

**MALAYSIAN SUSTAINABLE PALM OIL
ANNUAL SURVEILLANCE ASSESSMENT 1
Public Summary Report**

FGV Holdings Berhad
Head Office: Plantation Sustainability Department, Level 20 (W), Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur, Malaysia
Certification Unit: Belitong Palm Oil Mill and Supply Base
Location of Certification Unit: Kilang Kelapa Sawit Belitong, KM 28, Jalan Kluang/Kota Tinggi 86000 Kluang, Johor, Malaysia

Report prepared by:
Valence Shem (Lead Auditor)

Report Number: 9673530

Assessment Conducted by:
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Section 1: Executive Summary

1.1 Organizational Information and Contact Person			
MPOB License	Mill: 618297015000 & 618385003000 FGVPM Bukit Tongkat B: Estate 558895002000 FGVASSB Ulu Belitong: Estate 503540902000		
Company Name	FGV Holdings Berhad		
Address	Plantation Sustainability Department, Level 20 (W), Wisma FGV, Jalan Raja Laut 50350 Kuala Lumpur, Malaysia		
Group name if applicable:	NA		
Subsidiary of (if applicable)	FGV Plantations (Malaysia) Sdn Bhd - Kilang Kelapa Sawit Belitong		
Contact Person Name	Mr Ameer Izyanif Bin Hamzah		
Website	www.feldaglobal.com	E-mail	ameer.h@fgvholdings.com
Telephone	+603-2789 1338	Facsimile	+603-2789 0001

1.2 Certification Information			
Certificate Number	Mill: MSPO 693232 Estate: MSPO 693234		
Issue Date	21/05/2019	Expiry date	20/05/2024
Scope of Certification	Mill: Production of Sustainable Palm Oil and Palm Oil Products Estate: Production of Sustainable Oil Palm Fruits		
Stage 1 Date	04-05/06/2018		
Stage 2 / Initial Assessment Visit Date (IAV)	16-18/10/2018		
Continuous Assessment Visit Date (CAV) 1	12-15/11/2019		
Continuous Assessment Visit Date (CAV) 2	-		
Continuous Assessment Visit Date (CAV) 3	-		
Continuous Assessment Visit Date (CAV) 4	-		
Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
RSPO 693230	RSPO P&C MYNI 2014	BSI Services Malaysia Sdn. Bhd	06/02/2024

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1.3 Location of Certification Unit			
Name of the Certification Unit	Site Address	GPS Reference of the site office	
		Latitude	Longitude
Belitong Palm Oil Mill	Kilang Sawit Belitong, KM 28, Jalan Kluang/Kota Tinggi, 86007 Kluang, Johor	1° 56' 18" N	103° 29' 55" E
FGVPM Bukit Tongkat B Estate	Ladang Fgvpm Bukit Tongkat B, 86000 Kluang, Johor	1° 56' 29" N	103° 30' 14" E
FASSB Ulu Belitong Estate	Stesen FASSB Ulu Belitong, 86000 Kluang, Johor	1° 56' 22" N	103° 28' 39" E

1.4 Plantings & Cycle							
Estate	Age (Years) - ha					Mature	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
FGVPM Bukit Tongkat B Estate	0	212.98	733.54	124.14	0	1,070.66	0
FASSB Ulu Belitong Estate	0	79.17	45.11	0	0	124.28	0
Total (ha)	0	292.15	778.65	124.14	0	1,194.94	0

1.5 FFB Production (Actual) and Projected (tonnage)			
Producer Group	Estimated (May 2019-Apr 2020)	Actual production (May 2019-Apr 2020)	Projected production (May 2020-Apr 2021)
FGVPM Bukit Tongkat B Estate	14,603.19	6,121.08	16,413.53
FASSB Ulu Belitong Estate	2,991.01	1,165.92	3,602.97
Total	17,594.20	7,287.00	20,016.50

1.6 Certified Tonnage			
Mill Capacity: 50 MT/hr	Estimated (mt) (May 2019-Apr 2020)	Actual (mt) (May 2019-Apr 2020)	Forecast (mt) (May 2020-Apr 2021)
	FFB	FFB	FFB
	17,594.20	7,287.00	20,016.50
SCC Model: MB	CPO (OER: 20.09%)	CPO (OER: 20.01%)	CPO (OER: 20.70%)
	3,535.29	1,566.25	4,143.42
	PK (KER: 5.66%)	PK (KER: 5.42%)	PK (KER: 5.75%)
	994.12	423.98	1,150.95

1.7 Description of Supply Base					
Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
FGVPM Bukit Tongkat Estate	1,070.66	0	171.86	1,242.52	86
FASSB Ulu Belitong Estate	124.28	3	6.14	133.42	95
Total (ha)	1,194.94	3	178.00	1,375.94	87

1.8 Details of Certification Assessment Scope and Certification Recommendation:
<p>BSI Services Malaysia Sdn Bhd has conducted the Annual Surveillance I Assessment of FGV Plantations (Malaysia) Sdn Bhd - Belitong Palm Oil Mill and Supply Base which is located in Kluang, Johor comprising Belitong Palm Oil Mill, FGVPM Bukit Tongkat B Estate, FASSB Ulu Belitong Estate and infrastructure.</p> <p>The assessment was conducted onsite to assess the compliance of the certification unit against the MS 2530-3:2013 Part 3: General principles for oil palm plantations and organized smallholder, MS 2530-4:2013 Part 4: General principles for palm oil mills and MSPO Guidance. The onsite assessment was conducted on 12-15/11/2019.</p> <p>Based on the assessment result, FGV Plantations (Malaysia) Sdn Bhd - Belitong Palm Oil Mill and Supply Base complies with the MS 2530-3:2013 Part 3: General principles for oil palm plantations and organized smallholder, MS 2530-4:2013 Part 4: General principles for palm oil mills and recommended for certification to be continued.</p>

Section 2: Assessment Process

Certification Body:

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BSI is a leading global provider of management systems assessment and certification, with more than 80,000 certified locations and clients in over 100 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 on 12-15/11/2019. The audit programme is included as Appendix A. The approach to the audit was to treat the Belitong Palm Oil Mill and Supply Base as an MSPO Certification Unit. A range of environmental and social factors were covered. This includes consideration of topography, palm age, proximity to areas with HCVs, 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 $N = 1.0\sqrt{y}$ where y 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 $(\sqrt{y}) \times (z)$; where z is the risk factor (may defers from 1.0, 1.5 or 2.0 depending on risk), y is total number of group members and where z is the multiplier defined by the risk assessment. 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.

The assessment findings for the assessment are detailed in Section 4.2.

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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.

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

1. Assessment Program					
Name (Mill / Plantation / Group smallholders)	Year 1 (Certification)	Year 2 (ASA 1)	Year 3 (ASA 2)	Year 4 (ASA 3)	Year 5 (ASA 3)
Belitong Palm Oil Mill	✓	✓	✓	✓	✓
FGVPM Bukit Tongkat B Estate	✓	✓	✓	✓	✓
FASSB Ulu Belitong Estate	✓	✓	✓	✓	✓

Tentative Date of Next Visit: October 12, 2020 – October 14, 2020

Total No. of Mandays: 6.0

BSI Assessment Team:

Valence Shem - Lead Auditor

He holds Bachelor Degree in Industrial Technology, graduated from University of Science Malaysia in 1998 and has 9 years working experience in oil palm plantation industry. He has been in the management system auditing line since 2009 for various standards such as ISO 140001, RSPO P&C, RSPO SCCS and SMETA. He completed the ISO 14001 Lead Auditor Course in 2008, ISO 9001 Lead Auditor Course in 2013, Endorsed RSPO P&C Lead Auditor Course in 2011, Endorsed RSPO SCCS Lead Assessor Course in 2012 and MSPO Awareness Training in 2014. He had been involved in RSPO auditing since 2009 in various companies in Malaysia. During this assessment, he assessed on the aspects of Legal, social aspects, employees welfare and stakeholders consultations & communications and the supply chain element. Able to communicate in Bahasa Malaysia and English.

Ismadi Ismail - Team Member

He holds Diploma in Planting Industry Management from MARA Institute of Technology, Kuantan Pahang. 24 years of working experiences with various plantation companies and skills in Best Agriculture Practices (GAP) for plantation. Fully trained in CoP, MSPO and OSHAS. Qualified as Lead Auditor/Auditor for MSPO and CoP. Involved in MSPO assessment since 2017. Completed and certified MSPO Auditor course in 2017 held by SGS (M) Sdn Bhd and ISO 9001:2015 lead auditor course by TOMC. During this assessment, he assessed on the aspects of Legal, best practices, traceability, occupational safety, biodiversity and environment. Able to communicate in Bahasa Malaysia and English.

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 Annual Surveillance Assessment 1, there were four (4) Major and one (1) minor non-conformities raised. The Belitong Palm Oil Mill and Supply Base submitted their Corrective Action Plans for the nonconformity. Corrective action plans with respect to the nonconformity were reviewed by the BSI audit team and accepted.

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

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1849591-201906-M1	Clause & Category (Major / Minor)	MSPO Part 3, 4.3.1.1 Major
Date Issued	14/11/2019	Due Date	12/2/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	12/2/2020
Statement of Nonconformity:	Evidence of compliance with relevant legal requirements shall be available.		
Requirement Reference:	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations.		
Objective Evidence:	In Bukit Tongkat B Estate, it was found that a worker [employee ID: FW06010020] received his pay for month January 2019 and June 2019 under minimum wage (RM1,100/month or RM42.31/day) i.e. RM668.42/25 working days or RM26.74/day and RM834.54/20 working days or RM41.28/day, respectively. Warning letters were given to the worker due to low productivity on 3, 11 and 16 January 2019. However, there is no evidence that the management has identified the root cause of his low productivity and further action taken for both months in order to comply with Minimum Wage Order 2018.		
Corrections:	The management failed to provide adequate planning and work during the low production period.		
Root Cause Analysis:	Management expand the job scope and gave extra work to the related workers in order comply with minimum wages act.		
Corrective Actions:	Provides annual training programs for related job scope to the specific workers/responsible personnel.		

Assessment Conclusion:	<p>Evidence submitted:</p> <ul style="list-style-type: none"> - January 2020 payslip of the affected worker that shows the minimum wage was fulfilled - "Program Kerja" (work programme) for 2020 that shows the scope of job for workers can be expanded when necessary <p>The corrective action evidence found to be adequate to close the NCR. The continuous effective implementation shall be verified in the next assessment.</p>
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Nonconformity			
NCR Ref #	1849591-201906-M2	Clause & Category (Major / Minor)	MSPO Part 3, 4.4.4.2 Major
Date Issued	14/11/2019	Due Date	12/2/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	12/2/2020
Statement of Nonconformity:	No evidence re-designation of work being conducted as per Medical Surveillance finding.		
Requirement Reference:	The occupational safety and health plan shall 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 Labelling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.		
Objective Evidence:	At Bukit Tongkat Estate, based on medical surveillance (HQ/11/DOC/00/235) dated 16th February 2019, two manuring workers, FW 066010022 and FW 01950478 was found unfit for work due to abnormal chest x -ray and elevated creatinine level. However, their work assignment still remain status quo based on the pay-slip as at July and August 2019.		
Corrections:	The unfit workers have been transferred to other works that does not involve the use of chemicals and fertilizers (Bukit Tongkat B)		
Root Cause Analysis:	Management weaknesses regarding to the OSH Requirement in Medical Surveillance.		
Corrective Actions:	Appoint person incharge for management to ensure the OSH Requirement & regular monitoring every 6 months by Person in charge & Regional SHO. One of PIC's task is to inform the management of any "unfit worker" when identified.		
Assessment Conclusion:	<p>Evidence submitted:</p> <ul style="list-style-type: none"> - Copies of letter from the Estate Manager to the unfit workers dated 12/11/2019 to notify them that their works have been changed to the works that do not involve chemical. The letters were acknowledged by the workers through signatures. <p>The corrective action evidence found to be adequate to close the NCR. The continuous effective implementation shall be verified in the next assessment.</p>		

Nonconformity			
NCR Ref #	1849591-201906-M3	Clause & Category (Major / Minor)	MSPO Part 3, 4.5.3.2 Major
Date Issued	14/11/2019	Due Date	12/2/2020
Closed	Yes	Date of nonconformity	12/2/2020

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(Yes / No)		Closure									
Statement of Nonconformity:	Scheduled waste has exceeded the 180 days validity period.										
Requirement Reference:	A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for: a) Identifying and monitoring sources of waste and pollution										
Objective Evidence:	<p>Bukti Tongkat B Estate already exceeding the validity period as stipulated in the Environmental Quality Act 1974 (Act 127).</p> <p>"Environmental Quality (Scheduled Wastes) Regulations 2005; PU(A) 294/2005; Regulation 9-Storage of Scheduled Wastes; No.5 – Any person may store schedule wastes generated by him for 180 days or less after its generation provided that:</p> <ol style="list-style-type: none"> The quantity of scheduled wastes accumulated on site shall not exceed 20 metric tons; and" <p>As evidence;</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th></th> <th>Date Generated</th> <th>Date Disposed</th> <th>Difference Days</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">SW 409</td> <td style="text-align: center;">28/2/2019, 0.001 Mt</td> <td></td> <td style="text-align: center;">258</td> </tr> </tbody> </table>				Date Generated	Date Disposed	Difference Days	SW 409	28/2/2019, 0.001 Mt		258
	Date Generated	Date Disposed	Difference Days								
SW 409	28/2/2019, 0.001 Mt		258								
Corrections:	Due to low volume of schedule waste generated, estate decided to dispose waste at the KS Belitong.										
Root Cause Analysis:	Management weaknesses in monitoring and managing wastes of scheduled waste materials either from the project or contractors.										
Corrective Actions:	Management to ensure all schedule waste item and Used PPE produced handled according to the waste management plan by regular monitoring every 6 months by regional SHO and thru periodic OSHA meeting.										
Assessment Conclusion:	<p>Evidence submitted:</p> <ul style="list-style-type: none"> A copy of inventory records (5th Schedule) that shows the scheduled wastes kept are not exceeding 180 days and sent to the centralised collection centres as decided by the top management in FGV <p>The corrective action evidence found to be adequate to close the NCR. The continuous effective implementation shall be verified in the next assessment.</p>										

Nonconformity			
NCR Ref #	1849591-201906-M4	Clause & Category (Major / Minor)	MSPO Part 4, 4.3.1.1 Major
Date Issued	14/11/2019	Due Date	12/2/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	12/2/2020
Statement of Nonconformity:	Evidence of legal compliance was not adequately demonstrated.		
Requirement Reference:	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.		
Objective Evidence:	1) Audiometry Test was conducted on 16th October 2018 to 35 employees. Two workers namely, En Asmadi bin Amat (71XXXX-XX-5081) and En. Parizan bin Abd Kadir (77XXXX-XX-6807) was under Standard Threshold Shift. No		

	<p>evidence, re-test being conducted within three months from the date of the last audiometric test [ref.: Factories And Machinery Act 1967 [Act 139] P.U. (A) 1/1989 Factories And Machinery (Noise Exposure) Regulations 1989, Regulation 23]</p> <p>2) In Belitong POM, there was a female worker (Worker ID: 1210638) has worked overtime on 30/06/2019 from 2215 to 0045 (2.5 hours) which is after 10 p.m. However Belitong POM didn't have the permit from the Labour Department for female working after 10 p.m.</p> <p>3) The workers housing weekly inspection was not conducted on weekly basis. Based on the inspection report, the dates of the inspection are as follows:</p> <ul style="list-style-type: none"> - Last: 11/11/2019 - 2nd last: 24/9/2019 - 3rd last: mid-Aug 2019
Corrections:	<ol style="list-style-type: none"> 1. Mill to apply the permit mentioned. 2. Mill to conduct retest for 2019 audiometric test to the specific workers Asmadi and Parizan. 3. Mill to appoint several workers that in charge to do housing inspection every week
Root Cause Analysis:	Management weaknesses regarding to the Legal Requirement.
Corrective Actions:	<ol style="list-style-type: none"> 1) Appoint person incharge for management to ensure the Legal & OSH Requirement. Do regular monitoring every 6 month by Person in charge. 2) Letter of appointment to workers as Person in Charge for housing inspection.
Assessment Conclusion:	<p>Evidence submitted:</p> <ul style="list-style-type: none"> - A copy of OHD report on audiogramme test dated 12/10/2019 for 70 mill employees which includes the two concerned employees. The results showed no hearing impairment detected. - A letter dated 26/12/2019 from the mill manager to the female employees to notify them that working after 10.00 p.m. is no longer allowed. - A letter dated 30/12/2019 from the mill manager to two employees to notify them to conduct the weekly housing inspection which includes the inspection program. <p>The corrective action evidence found to be adequate to close the NCR. The continuous effective implementation shall be verified in the next assessment.</p>

Nonconformity			
NCR Ref #	1849591-201906-N1	Clause & Category (Major / Minor)	MSPO Part 3, 4.5.3.5 Minor
Date Issued	14/11/2019	Due Date	Next surveillance assessment
Closed (Yes / No)	No	Date of nonconformity Closure	Open
Statement of Nonconformity:	Domestic wastes was not effectively managed.		
Requirement Reference:	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.		

