MW Steam Turbine and Modification Works for Existing Boiler House and Moving Floor at Genting Ayer Item Oil Mill (GAIOM), Ayer Hitam, Johor; Contractor: Mascot Engineering &amp; Construction Sdn. Bhd.; Contract period: 15/10/2018 – 14/10/2019</p> <p>Crude Palm Oil (CPO) Transport Agreement From Genting Auer Item Oil Mill (GAIOM) to All Refineries in Pasir Gudang and Masai, Johor - Renewal for another 3 years from 1/3/2018; Contractor: Teo Tuan Kwee</p>	
4.6.4.3	<p>The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required.</p> <p>- Minor compliance -</p>	All mill under Genting Plantation has no objection to allow BSI auditors to verify the assessment through physical inspection if required.	Complied



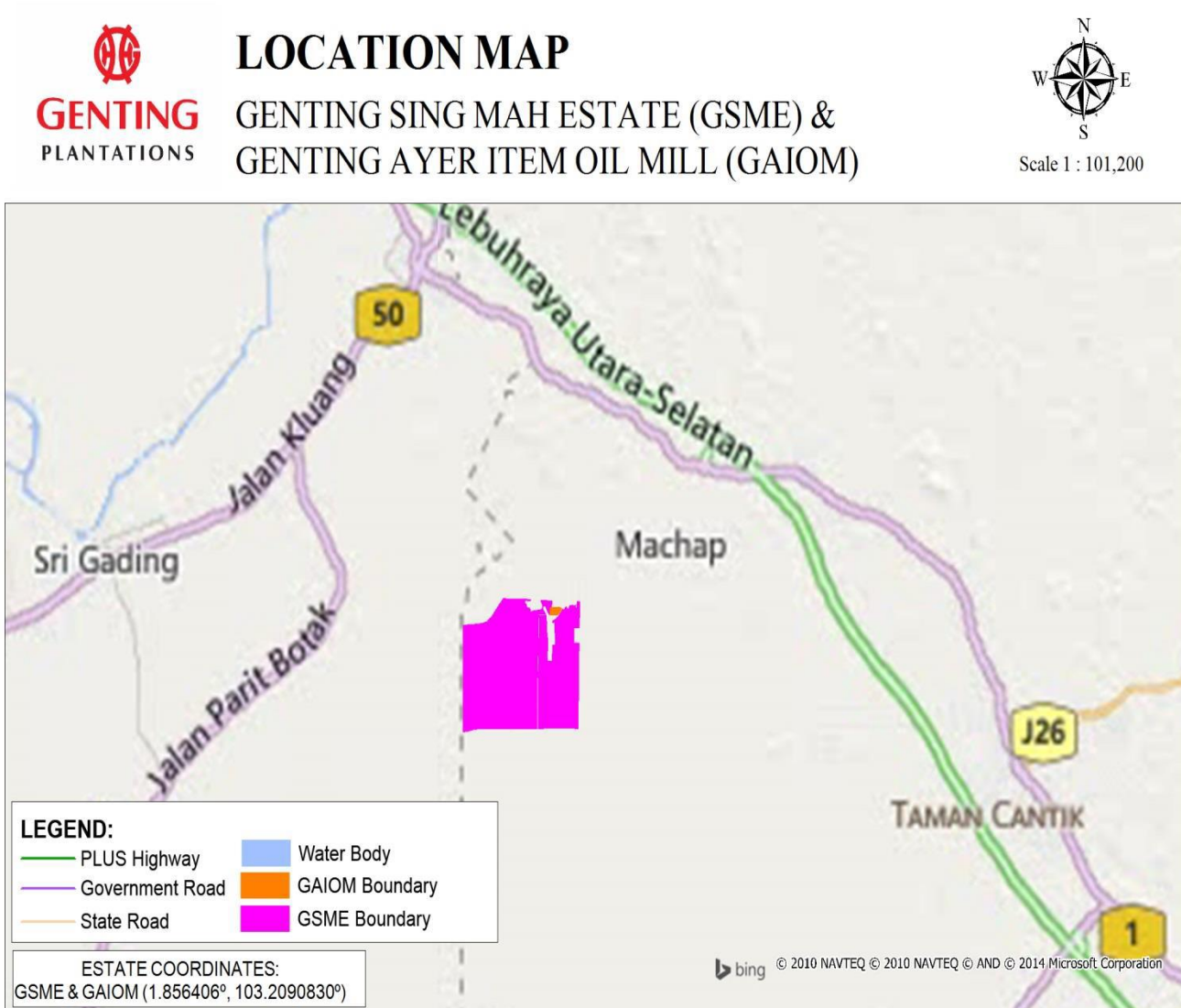
**Appendix B: List of Stakeholders Contacted**