Objective Evidence:	During site visit at Bukit Tongkat B workers housing, it was found out that domestic wastes were disposed behind Block Seri Alamanda & Dahlia. The drain behind the toilet of Dahlia was also full of wastes.
Corrections:	To conduct domestic waste cleaning programme/ communal work at residential areas that has been identified.
Root Cause Analysis:	Weekly inspection for line site inspection by management not all covered. No monitoring on domestic waste management and no awareness on domestic waste for workers
Corrective Actions:	1) Provide a complete checklist that covered surroundings and in the residential building 2) Management to conduct awareness on domestic waste management to workers every year
Assessment Conclusion:	The correction and corrective action plan are accepted. Verification of evidence of effective implementation shall be carried out in the next surveillance assessment.

Noteworthy Positive Comments	
1.	Positive comments from all stakeholders interviewed
2.	All personnel were cooperative during the assessment process

3.3 Status of Nonconformities Previously Identified and OFI

Nonconformity			
NCR Ref #	1696075-201804-N1	Clause & Category (Major / Minor)	MSPO Part 3, 4.4.4.2 Minor
Date Issued	18/10/2018	Due Date	14/11/2019
Closed (Yes / No)	Yes	Date of nonconformity Closure	14/11/2019
Statement of Nonconformity:	The appointed employees to be the first-aiders were not trained.		
Requirement Reference:	The occupational safety and health plan shall cover the following: 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		
Objective Evidence:	There were 2 employees at FASSB Ulu Belitong Estate appointed as first-aiders. However, there is no evidence that they have been trained on first aid.		
Corrections:	<ol style="list-style-type: none"> 1. FASSB estate management Ulu Belitong submits a letter of notification to the central management for review of the first aider training needs to the involved personnel who need to be implemented immediately. 2. Feedback of confirmation the first aider training date to be performed by the central FASSB management. 		
Root Cause Analysis:	<ol style="list-style-type: none"> 1. Implementation of first aider training needs to staff for each FASSB farm is coordinated at a centralized level where estate management has listed the name of the officer (En Abd Jalil & En Hafiz) to undergo the training in 2018 programme. 		

	<ol style="list-style-type: none"> 2. The FASSB central management coordinating program has not yet informed the plantation for the validation of the training date to be implemented in 2018 although the meeting on the requirements was discussed at the central management level. 3. The officer who was previously trained as a first aider was En Mohd Lazim Judin who had been transferred to another unit and no substitute trainees were trained during that period.
Corrective Actions:	<ol style="list-style-type: none"> 1. Copy of letter to FASSB center management related to first aid training needs. 2. Feedback (letter / email) regarding the confirmation of the first aider training date to be implemented. 3. Letter of call attending the first aider course. 4. Copy of first aider certificates for staff who have undergone training
Assessment Conclusion:	<p>Verified corrections and corrective actions:</p> <ol style="list-style-type: none"> 1. Evidence, Certificate of Attendance of En. Muhammad Afif bin Ayob the 1st Aider for Ulu Belitong Estate dated 21st and 22nd February 2019. <p>The evidences submitted found adequate and effectively implemented. Thus, the Minor NC was effectively closed.</p>

3.4 Issues Raised by Stakeholders

IS #	Description
1	<p>Issues: <u>FELDA Bukit Tongkat Villagers/Surrounding Communities</u> There are elephants at the PM00H sighted by the settlers. The block has been left abandoned due to steep terrain and lead to the elephant encroachment at the settler's oil palm block. The installation of Empangan Sembrong also become the reason why the elephants entered to the nearest villagers (Kampung Sri Timur). There is no land conflict/dispute occurred.</p>
	<p>Management Responses: Information noted.</p>
	<p>Audit Team Findings: No further issue.</p>
2	<p>Issues: <u>Contractors & Suppliers</u> The payment and sales contracts are available and they were happy on the timeliness payment been made by FGV.</p>
	<p>Management Responses: Information noted.</p>
	<p>Audit Team Findings: No further issue.</p>
3	<p>Issues: <u>Sekolah Kebangsaan LKTP</u> This is the first time school representative has come to Bukit Tongkat B office because they are nearer to FASSB Ulu Belitong Estate. So far they receive good cooperation and relationship with FGV management. The CSR programme mainly come from FELDA.</p>
	<p>Management Responses:</p>

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	Information noted.
	Audit Team Findings: No further issue.
4	Issues: Foreign Workers & Locals Representatives There were wild boars roaming at the centralized waste bin in the housing area. No issue on salary and overtime paid.
	Management Responses: Information noted.
	Audit Team Findings: No further issue.
5	Issues: <u>Gender Committee</u> No sexual harassment cases reported so far. Activities were conducted regularly and recorded in the meeting minutes.
	Management Responses: Information noted.
	Audit Team Findings: No further issue.

3.5 Summary of the Nonconformities and Status

CAR Ref.	CLASS	ISSUED	STATUS
1696075-201804-N1	Minor	18/10/2018	Closed on 14/11/2019
1849591-201906-M1	Major	14/11/2019	Closed on 12/2/2020
1849591-201906-M2	Major	14/11/2019	Closed on 12/2/2020
1849591-201906-M3	Major	14/11/2019	Closed on 12/2/2020
1849591-201906-M4	Major	14/11/2019	Closed on 12/2/2020
1849591-201906-N1	Minor	14/11/2019	Open

3.6 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
4.1 Principle 1: Management commitment & responsibility			
Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy			
4.1.1.1	A policy for the implementation of MSPO shall be established. - Major compliance -	FGV have established the Group Sustainability Policy [FGV/SED/POL/001, rev. 3, dated 29 th May 2019 signed by Chairman, Board of Directors YBHG Datuk Wira Azhar Abdul Hamid. The purpose of the policy is to established the objectives and guidelines for FGV and its Group of Companies with regards to sustainability matters. The policy covering the following aspects: - <ol style="list-style-type: none"> 1. Social Responsibility 2. Profitability and Use of Resources 3. Environmental Stewardship 4. Value Chain 5. Transparency and Reporting 	Complied
4.1.1.2	The policy shall also emphasize commitment to continual improvement. - Major compliance -	Sighted under Group Sustainability Policy stated FGV Group is committed to continuously improve its products and services by adopting the best possible approaches to enhance productivity and profitability by optimising resources and operational efficiencies, while minimising negative impacts on people, social and environmental.	Complied
Criterion 4.1.2 – Internal Audit			

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Criterion / Indicator		Assessment Findings	Compliance
4.1.2.1	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. - Major compliance -	Internal audit was conducted on 17 th -18 th September 2019 at Bukit Tongkat B Estate and 19 th – 20 th September 2019 at Ulu Belitong Estate by two internal auditors, Muhammad Zulfadzli Sufian Suri and Abd Rahman Awang.	Complied
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action. - Major compliance -	FGV have established an Internal Audit Procedure, Doc No: FGV/ML-1A/L2-Pr11, issue 1, version 0 dated 01.06.2016 as a reference for audit process. The audit findings were documented under Internal Audit Summary and total findings at Bukit Tongkat B Estate was 56% @ 29 criteria Non-conformities and Ulu Belitong Estate at 45% @ 27 criteria Non- conformities. The response and action taken by Estate Manager for all the findings raised by the Internal Audit was on 30 th September 2019 (Bukit Tongkat B Estate) and 30 th October 2019 (Ulu Belitong Estate) within the deadline. All details are well documented by Estate Management.	Complied
4.1.2.3	Report shall be made available to the management for their review. - Major compliance -	The internal audit report was documented and made available for management review. As evidence, all findings from internal audit was responded by both estates' management within the timeframe stipulated in the Audit Procedure.	Complied

Criterion / Indicator	Assessment Findings	Compliance	
Criterion 4.1.3 – Management Review			
4.1.3.1	<p>The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.</p> <p>- Major compliance -</p>	<p>Management review was conducted on 2nd October 2019 at Bukit Tongkat B Estate and 10th October 2019 at Ulu Belitong Estate. The meeting being chaired by the respective Estate Manager.</p> <p>Other than internal audit matter, 7 more agendas were discussed and as follows:</p> <ol style="list-style-type: none"> 1. Customer satisfactory 2. Production 3. Environment 4. Social 5. Replanting 6. Management Review 7. Continuous Improvement 	<p>Complied</p>
Criterion 4.1.4 – Continual Improvement			
4.1.4.1	<p>The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company.</p> <p>- Major compliance -</p>	<p>FGV have established procedure on Continuous Improvement Doc No: FGV/ML-1A/L2-Pr7, issue 1, version 0 dated 01.06.2016 with an objective to provide action plan in implementing the Continuous Improvement Plan covering Social, Best Practices and Environmental.</p> <p>The Continuous Improvement Plan for Bukit Tongkat B Estate are as follows: -</p> <ol style="list-style-type: none"> 1. Reduce usage of Pesticides by increase barn -owl boxes and 	<p>Complied</p>

Criterion / Indicator		Assessment Findings	Compliance
		<p>planting of Beneficial Plants, <i>Turnera subulata</i>, <i>Cassia Cobanensis</i> and <i>Antigonon leptopus</i></p> <ol style="list-style-type: none"> 2. Reduce erosion by planting of cover crops and frond stacking. 3. Control of landfill area 4. Disposal of Empty chemical containers. 5. EFB application in the field 6. Reuse of empty chemical containers for spraying activities 7. House beautification campaign <p>As for Ulu Belitong Estate the Continuous Improvement Plan as below: -</p> <ol style="list-style-type: none"> 1. EFB application in the field 2. To control on rat attack 3. To improve on infrastructure - Sundry shop, Night Market, Internet Centre, Guard Post 4. To use recycle paper for printing at office. 	
4.1.4.2	<p>The company shall establish a system to improve practices in line with new information and techniques or new industry standards and technology (where applicable) that are available and feasible for adoption.</p> <p>- Major compliance -</p>	<p>Any new technology and/or innovation equipment is subject to approval by HQ No new technology adopted by the estate for field operation so far.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
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 -	Training will be provided to respective personnel that involved with any new technology and/or innovation equipment.	Complied
4.2 Principle 2: Transparency			
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 -	Bukit Tongkat B Estate and Ulu Belitong Estate has issued a memo to the stakeholders such as settlers, contractors, suppliers and government authorities regarding the request of documents such as land title, OSH plan, social and environment assessment plan, complaint and grievance procedure, company policies and HCV management plan. FGV has conducted a combined stakeholder meeting on 24/5/2018 for PSD, Felda Segamat Region, FTPSB Segamat Region, FGVPMSegamat Region and FPISB Kluang Region. During the meeting, the management has explained the requirements of sustainable palm oil certification to all the stakeholders. Besides, briefing of policies and management procedures of sustainability was carried out during the meeting as well.	Complied
4.2.1.2	Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative	There is no restriction for the public to access the type of documents listed in the RSPO P&C standard at FGV. The means of communication have been spelt out in their " <i>Komunikasi, Penglibatan</i>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	environmental or social outcomes. - Major compliance -	<i>dan Rundingan'</i> procedure [doc. no.: ML-1A/L2-Pr12(0) dated 1/6/2016]. The application of the procedure has also been briefed to the stakeholders during stakeholders meeting. Among the means of communication were through morning muster between the management and the employees, notice boards, suggestion box, workers' representative, etc. Communication process with external stakeholders, medias and contractors was also spelt out in the procedure. List of documents which are publicly available was stated in the procedure according to the RSPO P&C standard requirement. Documents such as meeting minutes, OSH plan, HCV report, policies, SEIA, etc. were publicly available upon request. Apart from that, the Group Sustainability Policy can be accessed via the internet link, http://www.feldaglobal.com/sustainability/sustainability-governance/sustainability-policies/	
Criterion 4.2.2 – Transparent method of communication and consultation			
4.2.2.1	Procedures shall be established for consultation and communication with the relevant stakeholders. - Major compliance -	FGV has developed " <i>Komunikasi, Penglibatan dan Rundingan'</i> " procedure [doc. no.: ML-1A/L2-Pr12(0) dated 1/6/2016] where the objective of the procedure is to provide an effective communication system with the stakeholders. The types of communication are such as with the internal workers, media, external stakeholders, contractors and suppliers. The time frame to be responded to external communication is within 2 weeks from the date of receipt of request and within 1 week from the date of investigation completed if it is requiring any investigation.	Complied
4.2.2.2	A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit.	Supervisor of Bukit Tongkat B Estate and Ulu Belitong Estate has been appointed as Communication Officer for social issue in the estate. Appointment letters were available for verification [Ref.: Bukit	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- Minor compliance -	Tongkat B Estate: Mr. Khairuddin Bin Abd Halim, Kerani HEP dated 19/3/2019 (Bil: 3601/12-1-3 Pt.2) and Ulu Belitong Estate: Mohd Fauzi Isahak, Penyelia Ladang dated 12/3/2019 ((11)820630001-2019/01/01)].	
4.2.2.3	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained. - Major compliance -	Bukit Tongkat B and Ulu Belitong Estate management has developed stakeholder list which includes government authorities, local communities, settlers, neighbouring plantations, contractors and suppliers. The lists were last updated on 10/10/2018 (BTB) and 1/1/2019 (UB) A combined stakeholder meeting for Segamat and Kluang region was conducted on 24/5/2018 with participation of relevant stakeholders such as local authorities, local communities, neighbouring plantations and contractors. Input of the stakeholders was incorporated into the meeting minutes by conducted the questionnaire with the stakeholders.	Complied
Criterion 4.2.3 – Traceability			
4.2.3.1	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s). - Major compliance -	FGV have established Standard Operating Procedures on traceability trough Manual Ladang Sawit Lestari, 8.0 Mengangkut BTS ke Kilang [MLSL (Ed.3) – Sec.4 (8.0), 1 st September 2017. The objective is to provide guideline on delivery of FFB to the mill within 24 hours. Among the documents & records to be adhere were: 1. Nota Penghantaran BTS 2. Slip Akuan Penerimaan (weighbridge ticket) 3. Slip Grading 4. Sijil Mutu BTS	Complied

Criterion / Indicator		Assessment Findings	Compliance
		5. Label di lori mengangkut BTS ke kilang.	
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. - Major compliance -	The Management team on harvesting holds the responsibility on regular inspection of traceability system. Periodical inspections also being conducted through Regional Controller, Internal Audit and Agronomist visit. The effectiveness of the monitoring will evidence in the internal audit and visit report findings.	Complied
4.2.3.3	The management should identify and assign suitable employees to implement and maintain the traceability system. - Minor compliance -	En Ahmad Bustamam bin Mohd Nor as the person incharge of traceability at Bukit Tongkart B Estate vide letter dated 19 th March 2019 approved by Mr Hadi Helmi bin Che Hassan, Estate Manager. As for Ulu Belitong Estate, En Abdul Jalil Kassim as the person incharge of traceability vide letter dated 4 th February 2019 approved by Mr Din Ibrahim, Estate Manager	Complied
4.2.3.4	Records of sales, delivery or transportation of FFB shall be maintained. - Major compliance -	FFB being sell to Ulu Belitong POM and being monitored by Head Quarters @ Wilayah Office. Sighted records of sales, delivery, or transportation of FFB being maintained at the Estate.	Complied
4.3 Principle 3: Compliance to legal requirements			
Criterion 4.3.1 – Regulatory requirements			
4.3.1.1	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations. - Major compliance -	The estates are committed to comply with all the applicable legal requirements. Among the evidence of compliance sighted were: - FGV Plantations (Malaysia) Sdn Bhd and Felda Holding Sdn Bhd has obtained approval from Jabatan Tenaga Kerja Semenanjung Malaysia for deduction of wages for water, electricity, medical	Non-conformity

Criterion / Indicator		Assessment Findings	Compliance
		<p>fees that exceeded limit and other advance. Seen the approval permit with Ref. No.: (22)dIm BHG. PU/9/129 Jld 23 dated 26/4/2016 and Serial No.: PP3/34/0351 dated 15/9/2000</p> <p>Nonetheless, in Bukit Tongkat B Estate, it was found that a worker [employee ID: FW06010020] received his pay for month January 2019 and June 2019 under minimum wage (RM1,100/month or RM42.31/day) i.e. RM668.42/25 working days or RM26.74/day and RM834.54/20 working days or RM41.28/day, respectively. Warning letters were given to the worker due to low productivity on 3, 11 and 16 January 2019. However, there is no evidence that the management has identified the root cause of his low productivity and further action taken for both months in order to comply with Minimum Wage Order 2018. Thus, a non-conformity report was assigned due to this lapse.</p>	
4.3.1.2	<p>The management shall list all laws applicable to their operations in a legal requirements register.</p> <p>- Major compliance -</p>	<p>The applicable laws identified were listed in Daftar Perundangan dan Lain-lain Keperluan (Register of Legal and Other Requirements, [ML-1A/L5-AP1 Pind 0])</p> <p>The sample of Act and Legal at Bukit Tongkat B Estate last updated on 26/4/2019 as listed herein:</p> <ol style="list-style-type: none"> 1. OSHA 1994 2. FMA 1967 3. Pesticide Act 1974 4. Electrical Supply (Amendment) Act 2015 5. Fire Services Act 	Complied

Criterion / Indicator		Assessment Findings	Compliance
		6. Environmental Quality Act 7. Local Government Act	
4.3.1.3	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force. - Major compliance -	The mechanism of tracking changes and update are guided by procedure on Pematuhan Undang – Undang dan Keperluan Lain, Doc No: FGV/ML-1A/L2-Pr6, issue 1, version 0 dated 01.06.2016.	Complied
4.3.1.4	The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements. - Minor compliance -	FGV have centralised system for tracking any changes in the law as per “Panduan: Sistem Pengesanan Perubahan Undang-undang” dated 23/6.2017, Version:04. Any changes in the relevant regulations is through Plantation and Sustainability Department and the Manager, who are sole responsible. En Mohd Fauzi bin Isahak of Ulu Belitong Estate as the person incharge of traceability vide letter dated 25 th July 2019 approved by Mr Din Ibrahim, Estate Manager	Complied
Criterion 4.3.2 – Lands use rights			
4.3.2.1	The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users. - Major compliance -	Bukit Tongkat B Estate holds total 12 land titles (under FELDA) which they leased from FELDA for approximately 848.88 Ha for 99 years. For Ulu Belitong estate, the total hectarage is 138.49 ha. The rental agreement was signed between Federal Land Development Authority and Felda Agricultural Services Sdn Bhd dated 7 Feb 2017 which expired on 31/12/2017. As per letter (18)820101013/khidmat korporat/External dated 14/6/2019, new rental agreement has been established for Ulu Belitong estate with new total hectarage 157.12 Ha.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.3.2.2	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land. - Major compliance -	Bukit Tongkat B Estate holds total 12 land titles (under FELDA) which they leased from FELDA for approximately 848.88 Ha for 99 years. For Ulu Belitong estate, the total hectarage is 138.49 ha. The rental agreement was signed between Federal Land Development Authority and Felda Agricultural Services Sdn Bhd dated 7 Feb 2017 which expired on 31/12/2017. As per letter (18)820101013/khidmat korporat/External dated 14/6/2019, new rental agreement has been established for Ulu Belitong estate with new total hectarage 157.12 Ha.	Complied
4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - Major compliance -	Bukit Tongkat B Estate, legal perimeter boundary was clearly demarcated with trenches, electrical fencing and pegs painted with red & white colour along the boundary and at Ulu Belitong Estate, the perimeter boundary is demarcated with the fencing. During site verification, the legal boundary of both Estates was visibly maintained.	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). - Minor compliance -	There is no land dispute in the Bukit Tongkat B Estate and Ulu Belitung Estate at the time of audit. The lands are leased by Felda from Johor government to FGVPM and FASSB. This can be evident through verification of the agreement dated 15/11/1978 and approval letter from Felda to FASSB dated 18/1/2018. Surrounding the estate are oil palm plantation owned by settlers. There was no encroachment of land by the Bukit Tongkat B Estate and Ulu Belitung Estate.	Complied
Criterion 4.3.3 – Customary rights			
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood	The lands are legally leased by state government and leased by FELDA to FGVPM and Felda Agricultural Services Sdn Bhd. The	Complied

Criterion / Indicator		Assessment Findings	Compliance
	and are not being threatened or reduced. - Major compliance -	existing land is not encumbered by any customary land rights.	
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should made available. - Minor compliance -	The lands are legally leased by state government and leased by FELDA to FGVPM and Felda Agricultural Services Sdn Bhd. The existing land is not encumbered by any customary land rights.	Complied
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. - Major compliance -	No issues related to loss of legal customary rights with indigenous peoples, local communities and other stakeholders reported during the time of audit.	Complied
4.4 Principle 4: Social responsibility, health, safety and employment condition			
Criterion 4.4.1: Social Impact Assessment (SIA)			
4.4.1.1	Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones. - Minor compliance -	The SIA with was carried out on 23/1/2018 and 24/1/2018 for the Mill and Bkt Tongkat B Estate and Ulu Belitong Estate, respectively. Records of consultation such as attendance lists and inputs received from stakeholders are being documented. Those who attended include workers (foreign and local), contractors, etc. Records of meetings are documented in the SIA report itself.	Complied
Criterion 4.4.2: Complaints and grievances			
4.4.2.1	A system for dealing with complaints and grievances shall be established and documented. - Major compliance -	FGV has developed procedure of "Menangani Aduan dan Rungutan" (Doc. No.: FGV/ML-1A/L2-Pr13, issue 1, rev. 0, dated 1/6/2016). The objectives of the procedure are to provide a channel for the internal stakeholders and external stakeholders to lodge any complains to the management. Mechanism to handle the complains was clearly	Complied

Criterion / Indicator		Assessment Findings	Compliance
		described in the procedure. The scope of the procedure covered the complaints related to management, housing complex, settlers and other welfare issues. There are 5 stages of process for internal complaint. The time frame for investigation of the issue should be done within 14 working days.	
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. - Major compliance -	Bukit Tongkat B Estate and Ulu Belitong Estate has implemented Complaint and Response Form/ Book to record complaints or requests from the stakeholders. All the issues recorded were about defects of housing facilities. Based on the records of complaints lodged, the actions taken by the management were appropriate and timely manner.	Complied
4.4.2.3	A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint. - Minor compliance -	The complaint record book was available in the office area where the stakeholders can easily access to lodge their complaint.	Complied
4.4.2.4	Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time. - Minor compliance -	Interview with internal and external stakeholder during stakeholder consultation found that they were aware of the complaint procedure and were briefed by the management during stakeholder meeting.	Complied
4.4.2.5	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request. - Major compliance -	The managements have implemented the complaint form since March 2017. The records of complaint were well maintained ever since.	Complied

Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.4.3: Commitment to contribute to local sustainable development			
4.4.3.1	<p>Growers should contribute to local development in consultation with the local communities.</p> <p>- Minor compliance -</p>	<p>Among the contributions given by the estates are:</p> <ul style="list-style-type: none"> - Repair and cleaning of Pondok Polis Ulu Belitong [letter ref.: (59)3310/1-4-6-pt2, dated 18/12/2018] - Permission to provide grazing area in BTB field for cattle farming for a settler [ref.: letter dated 28/2/2019] 	Complied
Criterion 4.4.4: Employees safety and health			
4.4.4.1	<p>An occupational safety and health policy and plan shall be documented, effectively communicated and implemented.</p> <p>- Major compliance -</p>	<p>FGV Holdings Berhad has established Safety and Health Policy signed by the Group CEO, Dato' Haris Fadzilah Hassan on 8th May 2019. All Policies are displayed prominently on notice boards being communicated to the employees through trainings and briefings.</p>	Complied
4.4.4.2	<p>The occupational safety and health plan shall cover the following:</p> <ul style="list-style-type: none"> a) A safety and health policy, which is communicated and implemented. b) The risks of all operations shall be assessed and documented. c) An awareness and training programme which includes the following requirements for employees exposed to pesticides: <ul style="list-style-type: none"> i. all employees involved shall be adequately trained on safe working practices 	<p>FGV Holdings Berhad has established Safety and Health Policy signed by the Group CEO, Dato' Haris Fadzilah Hassan on 8th May 2019. All Policies are displayed prominently on notice boards being communicated to the employees through trainings and briefings.</p> <p>Risk assessment was conducted through HIRARC based on the severity and the likelihood. HIRARC is consist of hazard identification (type of work activity, hazard & effect), Risk analysis (Existing risk control, likelihood, severity & risk) & Risk Control (Recommended control measures & PIC appointed are Staff or Executive). HIRARC sighted for the followings work operation at both Estates: -</p> <ol style="list-style-type: none"> 1. Menuai & Mengumpul BTS 2. Mencantas Pelepah 	Non-conformance

Criterion / Indicator	Assessment Findings	Compliance																				
<p>ii. all precautions attached to products shall be properly observed and applied</p> <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 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>3. Merumput</p> <p>4. Mengumpan Tikus</p> <p>5. Pergerakan Dalam Ladang</p> <p>6. Penggunaan computer & kebersihan pejabat</p> <p>7. Mengawal Serangan Gajah</p> <p>8. Penggunaan motosikal</p> <p>9. Menyelenggara Jalan Pertanian</p> <p>10. Tractor , Mini tractor</p> <p>11. Pembajaan</p> <p>12. Kawalan Musuh dan Penyakit</p> <p>13. Etc</p> <p>Evidence, HIRARC being reviewed on 7th November 2019 at Bukit Tongkat B Estate.</p> <p>The Estate has a comprehensive annual training plan for the Staffs and Workers and this was sighted in the training records file for each staffs and workers. Sample training plan and conducted as follows: -</p> <table border="1" data-bbox="1039 1098 1821 1386"> <thead> <tr> <th>NO</th> <th>TOPIC</th> <th>MONTH PROGRAMME</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td colspan="4">Bukit Tongkat B Estate</td> </tr> <tr> <td>1</td> <td>Penerangan Polisi & Manual Keselamatan</td> <td>29/8/2019</td> <td>7/10/2019</td> </tr> <tr> <td>2</td> <td>Keselamatan Menunggang Motosikal</td> <td>13/11/2019</td> <td>24/6/2019</td> </tr> <tr> <td>3</td> <td>Amalan Keselamatan</td> <td>18/2/2019</td> <td></td> </tr> </tbody> </table>	NO	TOPIC	MONTH PROGRAMME	STATUS	Bukit Tongkat B Estate				1	Penerangan Polisi & Manual Keselamatan	29/8/2019	7/10/2019	2	Keselamatan Menunggang Motosikal	13/11/2019	24/6/2019	3	Amalan Keselamatan	18/2/2019		
NO	TOPIC	MONTH PROGRAMME	STATUS																			
Bukit Tongkat B Estate																						
1	Penerangan Polisi & Manual Keselamatan	29/8/2019	7/10/2019																			
2	Keselamatan Menunggang Motosikal	13/11/2019	24/6/2019																			
3	Amalan Keselamatan	18/2/2019																				

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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. j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals. - Major compliance -		tempat kerja		5/7/2019		
	4	First Aid	26/8/2019	7/10/2019		
	5	Latihan Penuaian	22/8/2019	26/9/2019		
	6	Latihan Membaja	15/10/2019	30/4/2019		
	7	Latihan HCV	12/7/2019	30/10/2019		
	Ulu Belitong Estate					
	1	Keselamatan Menunggang Motosikal	Monthly	30/1/2019 28/2/2019		
	2	Aktiviti Menuai	September	26/9/2019		
	3	Aktiviti Membaja	May	14/5/2019		
	4	Aktiviti Meracun	July	16/7/2019		
	5	Larangan Pembakaran Terbuka	June	12/6/2019		
	6	Penerangan First Aid	February	22/2/2019		
	7	Memadam Kebakaran & Evakuasi	July	12/7/2019		
	8	Penerangan GSP	October	15/10/2019		
	<p>Samples training conducted at Ulu Belitong Estate was on Memandu dan Penyelenggaraan Kenderaan dated 24th September 2019 attended by 6 participants. Trainings record was completed with attendance records, training materials and photographs.</p> <p>Estate has provided appropriate PPE for all workers in their operations. PPE Issuance and replacement record. Sighted for: -</p>					

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	<p>a. Staff/AP b. Harvesters c. Field Workers d. General Workers</p> <p>During field visit, sighted the workers have been trained with safety and the workers wear the PPE required by his/her works.</p> <p>All workers involved in the operations have been adequately trained in safe working practice.</p> <p>Sighted, Standard Operating Procedure for handling of used chemicals being established by Plantation Sustainability & Quality Management Department, Felda Global Ventures Plantations (M) Sdn Bhd under Document Number FGVPM/L3/PK-04 – Prosedur Kerja Selamat, Pengendalian Bahan Kimia dated 1st April 2014.</p> <p>At Bukit Tongkat B Estate, CHRA report dated 4th October 2015 reported by Mr. Ihsan Sharif, JKKP HIE 127/171-2(85) by Ihsan Sharif Resources.</p> <p>A total of 13 workers have undergone medical surveillance on 15th December 2108 covering sprayers (3), Manurer (8), Field Supervisor (1) and driver (1). They were tested on Physical examination, Blood, Urine, Cholinesterase and Chest X-ray.</p> <p>Based on medical surveillance (HQ/11/DOC/00/235) dated 16th February 2019 at BTB Estate, two manuring workers, FW 066010022 and FW 01950478 was found unfit for work due to abnormal chest x</p>	

Criterion / Indicator	Assessment Findings	Compliance
	<p>-ray and elevated creatinine level.</p> <p>However, their work assignment still remain status quo based on the pay-slip as at July and August 2019. Thus a non-conformity report was assigned due to this lapse.</p> <p>Person incharge of OSH is the respective Estate Manager appointed, Pengurus Besar Wilayah Mersing. Both Estates has conducted OSH Meeting on quarterly basis.</p> <p>No accidents being recorded in 2018. Sighted the emergency procedure for the Estate. Emergency response plan available in local language (Malay and English). The ERP has been explained to all workers and staffs during training which has been conducted.</p> <p>Emergency response plan include the emergency contact number, and also have Guidelines on Accident, Emergency Procedures and Exit routes as well as assembly point in file and pasted on notice board.</p> <p>The first aider for the Bukit Tongkat B Estate is Mr. Muhammad Faiq bin Abdullah (IC No : 84XXXX-XX-6333) and Mr. Khairuddin bin Abd Halim (IC No : 83XXXX-XX-5397). In Ulu Belitong Estate, En Muhammad Afif bin Ayob (IC No : 87XXXX-XX-6655) the 1st Aider. Evidence, all of them have attended the training on Basic Occupational First Aid and CPR.</p> <p>All workplace being provided with 1st Aid Kit under the custody of the mandora / field staff.</p>	

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Criterion / Indicator		Assessment Findings	Compliance
		Estate has submitted JKPP 8 (I & II)/(IV) on annually basis to the DOSH. LTA calculation based on local interpretation from DOSH. At Bukit Tongkat B Estate, JKPP 8 was submitted on 15th January 2019.	
Criterion 4.4.5: Employment conditions			
4.4.5.1	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. - Major compliance -	The company established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company respects for the human rights. is committed to ensure that its operations are free from any form of exploitation and to eliminate any form of forced and bonded labour, human trafficking and slavery, and child labour in all its operations.	Complied
4.4.5.2	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. - Major compliance -	FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company ensures all employees and workers shall receive equal treatment based on their relevant merits and competency regardless of gender, race, nationality, religion, age, physical condition, and marital status, reproductive rights of women, union membership/affiliation/employment status, or political affiliation.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.4.5.3	<p>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>- Major compliance -</p>	<p>FGV Plantations (M) Sdn Bhd has established an employment contract for its foreign workers. Pay and conditions are documented and are above the Minimum Wage Order 2018. Sampled of employment contracts confirmed that terms and conditions are clearly outlined and have been signed by the worker. Sampled of the pay slips confirmed that the workers were paid in accordance with Minimum Wage Order 2018.</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>The contractors’ workers signed on the employment contract where basic salary, annual leave and public holiday entitlement, termination of service and etc. was clearly outlined in the contract. Sampled of pay slips for contractors’ workers in Bukit Tongkat B Estate Estate for July 2019 that have achieved Minimum Wage Order 2018 as below:</p> <ul style="list-style-type: none"> i. IC No.: 87XXXX-XX-5511 ii. IC No.: 94XXXX-XX-6863 iii. IC No.: 82XXXX-XX-5931 iv. IC No.: 92XXXX-XX-5185 v. IC No.: 92XXXX-XX-5751 vi. IC No.: 86XXXX-XX-6335 	Complied
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>- Major compliance -</p>	<p>All the recruited workers are registered in the e-RML/ HRMS system where personal details such as name, nationality, date of employed, job description, wage rate, date of birth, gender and entitlement of public holiday was stated in the Labour Registration Form. Samples of the Labour Registration Form verified are as follows:</p> <ul style="list-style-type: none"> i) Employee No: FW06010045 (BTB) ii) Employee No: LW01950087 (BTB) iii) Employee No: LW06010020 (BTB) 	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		iv) Employee No: LW06010118 (BTB) v) Employee No: FW06010020 (BTB) vi) Employee No.: PI001919027 (UB) vii) Employee No.: PI001919029 (UB) viii) Employee No.: PB001919022 (UB) ix) Employee No.: PB001919021 (UB) x) Employee No.: PB001919025 (UB) xi) Employee No.: PB001919020 (UB)	
4.4.5.6	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. - Major compliance -	Employment contracts were acknowledged and a copy is kept by the workers. This was verified through interview. The terms and conditions were clearly stated in the employment contract such as salary, termination of employment and probation period. Samples of employment contracts verified are as follows: i) Employee No: FW06010045 (BTB) ii) Employee No: LW01950087 (BTB) iii) Employee No: LW06010020 (BTB) iv) Employee No: LW06010118 (BTB) v) Employee No: FW06010020 (BTB) vi) Employee No.: PI001919027 (UB) vii) Employee No.: PI001919029 (UB) viii) Employee No.: PB001919022 (UB) ix) Employee No.: PB001919021 (UB) x) Employee No.: PB001919025 (UB) xi) Employee No.: PB001919020 (UB)	Complied
4.4.5.7	The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.	The estates have implemented the Pocket Check roll system where the attendance and overtime can be verified through the system of individual workers. Samples of check-roll records are as follows: i) Employee No: FW06010045 (BTB)	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	<ul style="list-style-type: none"> ii) Employee No: LW01950087 (BTB) iii) Employee No: LW06010020 (BTB) iv) Employee No: LW06010118 (BTB) v) Employee No: FW06010020 (BTB) vi) Employee No.: PI001919027 (UB) vii) Employee No.: PI001919029 (UB) viii) Employee No.: PB001919022 (UB) ix) Employee No.: PB001919021 (UB) x) Employee No.: PB001919025 (UB) xi) Employee No.: PB001919020 (UB) 	
4.4.5.8	<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>- Major compliance -</p>	<p>The working hour and break time have been clearly stated in the employment contract. Besides, the attendance record was available and able to trace through Pocket Check-roll system record.</p>	Complied
4.4.5.9	<p>Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.</p> <p>- Major compliance -</p>	<p>Documented payslip was distributed to individual workers on the day of payment. Wages and overtime were paid according to the Pocket Checkroll Record". Total hours of overtime and daily attendance has recorded in the time sheet. Samples of payslips for the months of Jan, Jun and Oct 2019 verified are as follows:</p> <ul style="list-style-type: none"> i) Employee No: FW06010045 (BTB) ii) Employee No: LW01950087 (BTB) iii) Employee No: LW06010020 (BTB) iv) Employee No: LW06010118 (BTB) v) Employee No: FW06010020 (BTB) vi) Employee No.: PI001919027 (UB) 	Complied