<p><b>Government Officer:</b>          Nil</p>	<p><b>Community/neighbouring village:</b>          Kulai Besar Estate          Cattle Owner          Kg Sri Gading representative          Kg Seri Telok representative          Chicken Farm (Ng Hwee Seng Farming)</p>
<p><b>Suppliers/Contractors/Vendors:</b>          Vimesh enterprise          Mostly enterprise</p>	<p><b>Worker’s Representative/Gender Committee:</b>          Gender Communities          Workers representative</p>

**Appendix C: Smallholder Member Details**

Nil

## Appendix D: Location and Field Map



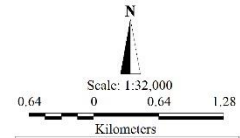
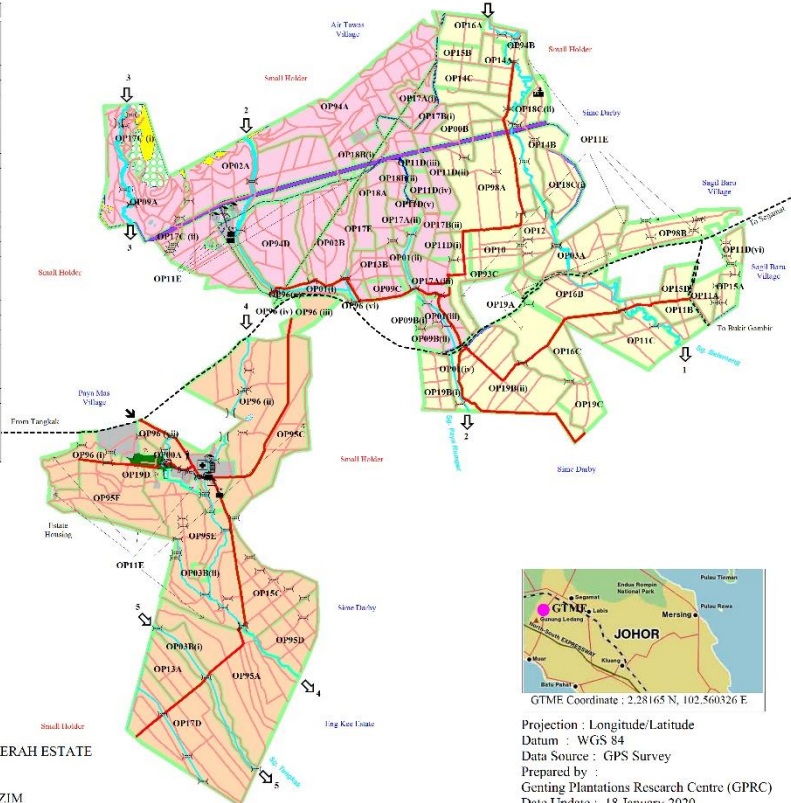
Estate/Division	Hectarage		
	Planted	Non Planted	Total
GTME	1672.38	128.48	1800.86

Payamas Division		Ah See Division	
Block	Planted_Ha	Block	Planted_Ha
OP95A	82.06	OP93C	16.16
OP95C	43.52	OP94B	21.62
OP95D	26.86	OP98A	57.58
OP95E	81.41	OP98B	27.33
OP95F	47.34	OP90B	23.47
OP96(i)	18.27	OP01(iv)	6.38
OP96(ii)	74.31	OP03A	34.64
OP96(iii)	11.06	OP10	20.48
OP96(iv)	0.38	OP11A	8.89
OP96(v)	4.92	OP11B	7.31
OP96A	19.40	OP11C	23.19
OP96B(i)	18.00	OP11D(vi)	6.80
OP96B(ii)	2.14	OP12	16.00
OP13A	19.74	OP14A	12.68
OP15C	36.55	OP14B	19.75
OP17D	78.34	OP14C	14.00
OP16D	3.44	OP15A	9.57
TOTAL	568.27	OP15B	7.40
		OP15D	29.40

Tanah Merah Division		Ah See Division	
Block	Planted_Ha	Block	Planted_Ha
OP94A	80.98	OP16A	11.97
OP94D	42.83	OP16B	29.53
OP96(vi)	0.81	OP16C	10.68
OP96(vii)	0.36	OP18C(i)	18.27
OP96(viii)	10.89	OP18C(ii)	10.74
OP96(ix)	5.21	OP19A	29.48
OP96(x)	10.01	OP19B(i)	15.67
OP96(xi)	108.20	OP19B(ii)	65.52
OP96(xii)	48.42	OP19C	14.24
OP96(xiii)	42.39	TOTAL	568.54
OP96(xiv)	1.02	GRANDTOTAL	1,672.38
OP96(xv)	5.64		
OP96(xvi)	6.82		
OP11D(i)	5.03		
OP11D(ii)	10.58		
OP11D(iii)	2.34		
OP11D(iv)	4.32		
OP11D(v)	2.94		
OP11E	12.20		
OP13B	17.81		
OP17A(i)	19.31		
OP17A(ii)	13.18		
OP17A(iii)	16.17		
OP17B(i)	7.34		
OP17B(ii)	10.32		
OP17C(i)	6.17		
OP17C(ii)	3.22		
OP17E	11.24		
OP18A	14.00		
OP18B(i)	2.53		
OP18B(ii)	7.29		
TOTAL	638.57		