Criterion / Indicator		Assessment Findings	Compliance
		vii) Employee No.: PI001919029 (UB) viii) Employee No.: PB001919022 (UB) ix) Employee No.: PB001919021 (UB) x) Employee No.: PB001919025 (UB) xi) Employee No.: PB001919020 (UB) All of them above have achieved the Minimum Wage Order 2018. Hours of overtime were also stated in the payslips.	
4.4.5.10	Other forms of social benefits should be offered by the employer to employees, their families or the community such as incentives for good work performance, bonus payment, professional development, medical care and health provisions. - Minor compliance -	The management has provided facilities such as mosque, kindergarten and community hall to the workers and dependents. Government clinic was available in the complex. The workers will be granted bonus once a year based on performance of the workers. Incentive was given to the workers as well.	Complied
4.4.5.11	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. - Major compliance -	The workers housing in the estate is provided with basic facilities such as government clinic, football field, mosque, sundry shops and other amenities such as electricity and water supply from government. Line site inspection was carried out in Bukit Tongkat B Estate on weekly basis and inspection records were available for verification. Water and electricity has been subsidized by the company for RM 4 and RM 6 respectively.	Complied
4.4.5.12	The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace.	FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where FGV Group respects the rights of women as enshrined in Convention on the Elimination of All	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	Forms of Discrimination against Women (CEDAW). FGV has also established procedure "Menangani Aduan Melalui Jawatankuasa Wanita" with Doc. No.: ML-1A/L2-Pr14(0) dated 1/6/2016 where Gender Committee has established to handle any sexual harassment, misconduct, discrimination and violence issue happen in the company. Process of report and handle of complaint has detailed in the procedure. The method of report of complain can be done via verbally and written to the Gender Committee Representative or call to the hotline. Interviewed with the female workers found that no sexual harassment or violence case reported so far.	
4.4.5.13	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. - Major compliance -	FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company respects the rights of all its employees and workers to join and form associations, and to bargain collectively. The minutes of meetings between the mill management and the committee members of Felda Palm Industries Workers' Union are available. The meetings were held on 18-20 Sept 2019 (Persidangan Perwakilan Tiga Tahunan Kali Ke 15 Sesi 2019-2022) for Belitong POM and 23 May 2019 (Minit Mesyuarat Jawatankuasa Kerja Bil 73) and Minit Mesyuarat Kebajikan TKL Stesen Penyelidikan Ulu Belitong Bil (01)/2019 on 02 nd April 2019. Among the issues discussed were request from different complexes such as: <ol style="list-style-type: none"> 1. Peggeli POM: Includes the compassionate leave for grandchildren's death. 2. Chini 3 POM: Increment and salary for old workers and service and menu in fasting season to be further improved. 3. Bukit Tongkat B POM: to request that Yang Dipertua will 	Complied

Criterion / Indicator		Assessment Findings	Compliance								
		<p>escalate any information with regards of union’s journey to the members.</p> <p>4. Ulu Belitong POM: Only information shared during the meeting, no complaint from workers.</p>									
4.4.5.14	<p>Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children is acceptable on family farms, under adult supervision, and when not interfering with their education programmes. Children shall not exposed to hazardous working conditions.</p> <p>- Major compliance -</p>	<p>FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company is committed to ensure that its operations are free from any form of exploitation and to eliminate any form of forced and bonded labour, human trafficking and slavery, and child labour in all its operations. Besides, the company has developed "<i>Mengelak Penggajian Buruh Kanak-kanak</i>" procedure with Doc. No.: ML-1A/L2-Pr18(0) dated 1/6/2016 to provide a clear guideline to comply with the employment of children and young person. The company does not allow any individual below 18 years old to be employed. No employees below the age of 18 were sighted through verified the master list of employees and interviewed with the workers.</p>	Complied								
Criterion 4.4.6: Training and competency											
4.4.6.1	<p>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.</p> <p>- Major compliance -</p>	<p>FGV have established procedure on Kemampuan, Kesedaran dan Latihan Doc No: FGV/ML-1A/L2-Pr5, issue 1, version 0 dated 01.06.2016 with an objective to identify any new training needs annually based on evaluation on the competency level of existing and new personnel measured against their respective scope of work.</p> <p>The training plan for 2019 was sighted as follow: -</p> <table border="1"> <thead> <tr> <th>NO</th> <th>TOPIC</th> <th>MONTH PROGRAMME</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td colspan="4">Bukit Tongkat B Estate</td> </tr> </tbody> </table>	NO	TOPIC	MONTH PROGRAMME	STATUS	Bukit Tongkat B Estate				Complied
NO	TOPIC	MONTH PROGRAMME	STATUS								
Bukit Tongkat B Estate											

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Criterion / Indicator		Assessment Findings				Compliance		
		1	Penerangan Polisi & Manual Keselamatan	29/8/2019	7/10/2019			
		2	Keselamatan Menunggang Motosikal	13/11/2019	24/6/2019			
		3	Amalan Keselamatan tempat kerja	18/2/2019	5/7/2019			
		4	First Aid	26/8/2019	7/10/2019			
		5	Latihan Penuaian	22/8/2019	26/9/2019			
		6	Latihan Membaja	15/10/2019	30/4/2019			
		7	Latihan HCV	12/7/2019	30/10/2019			
		Ulu Belitong Estate						
		1	Keselamatan Menunggang Motosikal	Monthly	30/1/2019 28/2/2019			
		2	Aktiviti Menuai	September	26/9/2019			
		3	Aktiviti Membaja	May	14/5/2019			
		4	Aktiviti Meracun	July	16/7/2019			
		5	Larangan Pembakaran Terbuka	June	12/6/2019			
		6	Penerangan First Aid	February	22/2/2019			
		7	Memadam Kebakaran & Evakuasi	July	12/7/2019			
8	Penerangan GSP	October	15/10/2019					
4.4.6.2	Training needs of individual employees shall be identified prior to the planning and implementation of the	Yearly training plan is created based on Training Needs Analysis for workers involved in the operations.				Complied		

Criterion / Indicator		Assessment Findings	Compliance
	<p>training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p> <p>- Major compliance -</p>	Sighted the Training Need Analysis of all workers which are based on their competencies and job description under document 'Analisa Keperluan Latihan Petugas dan Pekerja"	
4.4.6.3	<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>- Minor compliance -</p>	<p>The Estate has a comprehensive annual training plan for its staffs and workers and this was sighted in the training records file for each staffs and workers</p> <p>Trainings conducted were recorded in the various trainings record and completed with attendance records, training materials and photographs of the training.</p>	Complied
4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Criterion 4.5.1: Environmental Management Plan			
4.5.1.1	<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>- Major compliance -</p>	<p>FGV have established the Group Sustainability Policy [FGV/SED/POL/001, rev. 3, 29th May 2019 signed by Chairman, Board of Directors YBHG Datuk Wira Azhar Abdul Hamid. The purpose of the policy is to established the objectives and guidelines for FGV and its Group of Companies with regards to sustainability matters. The policy covering the followings: -</p> <ol style="list-style-type: none"> 1. Social Responsibility 2. Profitability and Use of Resources 3. Environmental Stewardship 4. Value Chain 5. Transparency and Reporting 	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.5.1.2	<p>The environmental management plan shall cover the following:</p> <ul style="list-style-type: none"> a) An environmental policy and objectives; b) The aspects and impacts analysis of all operations. <p>- Major compliance -</p>	<p>Environmental Aspects and Impacts Analysis being established under Pengenalpastian Aspek dan Penilaian Impak, No Borang: FGV/ FGVPM/IV/IMS/15/1.6 Pind 1 dated 3rd January 2018. The EAIA covering 44 activities for instance: -</p> <ul style="list-style-type: none"> 1. Spraying 2. Pre-mix at Store 3. Storage of Chemical 4. FFB evacuation to mill 5. Manuring 6. Landfill 7. ETC 	Complied
4.5.1.3	<p>An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.</p> <p>- Major compliance -</p>	<p>Sighted the Pengenalpastian Aspek dan Penilaian Impak for the year 2019 developed to mitigate the negative impacts and to promote the positive one and effectively implemented and monitored. Sample taken as follows:</p>	Complied

Criterion / Indicator		Assessment Findings				Compliance
		Aktiviti	Aspek	Impak	Management Control	
		Penggunaan kenderaan mengangkut baja	Asap Hitam	Pencemaran udara	Mengikut Prosedur Kerja Selamat - Jentera	
		Mengeluar dan memindah tong premix	Tumpah air premix	Pencemaran tanah dan air	SOP kerja premix	
		Penggunaan kenderaan mengangkut baja	diesel	Pencemaran air dan tanah	Pantau penggunaan diesel	
<p>4.5.1.4</p>	<p>A programme to promote the positive impacts should be included in the continual improvement plan.</p> <p>- Minor compliance -</p>	<p>Sighted the programed to promote the positive impacts being documented in the Continual Improvement Plan, evidence at Bukit Tongkat B Estate as follows:-</p> <ol style="list-style-type: none"> 1. Reduce usage of Pesticides by increase barn -owl boxes and planting of Beneficial Plants, Turnera subulata, Cassia Cobanensis and Antigonon leptosus 2. Reduce erosion by planting of cover crops and frond stacking. 3. Control of landfill area 4. Disposal of Empty chemical containers. 				<p>Complied</p>

Criterion / Indicator		Assessment Findings	Compliance
		5. Reuse of empty chemical containers for spraying activities	
4.5.1.5	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. - Major compliance -	All Estates have established training program for environmental management and improvement plan. Sighted the Environmental Training Programme for the year 2019 as below: - 1. Bukit Tongkat B Estate a. Buffer Zone training on 30th November 2019 attended by 73 participants. 2. Ulu Belitong Estate a. Penerangan Polisi Keselamatan, Kesihatan dan Alam Sekitar on 27 th September 2019 attended by 16 participants. b. Penerangan Larangan Terbuka on 12 th June 2019 attended by 16 participants.	Complied
4.5.1.6	Management shall organize regular meetings with employees where their concerns about environmental quality are discussed. - Major compliance -	Regular two-way communication being conducted through environmental committee meeting, training and daily muster call. Bukit Tongkat B Estate has conducted environmental meeting on 7 th October 2019 attended by 16 personnel As for Ulu Belitong Estate, Group Sustainability Policy briefing was conducted on 17 th October 2019 attended by 16 participants.	Complied
Criterion 4.5.2: Efficiency of energy use and use of renewable energy			

Criterion / Indicator		Assessment Findings	Compliance														
4.5.2.1	<p>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.</p> <p>- Major compliance -</p>	<p>Monthly record on monitoring the usage of Diesel consumption of the Estates were kept and documented. It is monitored to optimize use of renewable energy and the consumption is monitor on a monthly basis. Sample taken on diesel consumption as follows: -</p> <table border="1"> <thead> <tr> <th rowspan="2">Estate</th> <th>Todate Diesel</th> <th>Todate FFB</th> <th>Fuel Efficiency</th> <th>Baseline value (2-yr average)</th> </tr> <tr> <th>Liter</th> <th>Mt</th> <th colspan="2">Liter/Mt FFB</th> </tr> </thead> <tbody> <tr> <td>Bukit Tongkat B</td> <td>15,434</td> <td>12,020</td> <td>1.28</td> <td>1.39</td> </tr> </tbody> </table>	Estate	Todate Diesel	Todate FFB	Fuel Efficiency	Baseline value (2-yr average)	Liter	Mt	Liter/Mt FFB		Bukit Tongkat B	15,434	12,020	1.28	1.39	Complied
Estate	Todate Diesel	Todate FFB		Fuel Efficiency	Baseline value (2-yr average)												
	Liter	Mt	Liter/Mt FFB														
Bukit Tongkat B	15,434	12,020	1.28	1.39													
4.5.2.2	<p>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.</p> <p>- Major compliance -</p>	<p>The estimate for the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations inclusive of fuel use by contractors, including all transport and machinery operations was available in the respective estate yearly budgets.</p> <p>Sample taken at Ulu Belitong Estate on estimate of diesel consumption as listed herein:</p> <p>Estimate diesel: 4,200 liters Estimate FFB: 3,551 Mt Liters / Mt FFB: 1.18</p>	Complied														

Criterion / Indicator		Assessment Findings	Compliance																						
4.5.2.3	The use of renewable energy should be applied where possible. - Minor compliance -	At the moment, there is no renewable energy been practiced at all Estates	Complied																						
Criterion 4.5.3: Waste management and disposal																									
4.5.3.1	All waste products and sources of pollution shall be identified and documented. - Major compliance -	<p>All waste and pollution are identified and documented in the Pengenalpastian Bahan Buangan, Plantations – RSPO L1/K5.3/5.3.1.</p> <p>Type of wastes identified as fertilizer bags, plastic, glass, iron, paper, used PPE, tyre, HDPE containers, organic wastes, POME, EFB, shell, fibre, used oil, used oil filter. Sample taken at Felda Belitong B as follows: -</p> <table border="1"> <thead> <tr> <th rowspan="2">No</th> <th rowspan="2">Buangan Terpakai</th> <th rowspan="2">Impak / Kesan Pencemaran</th> <th colspan="2">Pelan Tindakan</th> </tr> <tr> <th>Guna Semula</th> <th>Kitar Semula</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Beg Baja</td> <td>Tanah</td> <td>Diguna semula di mana sesuai</td> <td>Dikumpul dan dijual di tempat kitar semula</td> </tr> <tr> <td>2</td> <td>Kertas</td> <td>Pengurangan Sumber Semulajadi</td> <td>Diguna semula kertas terpakai.</td> <td>Dikumpul dan dijual di tempat kitar semula</td> </tr> <tr> <td>3</td> <td>Tong racun</td> <td>Air dan Tanah</td> <td>Guna semula untuk mengisi</td> <td>Dikumpul dan dijual kepada</td> </tr> </tbody> </table>	No	Buangan Terpakai	Impak / Kesan Pencemaran	Pelan Tindakan		Guna Semula	Kitar Semula	1	Beg Baja	Tanah	Diguna semula di mana sesuai	Dikumpul dan dijual di tempat kitar semula	2	Kertas	Pengurangan Sumber Semulajadi	Diguna semula kertas terpakai.	Dikumpul dan dijual di tempat kitar semula	3	Tong racun	Air dan Tanah	Guna semula untuk mengisi	Dikumpul dan dijual kepada	Complied
No	Buangan Terpakai	Impak / Kesan Pencemaran				Pelan Tindakan																			
			Guna Semula	Kitar Semula																					
1	Beg Baja	Tanah	Diguna semula di mana sesuai	Dikumpul dan dijual di tempat kitar semula																					
2	Kertas	Pengurangan Sumber Semulajadi	Diguna semula kertas terpakai.	Dikumpul dan dijual di tempat kitar semula																					
3	Tong racun	Air dan Tanah	Guna semula untuk mengisi	Dikumpul dan dijual kepada																					

Criterion / Indicator		Assessment Findings				Compliance
			(HDPE)		air racun.	kontraktor
		4	Tayar	Air, udara dan tanah		Guna untuk kerja keceriaan
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> <p>a) Identifying and monitoring sources of waste and pollution</p> <p>b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products</p> <p>- Major compliance -</p>	<p>Sighted under Manual Prosedur Pensijilan Minyak Sawit Mapan, Doc No ML-1A/L2-Pr19(0), Revision: 0 Effective date: 01/06/2016 on Pengurusan Sisa Pepejal.</p> <p>In Ulu Belitong Estate, all the scheduled waste being transported to Pusat Penyelidikan Pertanian Tun Razak as collection centre before disposing to appointed DOE contractor.</p> <p>Evidence, all the waste at Ulu Belitong Estate being disposed within the validity period.</p> <p>At Bukit Tongkat B Estate Scheduled waste has exceeded the 180 days validity period. Estate already exceeding the validity period as stipulated in the Environmental Quality Act 1974 (Act 127).</p> <p>"Environmental Quality (Scheduled Wastes) Regulations 2005; PU(A) 294/2005; Regulation 9-Storage of Scheduled Wastes; No.5 – Any person may store schedule wastes generated by him for 180 days or less after its generation provided that:</p> <p>1. The quantity of scheduled wastes accumulated on site shall not exceed 20 metric tons; and"</p>				Non-conformity

Criterion / Indicator		Assessment Findings	Compliance								
		<p>As evidence;</p> <table border="1" data-bbox="1137 544 1818 695"> <thead> <tr> <th></th> <th>Date Generated</th> <th>Date Disposed</th> <th>Difference Days</th> </tr> </thead> <tbody> <tr> <td>SW 409</td> <td>28/2/2019, 0.0001 Mt</td> <td></td> <td>258</td> </tr> </tbody> </table> <p>Thus, a non-conformity report was assigned due to this lapse.</p>		Date Generated	Date Disposed	Difference Days	SW 409	28/2/2019, 0.0001 Mt		258	
	Date Generated	Date Disposed	Difference Days								
SW 409	28/2/2019, 0.0001 Mt		258								
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>- Major compliance -</p>	<p>Sighted, Standard Operating Procedure for handling of used chemicals being established by Plantation Sustainability & Quality Management Department, Felda Global Ventures Plantations (M) Sdn Bhd under Document Number FGVPM/L3/PK-04 – Prosedur Kerja Selamat, Pengendalian Bahan Kimia dated 1st April 2014.</p> <p>Seen, Chemical Hazardous To Health of Bukit Tongkat B Estate registered 7 chemicals and the data prepared by the Assistant Manager dated 25th September 2019.</p>	Complied								
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>- Major compliance -</p>	<p>Empty Chemical Containers were sold to recycle vendors and the record being documented in Borang Pemulangan, Kitar Semula dan Bilasan 3 kali Bekas Racun Perosak. The empty chemical containers being triple rinsed and sold to recycle vendor.</p> <p>Sample taken at Ulu Belitong Estate, 50 plastic mix being sold to LSH Recycle Enterprise dated 21st August 2019 under Invoice No P1006025 amounting RM25.00.</p>	Complied								

Criterion / Indicator		Assessment Findings	Compliance
4.5.3.5	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses. - Minor compliance -	Domestic waste from both Estate being disposed to landfill in the Estate. The designated is far from residential and waterways. Nonetheless, during site visit at Bukit Tongkat B workers housing, it was found out that domestic wastes were disposed behind Block Seri Alamanda & Dahlia. The drain behind the toilet of Dahlia was also full of wastes. Thus, a non-conformity report was assigned sue to this lapse.	Non-conformity
Criterion 4.5.4: Reduction of pollution and emission			
4.5.4.1	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid wastes and effluent. - Major compliance -	The polluting activities has been assessed during Environmental Aspect and Impact Assessment. The EAIA assessment findings including list of polluting sources are recorded in document titled Pengenalpastian Aspek dan Penilaian Impak, No Borang: FGV/FGVPM/IV/IMS/15/1.6 Pind 1	Complied
4.5.4.2	An action plan to reduce identified significant pollutants and emissions shall be established and implemented. - Major compliance -	The action plan to reduce the polluting activities has been assessed during Environmental Aspect and Impact Assessment. The EAIA assessment findings including list of polluting sources, risk and mitigation plan have been documented in the Pengenalpastian Aspek dan Penilaian Impak,	Complied
Criterion 4.5.5: Natural water resources			
4.5.5.1	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:	Both Estates have drawn -up Water Management Plan. The plan focusing on water shortage, fire incidence and flood. In the plan stated the root cause, mitigation plan and Person In Charge for each plan.	Complied

Criterion / Indicator	Assessment Findings	Compliance																																			
<p>a. Assessment of water usage and sources of supply.</p> <p>b. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate’s current activities.</p> <p>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.).</p> <p>d. Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate.</p> <p>e. Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</p> <p>f. Where bore well is being use for water supply, the level of the ground water table should be measured at least annually.</p> <p>- Major compliance -</p>	<p>Each estate having a river passing through the estate, namely Sungai Penggeli at Bukit Tongkat Estate and Sungai Belitong at Ulu Belitong Estate.</p> <p>Monitoring of incoming and outgoing water was conducted. Sample taken at Bukit Tongkat B Estate and the water sample analysis being conducted on 17th October 2019. The result as follows:</p> <table border="1" data-bbox="1081 821 1800 1374"> <thead> <tr> <th></th> <th>Hulu Sungai In</th> <th>Hulu Sungai Out</th> <th>Hulu Sungai In</th> <th>Hulu Sungai Out</th> </tr> </thead> <tbody> <tr> <td></td> <td>9467</td> <td>9468</td> <td>9469</td> <td>9470</td> </tr> <tr> <td>Ph</td> <td>7.6</td> <td>6.6</td> <td>6.4</td> <td>6.4</td> </tr> <tr> <td>BOD</td> <td>7.0</td> <td>4.0</td> <td>3.0</td> <td>11.0</td> </tr> <tr> <td>COD</td> <td>78</td> <td>12</td> <td>12</td> <td>137</td> </tr> <tr> <td>Total Solid</td> <td>640</td> <td>83</td> <td>83</td> <td>293</td> </tr> <tr> <td>Suspended Solids</td> <td>618</td> <td>2</td> <td>4</td> <td>14</td> </tr> </tbody> </table>		Hulu Sungai In	Hulu Sungai Out	Hulu Sungai In	Hulu Sungai Out		9467	9468	9469	9470	Ph	7.6	6.6	6.4	6.4	BOD	7.0	4.0	3.0	11.0	COD	78	12	12	137	Total Solid	640	83	83	293	Suspended Solids	618	2	4	14	
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Criterion / Indicator		Assessment Findings					Compliance
		Oil & Grease	3	6	3	4	
		Ammoniacal Nitrogen	Nd(<5)	Nd(<5)	Nd(<5)	Nd(<5)	
		Total Nitrogen	2	3	3	3	
4.5.5.2	No construction of bunds, weirs and dams across main rivers or waterways passing through an estate. - Minor compliance -	No construction of bunds, weirs and dams across at Sungai Penggeli at Bukit Tongkat B Estate and Sungai Belitong at Ulu Belitong Estate.					Complied
4.5.5.3	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). - Minor compliance -	All estates did the road side drains in terrace area to store water. During site visit to estate, sighted in terrace area the implementation of road side drains. The road side drain well maintained by estate management.					Complied
Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value							
4.5.6.1	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: a) Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities. b) Conservation status (<i>e.g.</i> The International Union on	Laporan Biodiversiti Ladang FGVM Bukit Tongkat B was last updated on 24 th January 2018 by Muhd Zulfadzli B Sufian Suri. Based on the report, the estate is located next to Kluang Forest Reserve and 16.45 hectare being identified as non-plantable steep areas at PM00H. Based on the HCV Assessment report, there are RTE species identified in the plantation due to the reason that the estate is located adjacent to forest reserve. Appropriate measure such as setting up electric fencing at the					Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>Conservation of Nature and Natural Resources (IUCN) status on legal protection, population status and habitat requirements of rare, threatened, or endangered species), that could be significantly affected by the grower(s) activities.</p> <p>- Major compliance -</p>	<p>estate's boundary to prevent encroachment of elephant, was applied at Bukit Tongkat 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>- Major compliance -</p>	<p>Signage were installed within estate and boundary nearby to ensure no any illegal hunting activities occurred within estate field area. Awareness were given from time to time to all workers and to external stakeholders to discourage such activities and to prohibit trespassing to conserved areas.</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>- Major compliance -</p>	<p>Management plan was established with implementation of monitoring records using a log book entitled "Kehadiran Haiwan Liar di Ladang" The report has information about name of animal, number of animal, location and observed by who.</p>	Complied
Criterion 4.5.7: Zero burning practices			
4.5.7.1	<p>Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting shall be avoided except in</p>	<p>Addressed in "<i>Polisi Larangan Pembakaran Terbuka</i>" [ML-1A/L1-Po14(0), pind. 0, 1/6/2014] signed by President & CEO FGV (Mohammed Emir Mavani Abdullah). There were no use of fire</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	specific situations, as identified in regional best practice. - Major compliance -	observed for waste disposal and for preparing land for oil palm cultivation or replanting	
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 -	N/A. Details in 4.5.7.1 above	Complied
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 -	N/A. Details in 4.5.7.1 above	Complied
4.5.7.4	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched. - Minor compliance -	There was no use of fire observed for land preparation at the newly replanted field. The oil palm trunks were felled, chipped and windrowed.	Complied
4.6 Principle 6: Best Practices			
Criterion 4.6.1: Site Management			
4.6.1.1	Standard operating procedures shall be appropriately documented and consistently implemented and monitored. - Major compliance -	The estate has implemented Good Agriculture Practice (GAP) as seen from fields visit, documents and interviewing the Estate personnel. The Standard Operating Procedures being adhered by the Estates as	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<p>below: -</p> <ol style="list-style-type: none"> 1. Manual Ladang Sawit Lestari Edisi 111 <ul style="list-style-type: none"> - Seksyen 1 : Pengurusan Tapak Semaian Sawit - Seksyen 2 : Pembangunan Tanam Semula - Seksyen 3 : Sawit Pra matang - Seksyen 4 : Sawit Matang - Seksyen 5 : Pembajaan Sawit 2. Manual Keselamatan Kesihatan, Pekerjaan dan Alam Sekitar, FASSB dated 2nd January 2006 3. Manual Prosedur Pensijilan Minyak Sawit Mapan dated 1st June 2016 	
4.6.1.2	<p>Where oil palm is grown within permitted levels on sloping land, appropriate soil conservation measures shall be implemented to prevent both soil erosion as well as siltation of drains and waterways. Measures shall be put in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals.</p> <p>- Major compliance -</p>	<p>Sighted under Manual Prosedur Pensijilan Minyak Sawit Mapan, Doc No ML-1A/L2-Pr8(0), Revision: 0 Effective date: 01/06/2016 on Pengenalpastian Kawasan Cerun dan Rizab Sungai.</p> <p>The procedure stated the management strategy on slopes above a certain limit. Stated under clause 3.1.2- "memastikan Kawasan Rezab Sungai / Zon Penimbal dan Kawasan curam melebihi 25 darjah tidak diganggu semasa program pembangunan dan penanaman baru"</p> <p>During site visit at both Estates, observed there is no terracing above 25 Degrees.</p>	Complied
4.6.1.3	<p>A visual identification or reference system shall be established for each field.</p> <p>- Major compliance -</p>	<p>All estates have a visual reference system to identify each field or block. Each field has the signboard with block number, year of planting, progeny & hectare only.</p>	Complied

Criterion / Indicator		Assessment Findings				Compliance																				
Criterion 4.6.2: Economic and financial viability plan																										
4.6.2.1	<p>A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.</p> <p>- Major compliance -</p>	<p>All estates had documented 3 years business plan. The business plan includes the projected FFB, OER, PK and etc production which projected for three years from 2019-2021.</p> <p>As evidence in Ulu Belitong Estate,</p> <table border="1"> <thead> <tr> <th>FY</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>FFB (Mt / Ha)</td> <td>27.64</td> <td>28.74</td> <td>29.89</td> </tr> <tr> <td>FFB Price Per Mt (RM)</td> <td>500.00</td> <td>500.00</td> <td>500.00</td> </tr> <tr> <td>Ex-Estate Cost (RM/Mt)</td> <td>127.83</td> <td>122.18</td> <td>118.36</td> </tr> <tr> <td>Nett Profit (RM / Mt)</td> <td>372.17</td> <td>377.82</td> <td>381.64</td> </tr> </tbody> </table>				FY	2019	2020	2021	FFB (Mt / Ha)	27.64	28.74	29.89	FFB Price Per Mt (RM)	500.00	500.00	500.00	Ex-Estate Cost (RM/Mt)	127.83	122.18	118.36	Nett Profit (RM / Mt)	372.17	377.82	381.64	Complied
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4.6.2.2	<p>Where applicable, an annual replanting programme shall be established. Long term replanting programme should be established and review annually, where applicable every 3-5 years.</p> <p>- Major compliance -</p>	<p>No replanting programme in next 5 years at Ulu Belitong and Bukit Tongkat B Estate.</p>				Complied																				

Criterion / Indicator		Assessment Findings	Compliance
4.6.2.3	<p>The business or management plan may contain:</p> <ul style="list-style-type: none"> 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) Financial indicators : cost benefit, discounted cash flow, return on investment <p>- Major compliance -</p>	<p>Both estates have an annual operating budget for the calendar year 2019 and 3-years' projections (2019 - 2021) for expenditure, production and profit & loss.</p>	Complied
4.6.2.4	<p>The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.</p> <p>- Major compliance -</p>	<p>The estates performance is monitor through the monthly progress report. Details on the actual vs budget i.e. FFB production, Ex -estate cost and revenue & profit account are shown therein.</p>	Complied
Criterion 4.6.3: Transparent and fair price dealing			
4.6.3.1	<p>Pricing mechanisms for the products and other services shall be documented and effectively implemented.</p> <p>- Major compliance -</p>	<p>Contract was signed by both parties through "<i>Surat Perintah Kerja</i>". The terms and conditions were available as well as the Pricing mechanisms for the products and other services.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.6.3.2	<p>All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.</p> <p>- Major compliance -</p>	<p>Sampled of contract agreement that signed by the contractors as below:</p> <p>Bukit Tongkat B Estate:</p> <ul style="list-style-type: none"> - Zaidan Joyoo Enterprise (Contract No: 5300003788) dated 24 Dec 2018 valid from 01.01.2019 – 31.12.2019 for transporting FFB to Belitong Mill and Ulu Penggeli Mill for 3000 MT x RM36.50 and RM47.00. <p>FASSB Ulu Belitong Estate:</p> <ul style="list-style-type: none"> - Bukit Tongkat Enterprise SPK no: 820105001-18/820231101-12-208 dated 31 Dec 2018 valid until 31 Dec 2019 for transporting FFB from LadangSawit Pkt 1 2 & 3 Stesen FASSB Ulu Belitong Kluang to Kilang Sawit Ulu Belitong. - Perniagaan Ama Bersatu SPK no: 820105001-19/820231502-3-44 dated 21 March 2019 valid until 31 Dec 2019 for transporting EFB from Kilang Sawit Ulung Belitong ke Ladang Sawit Pkt. 1,2 & 3 FGVAS Ulu Belitong. <p>All the payments were made in timely manner.</p>	Complied
Criterion 4.6.4: Contractor			
4.6.4.1	<p>Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.</p> <p>- Major compliance -</p>	<p>The payment was made according to the rate agreed in the contract agreement before every 7th of the month after received the total tonnage figure from mill during month end. There were also clear contract agreements for contractors providing services such as FFB transport, etc.</p> <p>Interview with the contractors confirmed that the payment was made</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		promptly by Belitong POM and Bukit Tongkat B Estate.	
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	The contractors have signed on the contract prior to provide services. Seen the contract agreement and details as refer to Indicator 4.6.3.2.	Complied
4.6.4.3	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required. - Minor compliance -	FGV has agreed for BSI auditors to verify the assessment through a 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. - Major compliance -	The estate management will have obtained the month end report for the FFB sent by contractors from mill and payment will be made according to the tonnage and agreed rate in the signed contract. Seen the payment voucher as below: <ul style="list-style-type: none"> - Voucher no: 350021543, dated 06/11/2019 for FFB prices - Voucher no: 350021547, dated 06/11/2019 for FFB prices 	Complied
4.7 Principle 7: Development of new planting			
Not applicable since there is no new planting at all the estates under FGV Belitong certification unit.			