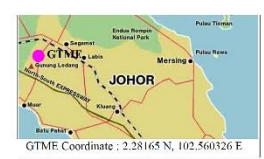
GENTING TANAH MERAH ESTATE  
P.O.BOX NO.68,  
84907 TANGKAK,  
JOHOR DARUL TAKZIM

**GENTING PLANTATIONS**  
**GPS MAP OF GENTING TANAH MERAH ESTATE**



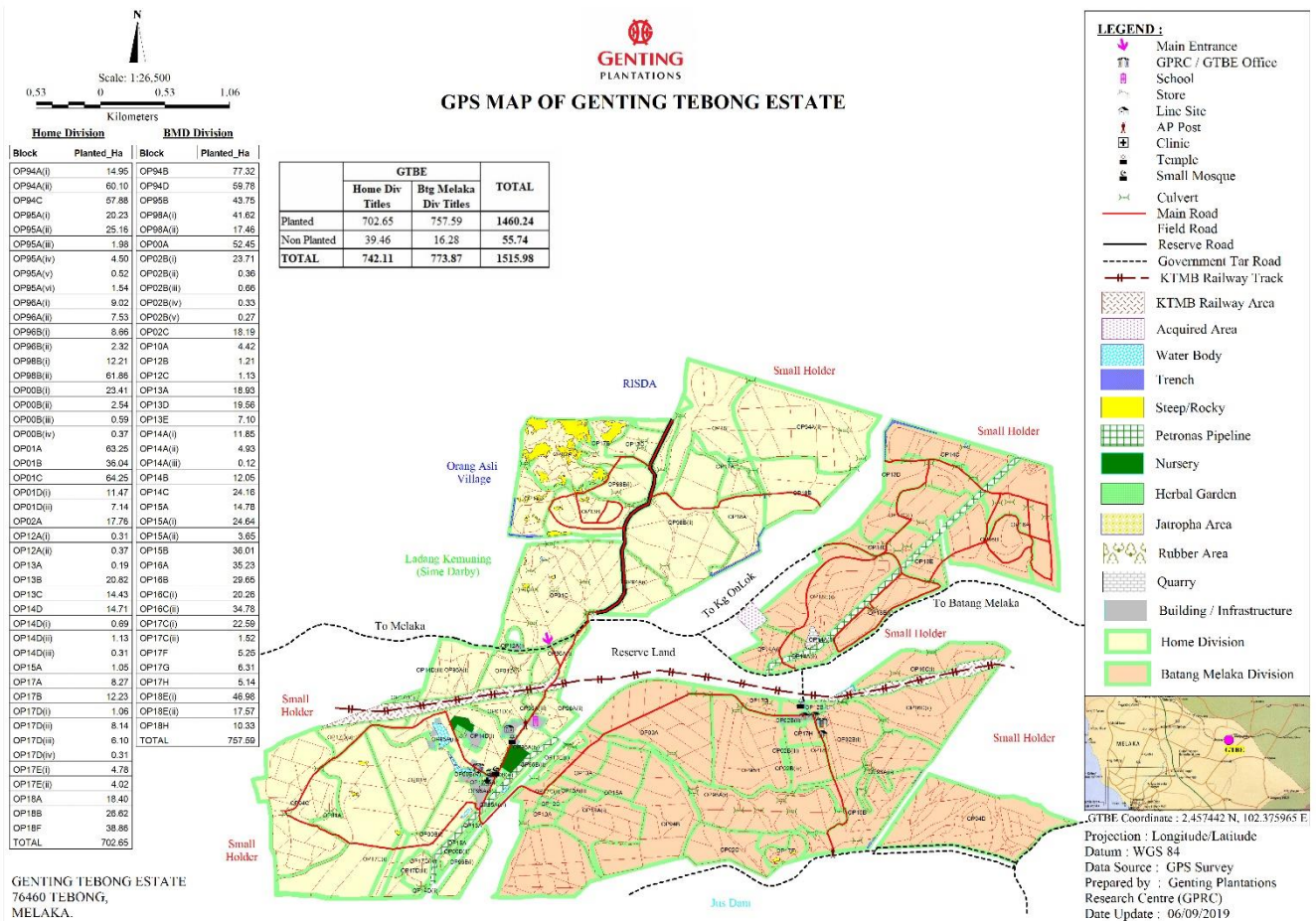
**LEGEND:**

- Line Site
- Creche
- Mosque
- Temple
- Cemetery
- AP Post
- Office
- Store
- Clinic
- Main Entrance
- School
- Inlet of Major Watrway
- Outlet of Major Watrway
- Culvert
- Bridge
- Main Road
- Submain Road
- Government Tar Road
- Tar Road
- River
- Water Body
- Trench Area
- Main Drain
- Water Pipeline
- TNB Rentice
- Teak Area
- Nursery
- Unplantable - Steep/Rocky
- Building/Infrastructure
- Ah See Division
- Tanah Merah Division
- Payamas Division