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

Criterion / Indicator		Assessment Findings	Compliance
4.1 Principle 1: Management commitment & responsibility			
Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy			
4.1.1.1	Policy for the implementation of MSPO shall be established. - Major compliance -	<p>FGV have established the Group Sustainability Policy [FGV/SED/POL/001, rev. 3, dated 29th May 2019 signed by Chairman, Board of Directors YBHG Datuk Wira Azhar Abdul Hamid. The purpose of the policy is to established the objectives and guidelines for FGV and its Group of Companies with regards to sustainability matters. The policy covering the following aspects: -</p> <ol style="list-style-type: none"> 1. Social Responsibility 2. Profitability and Use of Resources 3. Environmental Stewardship 4. Value Chain 5. Transparency and Reporting <p>Sighted, briefing on Group Sustainability Policy being conducted on 18th October 2019 to all internal stakeholders covering 78 personnel.</p>	Complied
4.1.1.2	The policy shall also emphasize on the commitment to continual improvement with the objective of improving the milling operation. - Major compliance -	<p>Sighted under Group Sustainability Policy stated FGV Group is committed to continuously improve its products and services by adopting the best possible approaches to enhance productivity and profitability by optimising resources and operational efficiencies, while minimising negative impacts on people, social and environmental.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.1.2 – Internal Audit			
4.1.2.1	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. - Major compliance -	Internal audit was conducted on 19 th September 2019 by two internal auditors, Muhammad Shafiq Ariffin and Yaslam Salleh for Ulu Belitong Mill.	Complied
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action. - Major compliance -	FGV have established an Internal Audit Procedure, Doc No: FPI/L2/QOHSE-19.0, issue 2 dated 2 nd January 2008, revision on 8 th June 2018 version 5 as a reference for audit process. The audit findings were documented under Internal Audit Summary and total findings at Ulu Belitong Mill was 27% Non-conformities @ 15 criteria All details are well documented by Mill Management.	Complied
4.1.2.3	Reports shall be made available to the management for their review. - Major compliance -	The internal audit report was documented and made available for management review. As evidence, all findings from internal audit was responded by Mill Management within the acceptable timeframe.	Complied
Criterion 4.1.3 – Management Review			
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. - Major compliance -	Management review was conducted on 21 st October 2019 chaired by the Mill Manager, En Amran bin Shariff and attended by 16 personnel. Other than internal audit matter, 7 more agendas were discussed and as follows: <ul style="list-style-type: none"> 1. Customer satisfactory 2. Production 	Complied

Criterion / Indicator	Assessment Findings	Compliance
	3. Environment 4. Social 5. Replanting 6. Management Review 7. Continuous Improvement	

Criterion / Indicator		Assessment Findings	Compliance																		
Criterion 4.1.4 – Continual Improvement																					
4.1.4.1	<p>The action plan for continual improvement shall be based on a consideration of the main social and environmental impact and opportunities for the company.</p> <p>- Major compliance -</p>	<p>Continual improvement plan for the mill being strategized under five categories and amongst the programme are as sample follows:-</p> <table border="1"> <thead> <tr> <th></th> <th>Category</th> <th>Programme</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Peningkatan hasil dan produktiviti</td> <td>Meningkatkan OER</td> </tr> <tr> <td>2</td> <td>Mengawal Kesan social</td> <td>Meningkatkan kemudahan telekomunikasi di Pusat Internet Desa</td> </tr> <tr> <td>3</td> <td>Mengurangkan kesan kepada alam sekitar</td> <td>1. Perlepasan asap hitam 2. Takat pengeluaran akhir effluent</td> </tr> <tr> <td>4</td> <td>Mengurangkan bahan buangan dengan memaksimumkan kitar semula</td> <td>1. Guna semula kertas terpakai di pejabat 2. Penggunaan tandan kosong di ladang</td> </tr> <tr> <td>5</td> <td>Mengawal kesan pembebasan kesan rumah hijau</td> <td>Kempen Mesra Alam dan Larangan Pembakaran Terbuka hijau</td> </tr> </tbody> </table>		Category	Programme	1	Peningkatan hasil dan produktiviti	Meningkatkan OER	2	Mengawal Kesan social	Meningkatkan kemudahan telekomunikasi di Pusat Internet Desa	3	Mengurangkan kesan kepada alam sekitar	1. Perlepasan asap hitam 2. Takat pengeluaran akhir effluent	4	Mengurangkan bahan buangan dengan memaksimumkan kitar semula	1. Guna semula kertas terpakai di pejabat 2. Penggunaan tandan kosong di ladang	5	Mengawal kesan pembebasan kesan rumah hijau	Kempen Mesra Alam dan Larangan Pembakaran Terbuka hijau	Complied
	Category	Programme																			
1	Peningkatan hasil dan produktiviti	Meningkatkan OER																			
2	Mengawal Kesan social	Meningkatkan kemudahan telekomunikasi di Pusat Internet Desa																			
3	Mengurangkan kesan kepada alam sekitar	1. Perlepasan asap hitam 2. Takat pengeluaran akhir effluent																			
4	Mengurangkan bahan buangan dengan memaksimumkan kitar semula	1. Guna semula kertas terpakai di pejabat 2. Penggunaan tandan kosong di ladang																			
5	Mengawal kesan pembebasan kesan rumah hijau	Kempen Mesra Alam dan Larangan Pembakaran Terbuka hijau																			
4.1.4.2	<p>The company should establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the workforce.</p>	<p>Any new technology and/or innovation equipment is subject to approval by HQ No new technology adopted by the Mill for Milling operation so far.</p>	Complied																		

Criterion / Indicator		Assessment Findings	Compliance
- Major compliance -			
4.2 Principle 2: Transparency			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
4.2.1.1	<p>The management shall communicate adequate information to other stakeholder on environmental, social and legal issues relevant to sustainable practices in the relevant languages and forms.</p> <p>- Major compliance -</p>	<p>FGV has developed "<i>Komunikasi, Penglibatan dan Rundingan</i>" procedure (Doc. No. FGV/ML-1A/L2-Pr12, Issue 1 dated 1/6/2016) where the procedure has stated the information that provided to the stakeholders such as policies, social impact assessment and environment aspects. FGV has conducted a combined stakeholder meeting on 24/5/2018 for PSD, Felda Segamat Region, FTPSB Segamat Region, FGVP M Segamat Region and FPISB Kluang Region. During the meeting, the management has explained the requirements of sustainable palm oil certification to all the stakeholders. Besides, briefing of policies and management procedures of sustainability was carried out during the meeting as well.</p>	Complied
4.2.1.2	<p>The management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.</p> <p>- Major compliance -</p>	<p>There is no restriction for the public to access the type of documents listed in the RSPO P&C standard at FGV. The means of communication have been spelt out in their "<i>Komunikasi, Penglibatan dan Rundingan</i>" procedure [doc. no.: ML-1A/L2-Pr12(0) dated 1/6/2016]. The application of the procedure has also been briefed to the stakeholders during stakeholders meeting. Among the means of communication were through morning muster between the management and the employees, notice boards, suggestion box, workers' representative, etc. Communication process with external</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		stakeholders, medias and contractors was also spelt out in the procedure. List of documents which are publicly available was stated in the procedure according to the RSPO P&C standard requirement. Documents such as meeting minutes, OSH plan, HCV report, policies, SEIA, etc. were publicly available upon request. Apart from that, the Group Sustainability Policy can be accessed via the internet link, http://www.feldaglobal.com/sustainability/sustainability-governance/sustainability-policies/	
Criterion 4.2.2 – Transparent method of communication and consultation			
4.2.2.1	Procedures shall be established for consultation and communication with the relevant stakeholders. - Major compliance -	FGV has developed “ <i>Komunikasi, Penglibatan dan Rundingan</i> ” procedure [doc. no.: ML-1A/L2-Pr12(0) dated 1/6/2016] where the objective of the procedure is to provide an effective communication system with the stakeholders. The types of communication are such as with the internal workers, media, external stakeholders, contractors and suppliers. The time frame to be responded to external communication is within 2 weeks from the date of receipt of request and within 1 week from the date of investigation completed if it is requiring any investigation.	Complied
4.2.2.2	The management shall nominate management officials at the operating unit responsible for issues related to <i>indicator 1</i> . - Minor compliance -	The Assistant Mill Manager has been appointed as officer that responsible for communication and negotiation for the mill. An appointment letter dated 17/9/2019 issued by the Mill Manager was available for verification.	Complied
4.2.2.3	A list of stakeholders, records of all consultation and communication and records of action taken in response to	The mill management has developed stakeholder list which included government authorities, local communities, settlers, neighbouring	Complied

Criterion / Indicator		Assessment Findings	Compliance
	input from stakeholders shall be properly maintained. - Major compliance -	plantations, contractors and suppliers. A combined stakeholder meeting for Segamat and Kluang region was conducted on 24/5/2018 with participation of relevant stakeholders such as local authorities, local communities, neighbouring plantations and contractors. Input of the stakeholders was incorporated into the meeting minutes by conducted the questionnaire with the stakeholders.	
Criterion 4.2.3 – Traceability			
4.2.3.1	The management shall commit itself to implement and maintain the requirements for the traceability and shall establish a standard operation procedure for traceability. - Major compliance -	FELDA Palm Industries Sdn Bhd has established Standard Operating Procedure: Manual Operasi, dated 23rd October 2017 and Prosedur, Sistem Pengurusan Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar dated 8th June 2018. The mill is receiving FFBs from own estates and outsourcing suppliers. The Manual Operasi and Prosedur, Sistem Pengurusan Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar has outlined the traceability process flow as below: - a. Raw Material Reception: Security Guard House & Weighbridge Station b. Production & Storage: Production Unit and Storage Tanks c. Sales & Despatch: Products to Customer(s)	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. - Major compliance -	The Management team holds the responsibility on regular inspection of traceability system. Periodical inspections also being conducted through Regional Controller, Internal Audit and Mill Advisor visit. The effectiveness of the monitoring will evidence in the internal audit and visit report findings.	Complied
4.2.3.3	The management shall identified and assign suitable employees to implement and maintain traceability system. - Minor compliance -	Pn Ain Nur Fatimah bt Zuraimi as the person incharge of traceability vide letter dated 17th September 2019 approved by Mr Amran Shariff, Mill Manager	Complied
4.2.3.4	Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained. - Major compliance -	Purchases and sales will base on demand and has agreeable documentation with the supplier. As evidence, records of sales, delivery, or transportation of FFB being well maintained at the Mill.	Complied
4.3 Principle 3: Compliance to legal requirements			
Criterion 4.3.1 – Regulatory requirements			
4.3.1.1	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations. - Major compliance -	Belitong POM continued to comply with the legal requirements as per indicator. Compliance to each applicable law and regulation is monitored by the operating units and CDD team. FGV Belitong POM management unit had obtained and renewed license and permits as required by the law. Sample of license Belitong POM - DOE License no. 001845, Compliance Schedule ref# S(B) A91/110/616/091, validity period 1/7/2019 -30/6/2020 - Akta Bekalan Elektrik 1990 – Electrical installation license no: 2017/02894 valid until 14/10/2020 for 3397.45 kW.	Non-conformity

Criterion / Indicator	Assessment Findings	Compliance
	<ul style="list-style-type: none"> - Certified Environmental professional in the treatment of POM-Pond Processes (CEPPOME; No: 16001) - Certified Environmental professional in Scheduled Waste Management - (CePSWaM/170429) - Certificate of Fitness for Lifting Equipment, Unfired Pressure Vessel (UPV) - approval from <i>Jabatan Tenaga Semenanjung Malaysia</i> for deduction of salary for items such as sport club fee, scheme insurance and housing loan, electricity and water. Seen the permits with Serial No.: PP3/34/1013 dated 16/1/2005 and Serial No.: PP3/34/0351 dated 15/9/2000. - FGV Plantations (Malaysia) Sdn Bhd and Felda Holding Sdn Bhd has obtained approval from <i>Jabatan Tenaga Kerja Semenanjung Malaysia</i> for deduction of wages for water, electricity, medical fees that exceeded limit and other advance. Seen the approval permit with Ref. No.: (22)dlm BHG. PU/9/129 Jld 23 dated 26/4/2016 and Serial No.: PP3/34/0351 dated 15/9/2000 - Permit Had Kerja Lebih Masa [ref.: BHG.PU/9/134 Jld 18(17), dated 23/1/2019, limit = 130 hr/month <p>Nonetheless, some evidence of compliance for some legal requirements was not adequately demonstrated as follows:</p> <ul style="list-style-type: none"> i) the Audiometry Test was conducted on 16th October 2018 to 35 employees. 2 workers namely, En Asmadi bin Amat (711104-01-5081) and En. Parizan bin Abd Kadir (770618-01-6807) was under Standard Threshold Shift. However, no evidence, re-test being conducted as per Regulation 23. ii) there was a female worker (Worker ID: 1210638) has worked overtime on 30/06/2019 from 2215 to 0045 (2.5 hours) which is 	

Criterion / Indicator		Assessment Findings	Compliance
		<p>after 10 p.m. However Belitong POM didn't have the permit from the Labour Department for female working after 10 p.m.</p> <p>iii) the workers housing weekly inspection was not conducted on weekly basis. Based on the inspection report, the dates of the inspection are as follows:</p> <ul style="list-style-type: none"> - Last: 11/11/2019 - 2nd last: 24/9/2019 - 3rd last: mid-Aug 2019 <p>Thus, a non-conformity report was assigned due to this lapse.</p>	
4.3.1.2	<p>The management shall list all relevant laws related to their operations in a legal requirements register.</p> <p>- Major compliance -</p>	<p>The applicable laws identified were listed in Daftar Perundangan dan Lain-lain Keperluan (Register of Legal and Other Requirements,– The sample of Act and Legal as listed herein:</p> <ol style="list-style-type: none"> 1. OSHA 1994 2. FMA 1967 3. Pesticide Act 1974 4. Electrical Supply (Amendment) Act 2015 5. Fire Services Act 6. Environmental Quality Act 7. Local Government Act 	Complied
4.3.1.3	<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>- Major compliance -</p>	<p>The mechanism of tracking changes and update are guided by procedure on Pematuhan Undang – Undang dan Keperluan Lain, Doc No: FGV/ML-1A/L2-Pr6, issue 1, version 0 dated 01.06.2016.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.3.1.4	The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements. - Minor compliance -	En Mohd Shahariezal bin Zainudin as the person in-charge of legal requirement vide letter dated 5 th June 2018 approved by Mr Yusrizam Shah bin Abdullah, Mill Manager	Complied
Criterion 4.3.2 – Lands use rights			
4.3.2.1	The management shall ensure that their oil palm milling activities do not diminish the land use rights of other users. - Major compliance -	The mill holds 1 land title (under FELDA Ulu Belitong Scheme) which they leased from FELDA for approximately 13.51 hectares for a period of 30 years from 1/1/1994 and expire on 31/12/2023. Copy of land title was available for verification.	Complied
4.3.2.2	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual legal use of the land. - Major compliance -	This can be seen through an agreement between FELDA and FELDA Palm Industries Sdn Bhd. FELDA Palm Industries Sdn Bhd has legally changed its name to FGV Palm Industries Sdn Bhd [ref.: Certificate of Incorporation on Change of Name of Company, dated 11/12/2018]. Copy of land title was available for verification.	Complied
4.3.2.3	Legal parameter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - Major compliance -	The mill has its perimeter fencing which meant to demarcate its boundary.	Complied
4.3.2.4	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).	There is no land dispute in the Belitong POM at the time of audit. The lands are belonging to FELDA – Ulu Belitong Scheme by verified through the agreement. The surrounding is owned by settlers. There was no encroachment of land by the Belitong POM.	Complied

Criterion / Indicator		Assessment Findings	Compliance
- Minor compliance -			
Criterion 4.3.3 – Customary rights			
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. - Major compliance -	The mill land is legally owned by FELDA and leased to FGV Palm Industries Sdn Bhd. The existing land is not encumbered by any customary land rights.	Complied
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights shall be made available. - Minor compliance -	The mill land is legally owned by FELDA and leased to FGV Palm Industries Sdn Bhd. The existing land is not encumbered by any customary land rights.	Complied
4.3.3.3	Negotiation and FPIC shall be recorded and copies of the relevant agreements should be made available. - Major compliance -	The mill land is legally owned by FELDA and leased to FGV Palm Industries Sdn Bhd. The existing land is not encumbered by any customary land rights.	Complied
4.4 Principle 4: Social responsibility, health, safety and employment condition			
Criterion 4.4.1: Social Impact Assessment (SIA)			
4.4.1.1	Social impacts should be identified and plans should be implemented to mitigate the negative impacts and promote the positive ones. - Minor compliance -	The SIA with was carried out on 23/1/2018 and 24/1/2018 for the Mill and Bkt Tongkat B Estate and Ulu Belitong Estate, respectively. Records of consultation such as attendance lists and inputs received from stakeholders are being documented. Those who attended include workers (foreign and local), contractors, etc. Records of meetings are documented in the SIA report itself.	Complied
Criterion 4.4.2: Complaints and grievances			

Criterion / Indicator		Assessment Findings	Compliance
4.4.2.1	<p>A system for dealing with complaints and grievances shall be established and documented.</p> <p>- Major compliance -</p>	<p>FGV has developed procedure of "Menangani Aduan dan Rungutan" (Doc. No.: FGV/ML-1A/L2-Pr13, issue 1, rev. 0, dated 1/6/2016). The objectives of the procedure are to provide a channel for the internal stakeholders and external stakeholders to lodge any complains to the management. Mechanism to handle the complains was clearly described in the procedure. The scope of the procedure covered the complaints related to management, housing complex, settlers and other welfare issues. There are 5 stages of process for internal complaint. The time frame for investigation of the issue should be done within 14 working days.</p>	Complied
4.4.2.2	<p>The system shall be able to resolve dispute in an effective, timely and appropriate manner, which is accepted by all parties.</p> <p>- Major compliance -</p>	<p>Belitong POM has implemented Complaint and Response Form/ Book to record complaints or requests from the stakeholders. All the issues recorded were about defects of housing facilities. Based on the records of complaints lodged, the actions taken by the management were appropriate and timely manner.</p>	Complied
4.4.2.3	<p>A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints.</p> <p>- Minor compliance -</p>	<p>The complaint record book was available in the office area where the stakeholders can easily access to lodge their complaint.</p>	Complied
4.4.2.4	<p>Employees and surrounding communities should be made aware of its existence and that complaints or suggestions may be made at any time.</p> <p>- Minor compliance -</p>	<p>Interview with internal and external stakeholder during stakeholder consultation found that they were aware of the complaint procedure and were briefed by the management during stakeholder meeting.</p>	Complied

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4.4.2.5	<p>Complaints and solutions within the past 24 months shall be documented and be made available to affected stakeholders upon request.</p> <p>- Major compliance -</p>	<p>The management has implemented the complaint record book since September 2014. The records of complaint were available from September 2014 up to date.</p>	Complied
Criterion 4.4.3: Commitment to contribute to local sustainable development			
4.4.3.1	<p>Palm oil miller should contribute to local development in consultation with the local communities. Where the mill is an integral part of plantation, such contribution to local community development may be regarded as a joint effort by the mill and the plantation.</p> <p>- Minor compliance -</p>	<p>The management has made contribution to the local communities such as given hampers for the school's events, contributed black soils to the school for tree planting, supplied EFB to the other estates. Seen the request letters from the stakeholders and acknowledgement by the stakeholders upon receipt of the contribution.</p>	Complied
Criterion 4.4.4: Employees safety and health			
4.4.4.1	<p>An occupational safety and health policy and plan which is in line with Occupational Safety and Health Act 1994 and Factories and Machinery Act 1967 (Act 139) shall be documented, effectively communicated and implemented.</p> <p>- Major compliance -</p>	<p>FGV Holdings Berhad has established Safety and Health Policy signed by the Group CEO, Dato' Haris Fadzilah Hassan on 8th May 2019.</p> <p>Furthermore, FELDA Palm Industries Sdn Bhd also established policy on Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar dated 20th November 2017 signed by Chief Executive Officer, En Mohamad Saodi bin Husin.</p> <p>The policy and plan were communicated to the employees through various methods such as trainings, briefings and display on notice boards.</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p>4.4.4.2 The occupational safety and health plan should cover the following:</p> <ul style="list-style-type: none"> a) A safety and health policy, which is communicated and implemented. b) The risk of all operations shall be assessed and documented. c) An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill: <ul style="list-style-type: none"> i. All employees involved are adequately trained on safe working practices; ii. All precautions attached to products should be properly observed and applied; d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC). e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000. f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of 	<p>FGV Holdings Berhad has established Safety and Health Policy signed by the Group CEO, Dato' Haris Fadzilah Hassan on 8th May 2019.</p> <p>Furthermore, FELDA Palm Industries Sdn Bhd also established policy on Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar dated 20th November 2017 signed by Chief Executive Officer, En Mohamad Saodi bin Husin.</p> <p>Risk assessment was conducted through HIRARC based on the severity and the likelihood. HIRARC is consist of hazard identification (type of work activity, hazard & effect), Risk analysis (Existing risk control, likelihood, severity & risk) & Risk Control (Recommended control measures & PIC appointed are Staff or Executive). HIRARC sighted for the followings work operation: -</p> <ol style="list-style-type: none"> 1. Main Entrance 2. Weighbridge 3. Office 4. Grading 5. Loading Ramp 6. Sterilizer 7. Capstan 8. Press 	<p>Complied</p>

Criterion / Indicator	Assessment Findings	Compliance																												
<p>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 and 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>- Major compliance -</p>	<p>9. Kernel Plant</p> <p>10. Oil Room</p> <p>12. Boiler</p> <p>13. Etc</p> <p>HIRAC being reviewed on 2nd May 2019.</p> <p>The Mill has a comprehensive annual training plan for the Staffs and Workers and this was sighted in the training records file for each staffs and workers. Sample training plan includes: -</p> <table border="1" data-bbox="1039 951 1821 1337"> <thead> <tr> <th>NO</th> <th>TOPIC</th> <th>MONTH PROGRAMME</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Bekerja Di Tempat Tinggi</td> <td>November</td> <td>12/11/2019</td> </tr> <tr> <td>2</td> <td>Latihan pemasangan alat kebakaran</td> <td>May</td> <td>24/6/2019</td> </tr> <tr> <td>3</td> <td>Keselamatan Bahan Kimia semasa kerja</td> <td>May</td> <td>21/5/209</td> </tr> <tr> <td>4</td> <td>Fire Drill</td> <td>Feb</td> <td>1/10/2019</td> </tr> <tr> <td>5</td> <td>First Aid</td> <td>Feb</td> <td>18/10/19</td> </tr> <tr> <td>6</td> <td>Scheduled Waste</td> <td>August</td> <td>9/8/2019</td> </tr> </tbody> </table>	NO	TOPIC	MONTH PROGRAMME	STATUS	1	Bekerja Di Tempat Tinggi	November	12/11/2019	2	Latihan pemasangan alat kebakaran	May	24/6/2019	3	Keselamatan Bahan Kimia semasa kerja	May	21/5/209	4	Fire Drill	Feb	1/10/2019	5	First Aid	Feb	18/10/19	6	Scheduled Waste	August	9/8/2019	
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Criterion / Indicator	Assessment Findings	Compliance
	<p>Samples training conducted on Latihan Dalam Bekerja di Tempat Tinggi dated 12th November 2019 attended by 5 participants. Trainings record was completed with attendance records, training materials and photographs.</p> <p>Mill has provided appropriate PPE for all workers in their operations. PPE Issuance and replacement record. Sighted for: -</p> <ul style="list-style-type: none"> a. Staff/AP b. General Workers <p>During field visit, sighted the workers have been trained with safety and the workers wear the PPE required by his/her works.</p> <p>All workers involved in the operations have been adequately trained in safe working practice.</p> <p>Sighted, Standard Operating Procedure for handling of used chemicals being established by Plantation Sustainability & Quality Management Department, Felda Global Ventures Plantations (M) Sdn Bhd under Document Number FGVPM/L3/PK-04 – Prosedur Kerja Selamat, Pengendalian Bahan Kimia dated 1st April 2014.</p> <p>CHRA report dated 3rd May 2016 reported by Mr. Nor Mohd Razif</p>	

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	<p>Noraini, JKPP HIE 127/171-2(286) by MZ Enviro Testing and Consulting.</p> <p>A total of 16 workers have undergone medical surveillance on 10th November 2108 covering mechanical (3), laboratory (5), Assistant manager (1), Boiler (4), store (1) and Electrician (2). They were tested on Physical examination, Blood, Urine, Cholinesterase and Chest X-ray. 2 workers were unfit and re-assigned to other work category.</p> <p>Person incharge of OSH is Mr. Amran bin Shariff, The Mill Manager appointed on 15th July 2019 by En. Abdul Malik Sekak, Ketua Zon 2.</p> <p>Latest, OSH Meeting was conducted on 28th August 2019 attended by 13 representatives.</p> <p>1 major and 1 minor accident being recorded in 2018. Sighted the emergency procedure for the Mill. Emergency response plan available in local language (Malay and English). The ERP has been explained to all workers and staffs during training which has been conducted.</p> <p>Emergency response plan include the emergency contact number, and also have Guidelines on Accident, Emergency Procedures and Exit routes as well as assembly point in file and pasted on notice</p>	

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		<p>board.</p> <p>The first aider for the is Mr. Hamidun bin Ahmad (IC No: 62XXXX-XX-5443)</p> <p>5 workplaces, Laboratory, workshop, operation, boiler and effluent being provided with 1st Aid Kit under the custody of the appointed personnel.</p> <p>Mill has submitted JKPP 8 (I & II)/(IV) on annually basis to the DOSH. LTA calculation based on local interpretation from DOSH. JKPP 8 was submitted on 24th January 2019</p>	
Criterion 4.4.5: Employment conditions			
4.4.5.1	<p>The management shall establish a policy on good social practice regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and communicated to the employees.</p> <p>- Major compliance -</p>	<p>The company established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company respects for the human rights. is committed to ensure that its operations are free from any form of exploitation and to eliminate any form of forced and bonded labour, human trafficking and slavery, and child labour in all its operations.</p>	Complied
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</p>	<p>FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company ensures all employees and workers shall receive equal treatment based on their relevant merits and competency regardless of gender, race,</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>characteristics.</p> <p>- Major compliance -</p>	<p>nationality, religion, age, physical condition, and marital status, reproductive rights of women, union membership/affiliation / employment status, or political affiliation.</p>	
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>FGV Plantations (M) Sdn Bhd has established an employment contract for its foreign workers. Pay and conditions are documented and are above the Minimum Wage Order 2018. Sampled of employment contracts confirmed that terms and conditions are clearly outlined and have been signed by the worker. Sampled of the pay slips confirmed that the workers were paid in accordance with Minimum Wage Order 2018.</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 was no permanent contractor engaged by the mill. Most of the maintenance and repair works are carried out by their own technicians. Therefore, there was no issue on the wages of employees of contractors.</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>- Major compliance -</p>	<p>All the recruited workers will be registered in the Biodata Form where personal details such as name, nationality, date of employed, job description, wage rate, date of birth, gender and entitlement of public holiday was stated in the biodata form. Samples of the Labour Registration Form verified are as follows:</p> <ul style="list-style-type: none"> i) Employee ID: 1207048 ii) Employee ID: 1211630 iii) Employee ID: 1211536 iv) Employee ID: 1210838 v) Employee ID: 1210700 	Complied

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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 shall be made available for each and every employee indicated in the employment records.</p> <p>- Major compliance -</p>	<p>Offer letters were acknowledged and kept a copy by the workers verified through Interview with the workers. The terms and conditions were clearly stated in the offer letter such as salary, termination of employment and probation period. Sampled of offer letters as below:</p> <ul style="list-style-type: none"> i) Employee No.: 1210070 ii) Employee No.: 1210838 iii) Employee No.: 1211630 iv) Employee No.: 1211536 v) Employee No.: 1207048 	Complied
4.4.5.7	<p>The management shall establish a time recording system that makes working hours and overtime transparent for both the employees and employers.</p> <p>- Major compliance -</p>	<p>The working hours are recorded using punch card system where the attendance can be verified through the punch card of individual workers. The time enter, break time and exit of work were also clearly stated in the punch card. Sampled of time card as follows:</p> <ul style="list-style-type: none"> i) Employee No.: 1210070 ii) Employee No.: 1210838 iii) Employee No.: 1211630 iv) Employee No.: 1211536 v) Employee No.: 1207048 	Complied
4.4.5.8	<p>The working hours and breaks of the individual worker indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed upon and shall meet the legal requirements applicable.</p> <p>- Major compliance -</p>	<p>Based on the records review of the Punch card of sampled workers it was found that the entry time and exit time which were clearly stated in the punch card, conformed to the terms and conditions stipulated in the collective agreement [ref.: Perjanjian Bersama antara FGV Palm Industries Sdn Bhd dengan Kesatuan Pekerja-pekerja FGV Palm Industries Sdn Bhd Semenanjung, validity 1/1/2019 to 31/12/2021]. The workers have worked less than 130 hours of overtime per month.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.4.5.9	<p>Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.</p> <p>- Major compliance -</p>	<p>Documented payslip was distributed to individual workers on the day of payment. Wages and overtime were paid according to the "Punch Card". Total hours of overtime and daily attendance has recorded in the time card. The following payslip were sampled for Jan 2019, Jun 2019 and Oct 2019 as below:</p> <ul style="list-style-type: none"> i) Employee No.: 1210070 ii) Employee No.: 1210838 iii) Employee No.: 1211630 iv) Employee No.: 1211536 v) Employee No.: 1207048 <p>All of their pay have achieved the Minimum Wage Order 2018. Hours of overtime were recorded in the overtime form.</p>	Complied
4.4.5.10	<p>Other forms of social benefits should be offered by the employer to employees, their families or community such as incentives for good work performance, bonus payment, support of professional development, medical care provisions and improvement of social surroundings.</p> <p>- Minor compliance -</p>	<p>The management has provided facilities such as mosque, kindergarten and community hall to the workers and dependents. Government clinic was available in the complex. The workers will be granted bonus once a year based on performance of the workers. Incentive was also given to the workers.</p>	Complied
4.4.5.11	<p>In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities.</p> <p>- Major compliance -</p>	<p>The mill workers housing is provided with basic facilities such as government clinic, football field, mosque, sundry shops and other amenities such as electricity and water supply from government. Line site inspection was carried out in Belitong Mill workers housing on weekly basis and inspection records were available for verification.</p> <p>Inspection frequency still not meeting the weekly requirement i.e.</p> <p>Last: 11/11/2019</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		2 nd last: 24/9/2019 3 rd last: Aug 2019	
4.4.5.12	The management shall establish a policy to prevent all forms of sexual harassment and violence at the workplace. - Major compliance -	<p>FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where FGV Group respects the rights of women as enshrined in Convention on the Elimination of All Forms of Discrimination against Women (CEDAW).</p> <p>FGV has also established procedure "Menangani Aduan Melalui Jawatankuasa Wanita" with Doc. No.: ML-1A/L2-Pr14(0) dated 1/6/2016 where Gender Committee has established to handle any sexual harassment, misconduct, discrimination and violence issue happen in the company. Process of report and handle of complaint has detailed in the procedure. The method of report of complain can be done via verbally and written to the Gender Committee Representative or call to the hotline.</p> <p>Gender committee and KKD committee has also been established in the mill to monitor and handle sexual harassment and violence case in the mill. The gender committee has last conducted a meeting on 7/11/2019. There has been no report with regards to sexual harassment or violence since the last assessment.</p>	Complied
4.4.5.13	The management shall respect the right of all employees to form and join trade union and allow workers' own representative(s) to facilitate collective bargain in accordance with applicable laws and regulations. Employees shall be given freedom to join trade unions relevant to the industry or organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions.	FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company respects the rights of all its employees and workers to join and form associations, and to bargain collectively. The minutes of meetings between the mill management and the committee members of Felda Palm Industries Workers' Union are available. The meetings were held on 18-20 Sept 2019 (Persidangan Perwakilan Tiga Tahunan Kali Ke 15 Sesi 2019-	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>Employees exercising this right should not be discriminated against or suffer repercussions.</p> <p>- Major compliance -</p>	<p>2022) for Belitong POM and 23 May 2019 (Minit Mesyuarat Jawatankuasa Kerja Bil 73) and Minit Mesyuarat Kebajikan TKL Stesen Penyelidikan Ulu Belitong Bil (01)/2019 on 02nd April 2019. Among the issues discussed were request from different complexes such as:</p> <ol style="list-style-type: none"> 1. Peggeli POM: Includes the compassionate leave for grandchildren's death. 2. Chini 3 POM: Increment and salary for old workers and service and menu in fasting season to be further improved. 3. Bukit Tongkat B POM: to request that Yang Dipertua will escalate any information with regards of union's journey to the members. 4. Ulu Belitong POM: Only information shared during the meeting, no complaint from workers. 	
4.4.5.14	<p>Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation.</p> <p>- Major compliance -</p>	<p>FGV has established Group Sustainability Policy with Policy No.: FGV/SED/POL/001 dated 29/5/2019 where the company is committed to ensure that its operations are free from any form of exploitation and to eliminate any form of forced and bonded labour, human trafficking and slavery, and child labour in all its operations. Besides, the company has developed "<i>Mengelak Penggajian Buruh Kanak-kanak</i>" procedure with Doc. No.: ML-1A/L2-Pr18(0) dated 1/6/2016 to provide a clear guideline to comply with the employment of children and young person. The company does not allow any individual below 18 years old to be employed. No employees below the age of 18 were sighted through verified the master list of employees and interviewed with the workers.</p>	Complied
<p>Criterion 4.4.6: Training and competency</p>			

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Criterion / Indicator		Assessment Findings	Compliance																												
4.4.6.1	<p>All employees and contractors shall be appropriately trained. A training programme shall include regular assessment of training needs and documentation, including records of training.</p> <p>- Major compliance -</p>	<p>FGV have established procedure on Kemampuan, Kesedaran dan Latihan Doc No: FGV/ML-1A/L2-Pr5, issue 1, version 0 dated 01.06.2016 with an objective to identify any new training needs annually based on evaluation on the competency level of existing and new personnel measured against their respective scope of work. The training plan for 2019 was sighted as follow: -</p> <table border="1"> <thead> <tr> <th>NO</th> <th>TOPIC</th> <th>MONTH PROGRAMME</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Bekerja Di Tempat Tinggi</td> <td>November</td> <td>12/11/2019</td> </tr> <tr> <td>2</td> <td>Latihan pemasangan alat kebakaran</td> <td>May</td> <td>24/6/2019</td> </tr> <tr> <td>3</td> <td>Keselamatan Bahan Kimia semasa kerja</td> <td>May</td> <td>21/5/209</td> </tr> <tr> <td>4</td> <td>Fire Drill</td> <td>Feb</td> <td>1/10/2019</td> </tr> <tr> <td>5</td> <td>First Aid</td> <td>Feb</td> <td>18/10/19</td> </tr> <tr> <td>6</td> <td>Scheduled Waste</td> <td>August</td> <td>9/8/2019</td> </tr> </tbody> </table>	NO	TOPIC	MONTH PROGRAMME	STATUS	1	Bekerja Di Tempat Tinggi	November	12/11/2019	2	Latihan pemasangan alat kebakaran	May	24/6/2019	3	Keselamatan Bahan Kimia semasa kerja	May	21/5/209	4	Fire Drill	Feb	1/10/2019	5	First Aid	Feb	18/10/19	6	Scheduled Waste	August	9/8/2019	Complied
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4.4.6.2	<p>Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p> <p>- Major compliance -</p>	<p>Yearly training plan is created based on Training Needs Analysis for workers involved in the operations.</p> <p>Sighted the Training Need Analysis of all workers which are based on their competencies and job description under document 'Analisa Keperluan Latihan Petugas dan Pekerja'.</p>	Complied																												