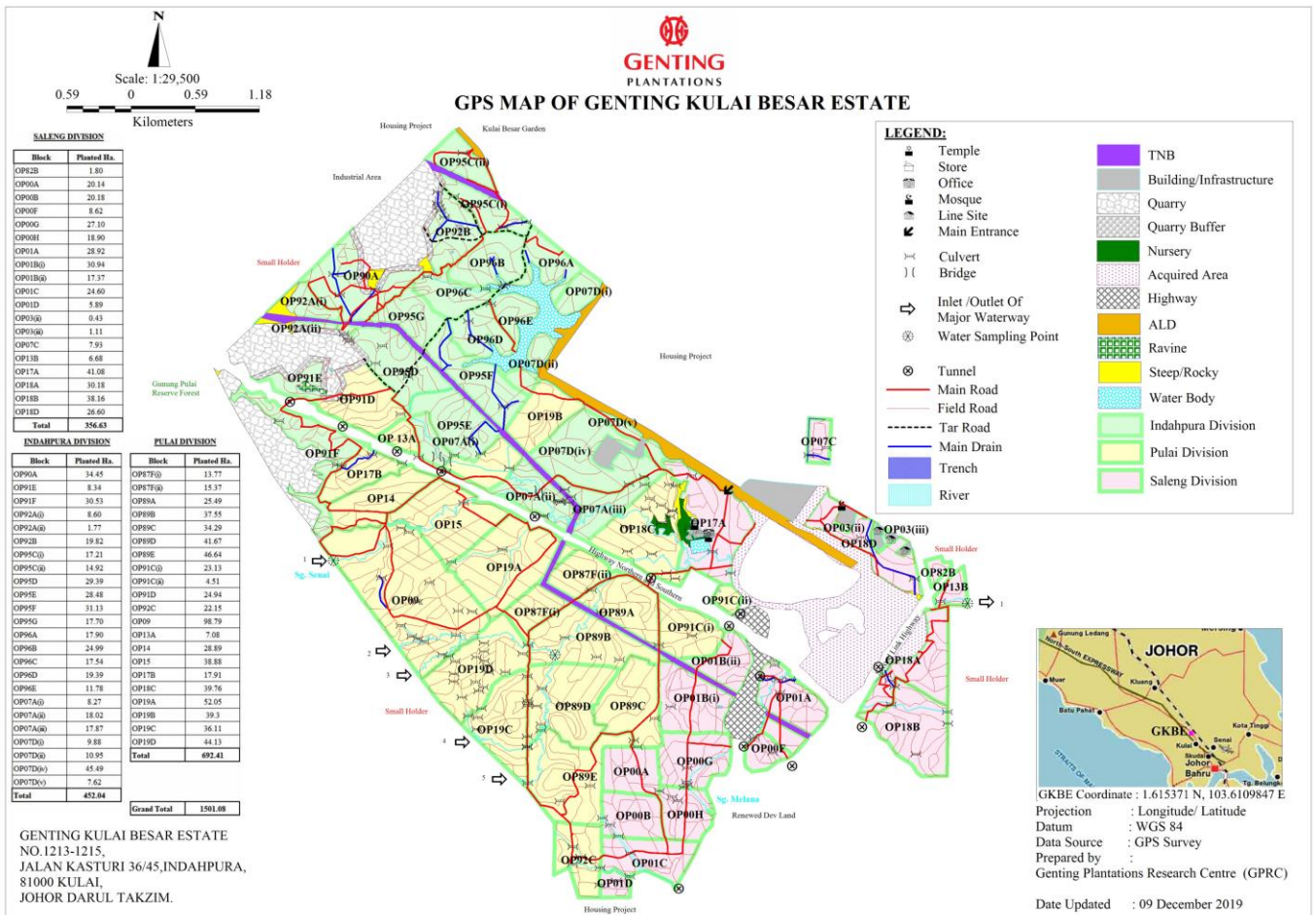
Projection : Longitude/Latitude  
Datum : WGS 84  
Data Source : GPS Survey  
Prepared by :  
Genting Plantations Research Centre (GPRC)  
Date Update : 18 January 2020

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**Appendix E: List of Abbreviations**

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