Criterion / Indicator		Assessment Findings	Compliance
4.4.6.3	<p>A continuous training programme shall be planned and implemented to ensure that all employees are well trained in their job function and responsibility in accordance to the documented training procedure.</p> <p>- Minor compliance -</p>	<p>The Mil has a comprehensive annual training plan for its staffs and workers and this was sighted in the training records file for each staffs and workers</p> <p>Trainings conducted were recorded in the various trainings record and completed with attendance records, training materials and photographs of the training.</p>	Complied
4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Criterion 4.5.1: Environmental Management Plan			
4.5.1.1	<p>An environmental policy and management plan shall be in line with the relevant country and state environmental laws shall be established, effectively communicated and implemented.</p> <p>- Major compliance -</p>	<p>FGV have established the Group Sustainability Policy [FGV/SED/POL/001, rev. 3, 29th May 2019 signed by Chairman, Board of Directors YBHG Datuk Wira Azhar Abdul Hamid. The purpose of the policy is to established the objectives and guidelines for FGV and its Group of Companies with regards to sustainability matters. The policy covering the followings: -</p> <ol style="list-style-type: none"> 1. Social Responsibility 2. Profitability and Use of Resources 3. Environmental Stewardship 4. Value Chain 5. Transparency and Reporting 	Complied
4.5.1.2	<p>The environmental management plan shall cover the following:</p> <ol style="list-style-type: none"> a) An environmental policy and objectives; b) The aspects and impacts analysis of all operations 	<p>Environmental Aspects and Impacts Analysis being established under Borang Pengenalan Aspek Alam Sekitar dan Penilaian Impak, No Borang: FPI/L4/QOHSE- 1.7 Pind 0 dated 21ST January 2019. The EAIA covering 21 activities for instance: -</p> <ul style="list-style-type: none"> - Main Entrance 	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	<ul style="list-style-type: none"> - Weighbridge - Grading - Loading Ramp - Sterilizer - Crane, threshing & press - Oil Room - Incinerator - FFB - Oil Tank - Water Treatment Plant - Boiler - Effluent treatment plant - Laboratory - Diesel storage - Workshop - Store - Oil Trap - Schedule Waste Store - Schedule Waste Storage Area - Canteen <p>Upon identification of the Aspect & Impact, the scoring evaluation being updated under Significant Environmental Aspects and Impacts Registrar Form, Borang: FPI/L4/QOHSE-1.8 Pind 0 for the mitigation plan.</p>	
4.5.1.3	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored.	The Significant Environmental Aspects and Impacts Registrar Form, Borang: FPI/L4/QOHSE-1.8 Pind 0 has indicate the Mill activities and mitigation measures as sample follows:-	Complied

Criterion / Indicator		Assessment Findings				Compliance
	- Major compliance -	Process	Aspect	Impact	Management Control	
		Pintu Utama	Penerimaan BTS	Air pollution	Pelan tindakan kecemasan, rujuk manual prosedur	
		Bilik Minyak	MSM Tumpah	Land Contamination	Pelan tindakan kecemasan, rujuk manual prosedur	
		Dandang	Perlepasan habuk	Air pollution	Pelan tindakan kecemasan, rujuk manual prosedur	
4.5.1.4	A programme to promote the positive impacts should be included in the continual improvement plan. - Minor compliance -	The programed to promote the positive impacts sighted in the Continual Improvement Plan as follows: - <ol style="list-style-type: none"> 1. Perlepasan asap hitam 2. Takat pengeluaran akhir effluent 3. Guna semula kertas terpakai di pejabat 4. Penggunaan tandan kosong di ladang 5. Larangan Pembakaran Terbuka 				Complied
4.5.1.5	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. - Major compliance -	The Mill have established training program for environmental management and improvement plan. Sighted the Environmental Training Programme for the year 2019 as below: - <ol style="list-style-type: none"> 1. Briefing on Group Sustainability Policy being conducted on 18th October 2019 to all internal stakeholders covering 78 personnel. 				Complied

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Criterion / Indicator		Assessment Findings	Compliance																				
4.5.1.6	The management shall organize regular meetings with workers where concerns of workers about the environmental quality are discussed. - Major compliance -	The mill has conducted Environment Performance Monitoring Committee (EPMC) on half yearly basis. The latest was on 9 th November 2019 attended by 9 personnel, chaired by The Mill Manager.	Complied																				
Criterion 4.5.2: Efficiency of energy use and use of renewable energy																							
4.5.2.1	Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity in the operations over the base period - Major compliance -	As evidence in Ulu Belitong POM, the mill has conducted monitoring of Fuel Usage for transportation in Terms of Litre/MT FFB Transported. Data compiled (3 years) for comparison and monitored to optimize the use of non-renewable energy. Records available were verified and showed satisfactory monitoring of the resources. <table border="1" data-bbox="1025 946 1693 1227"> <thead> <tr> <th>Mth</th> <th>Diesel used (Liter)</th> <th>FFB Processed</th> <th>Litre/Mt</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>206,919</td> <td>294,960</td> <td>0.70</td> </tr> <tr> <td>2018</td> <td>184,790</td> <td>278,170</td> <td>0.66</td> </tr> <tr> <td>2019</td> <td>92,393</td> <td>141,990</td> <td>0.65</td> </tr> <tr> <td colspan="2">Baseline value</td> <td></td> <td>0.60</td> </tr> </tbody> </table>	Mth	Diesel used (Liter)	FFB Processed	Litre/Mt	2017	206,919	294,960	0.70	2018	184,790	278,170	0.66	2019	92,393	141,990	0.65	Baseline value			0.60	Complied
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4.5.2.2	The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors,	Sighted estimate of direct usage of non-renewable energy for 2019. Diesel estimate per MT FFB for 2019 with a total of 171,119 litres versus FFB to be processed of 261,300 mt or 0.65 litres/ton FFB.	Complied																				

Criterion / Indicator		Assessment Findings	Compliance												
	including all transport and machinery operations. - Major compliance -														
4.5.2.3	The use of renewable energy should be applied where possible. - Minor compliance -	Fibre and shell were used as a source of renewable energy for boiler operations. Biomass production by the Mill as follows: - <table border="1" data-bbox="1025 624 1809 758"> <thead> <tr> <th></th> <th>Description</th> <th>Total production 2019 (Mt)</th> <th>Location of use</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Shell</td> <td>619.79</td> <td>Boiler</td> </tr> <tr> <td>2</td> <td>Fiber</td> <td>720.84</td> <td>Boiler & Selling Outside</td> </tr> </tbody> </table>		Description	Total production 2019 (Mt)	Location of use	1	Shell	619.79	Boiler	2	Fiber	720.84	Boiler & Selling Outside	Complied
	Description	Total production 2019 (Mt)	Location of use												
1	Shell	619.79	Boiler												
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Criterion 4.5.3: Waste management and disposal															
4.5.3.1	All waste products and sources of pollution shall be identified and documented. - Major compliance -	The Mill has identified and registered the following waste under E-Swiss: - <ul style="list-style-type: none"> a. SW102 – Bateri Terpakai b. SW 110 – Lampu Terpakai c. SW 305 – Minyak Pelincir Terpakai d. SW 306 – Minyak Hidraulik Terpakai e. SW 409 – Tin Cat Terpakai f. SW 410 – Filter dan Sarung Tangan Terpakai g. SW 429 – Bahan Kimia Terbuang 	Complied												

Criterion / Indicator		Assessment Findings	Compliance																							
4.5.3.2	<p>A waste management plan shall be developed and implemented, to avoid or reduce pollution. The waste management plan should include measure for:</p> <p>a) Identifying and monitoring sources of waste and pollution. b) Improving the efficiency and recycling potential of mill by-products by converting them into value-added products.</p> <p>- Major compliance -</p>	<p>The schedule waste was disposed by approved license contractor, Kualiti Alam Sdn Bhd dated 15th May 2019. The details as disposal as below:-</p> <table border="1"> <thead> <tr> <th>No</th> <th>CN Number</th> <th>SW Code</th> <th>Quantity (drum)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td rowspan="6">091453</td> <td>305</td> <td>1</td> </tr> <tr> <td>2</td> <td>306</td> <td>2</td> </tr> <tr> <td>3</td> <td>410</td> <td>1</td> </tr> <tr> <td>4</td> <td>110</td> <td>1</td> </tr> <tr> <td>5</td> <td>102</td> <td>1</td> </tr> <tr> <td>6</td> <td>409</td> <td>4</td> </tr> </tbody> </table>	No	CN Number	SW Code	Quantity (drum)	1	091453	305	1	2	306	2	3	410	1	4	110	1	5	102	1	6	409	4	Complied
No	CN Number	SW Code	Quantity (drum)																							
1	091453	305	1																							
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3		410	1																							
4		110	1																							
5		102	1																							
6		409	4																							
4.5.3.3	<p>The palm oil mill management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environmental Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005</p> <p>- Major compliance -</p>	<p>Standard Operating Procedure for handling of used chemicals being established by Plantation Sustainability & Quality Management Department, Felda Global Ventures Plantations (M) Sdn Bhd under Document Number FGVPM/L3/PK-04 – Prosedur Kerja Selamat, Pengendalian Bahan Kimia dated 1st April 2014.</p>	Complied																							
4.5.3.4	<p>Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourse.</p>	<p>Domestic waste at Mill Residential Complex and Mill being collected by the appointed contractor, M/S Zaha Niaga Enterprise. The waste being disposed at the Government Landfill at Kluang. The collection</p>	Complied																							

Criterion / Indicator		Assessment Findings	Compliance
	- Minor compliance -	is once a week.	
Criterion 4.5.4: Reduction of pollution and emission			
4.5.4.1	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, particulate and soot emissions, scheduled wastes, solid wastes and effluent. - Major compliance -	The assessment of polluting activities are identified and documented in the Environmental Aspect And Impact Assessment. Furthermore, the mill also adherence to Jadual Pematuhan from Department of Environmental.	Complied
4.5.4.2	An action plan to reduce identified significant pollutants and emissions shall be established and implemented. - Major compliance -	The assessment of polluting activities are identified and documented in the Environmental Aspect And Impact Assessment. Furthermore, the mill also adherence to Jadual Pematuhan from Department of Environmental.	Complied
4.5.4.3	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. - Major compliance -	POME is treated through the biological system with anaerobic lagoon and tertiary plant (membrane plant) in series for its treatment of effluent and discharged through water course. POME discharge limits and method is in accordance with DOE Jadual Pematuhan. The latest analysis conducted was on 3 rd October 2019 for River Analysis and 17 th October 2019 on Final Discharge by FGV Palm Industries Sdn Bhd as follows:-	Complied

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Criterion / Indicator		Assessment Findings			Compliance
		Parameter	Final discharge	DOE Limit	
		pH	8.9	5-9	
		COD	551		
		BOD	10	20	
		Sus. Solid	254	<50	
		Amm-N	ND (<5)		
		Tot N	21	<200	
		Oil& Grease	3	< 5	
		Total Solid	4820		
Criterion 4.5.5: Natural water resources					
4.5.5.1	<p>The management shall establish water management plans to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <ul style="list-style-type: none"> a) Assessment of water usage and sources. b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the mill's current activities. 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>The Mill have drawn -up Water Management Plan. The plan focusing on Mill Operation and Housing Complex. In the plan stated the source of water, root cause, mitigation plan and Person In Charge for each plan.</p> <p>Monitoring of incoming and outgoing water was conducted as POME being discharge to watercourse, Sungai Belitong. The latest analysis conducted was on 3rd October 2019 for River Analysis and 17th October 2019 on Final Discharge by FGV Palm Industries Sdn Bhd as follows:-</p>			Complied

Criterion / Indicator		Assessment Findings				Compliance
	- Major compliance -	Parameter	Hulu Sungai	Hilir Sungai	DOE Limit	
		pH	7.2	7.7	5-9	
		COD	19	90		
		BOD	5	9	20	
		Sus. Solid	13	21	<50	
		Amm-N	ND (<5)	ND (<5)		
		Tot N	3	13	<200	
		Oil& Grease	2	ND (<2)	< 5	
		Total Solid	341	711		
4.5.5.2	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. - Major compliance -	The POME is discharge through watercourse. The BOD is below approved limit of 20mg/l by DOE and adhere to the Jadual Pematuhan.				Complied
4.6 Principle 6: Best Practices						
Criterion 4.6.1: Mill Management						
4.6.1.1	Standard operating procedures shall be appropriately documented and consistently implemented and monitored. - Major compliance -	Mill capacity 54 MT/Hr – Sterilization is by conventional method. The mill has implemented Good Milling Practice (GMP) as seen from visit to the mill and seen from the document and also interviewing the mill personnel.				Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>The Standard Operating Procedures for the mill as follows: -</p> <ol style="list-style-type: none"> 1. Manual Operasi dated 30th January 2001 Revision on 17th November 2017 version 14. 2. Prosedur, Sistem Pengurusan Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar dated 2nd January 2008 Revision on 8th June 2018 version 17. 3. Manual Operasi Makmal, dated 2nd January 2002 Revision on 13th January 2017 version 13. 4. Senarai Prosedur Kerja Selamat (Pengurusan Keselamatan dan Kesihatan Pekerjaan) dated 26th October 2018 Issue No 28. 	
4.6.1.2	<p>All palm oil mills shall implement best practices.</p> <p>- Major compliance -</p>	<p>The mill is certified under RSPO and MSPO. However, mill has implemented Good Milling Practice (GMP) as per their own SOP's.</p> <p>The mill is operating in accordance to Jadual Pematuhan – Syarat-Syarat Lesen Premis Minyak Kelapa Sawit Mentah, Jabatan Alam Sekitar Negeri Johor and all the Standard Operating Procedures.</p>	Complied
<p>Criterion 4.6.2: Economic and financial viability plan</p>			

Criterion / Indicator		Assessment Findings	Compliance																																				
4.6.2.1	<p>A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.</p> <p>- Major compliance -</p>	<p>Mill had documented 5 years business plan from FY2019 to FY 2023. The budget includes the projected FFB production, OER, CPO, PK.</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Unit</th> <th>2019</th> <th>2020</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>FFB</td> <td>Mt</td> <td>261,300</td> <td>271,950</td> <td>276,650</td> <td>282,170</td> </tr> <tr> <td>OER</td> <td>%</td> <td>19.90</td> <td>19.80</td> <td>20.00</td> <td>20.10</td> </tr> <tr> <td>CPO</td> <td>Mt</td> <td>51,993</td> <td>53,846</td> <td>55,330</td> <td>56,716</td> </tr> <tr> <td>KER</td> <td>%</td> <td>5.55</td> <td>5.60</td> <td>5.80</td> <td>5.80</td> </tr> <tr> <td>PK</td> <td>Mt</td> <td>14,501</td> <td>15,229</td> <td>16,045</td> <td>16,366</td> </tr> </tbody> </table>	Item	Unit	2019	2020	2021	2022	FFB	Mt	261,300	271,950	276,650	282,170	OER	%	19.90	19.80	20.00	20.10	CPO	Mt	51,993	53,846	55,330	56,716	KER	%	5.55	5.60	5.80	5.80	PK	Mt	14,501	15,229	16,045	16,366	Complied
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Criterion 4.6.3: Transparent and fair price dealing																																							
4.6.3.1	<p>Pricing mechanisms for the products and other services shall be documented and effectively implemented.</p> <p>- Major compliance -</p>	<p>Pricing mechanism is guided by FGV's Group Procurement Policy, March 2018.</p> <p>Sampled of contract agreement that signed by the contractors as below:</p> <ul style="list-style-type: none"> i) Contractor: Suzziq Enterprise for lawn mowing at the mill facilities – ref.: Surat Perintah Kerja (Work Order) #3301330628/1300994359, dated 1/1/2019 ii) Contractor: Zana Niaga Enterprise for waste collection in housing area – ref.: Surat Perintah Kerja (Work Order) #3301330484/1300993559, dated 1/1/2019 	Complied																																				

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Criterion / Indicator		Assessment Findings	Compliance
4.6.3.2	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner. - Major compliance -	The manner of payment of remuneration shall paid by the company to contractor 30 days as stated in the <i>Surat Perintah Kerja</i> . Seen the invoice from contractors and payment voucher from the management as below: i) INV# 37/19 & 38/19 dated 17/10/2019, Payment Voucher# 352107233 dated 24/10/2019 ii) INV# KSB 0022 dated 1/11/2019, Payment Voucher# 352109824 dated 8/11/2019 All the payments were made in timely manner.	Complied
Criterion 4.6.4: Contractor			
4.6.4.1	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 -	The contractors have acknowledged on a letter regarding the compliance of MSPO requirements and allowed the auditors to inspect relevant documents, operations and interview the workers whenever necessary. They were also briefed by the management regarding the MSPO requirements.	Complied
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	The contractors have signed on the <i>Surat Perintah Kerja</i> prior to provide services. Seen the contract agreement and details as refer to Criterion 4.6.3.1. Besides, the contractor has acknowledged on the approval for the auditor to be inspected if necessary.	Complied
4.6.4.3	The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required. - Minor compliance -	FGV has agreed for BSI auditors to verify the assessment through a physical inspection if required.	Complied

Section 4: Assessment Conclusion and Recommendation

Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings	
Based on the findings during the assessment FGV Plantations (Malaysia) Sdn Bhd – Belitong Palm Oil Mill and Supply Base Certification Unit complies with the MS 2530-3:2013 and MS 2530-4:2013 . It is recommended that the certification of Belitong Palm Oil Mill and Supply Base Certification Unit is approved and/or continued.	
Acknowledgement of Assessment Findings	Report Prepared by
Name: Ahmad Shahrir Bin Ismail	Name: Valence Shem
Company name: FGV Holdings Berhad	Company name: BSI Services Malaysia Sdn Bhd
Title: Senior Manager	Title: Lead Auditor
Signature: 	Signature:  Date: 13/05/2020
Date: 18/5/2020	

Appendix A: Assessment Plan

Date	Time	Subjects	VSH	IIS
Tuesday 12/11/2019	0830-0900	Opening meeting: <ul style="list-style-type: none"> Opening presentation by audit team leader Confirmation of assessment scope and finalize audit plan (including stakeholder’s consultation) 		
	0830-1230	Bukit Tongkat B Estate 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, Scheduled wastes management, workers housing, clinic, Landfill, etc.	✓	✓
	1230-1330	Lunch break		
	1330-1630	Bukit Tongkat B Estate Document review P1 – P7 (MSPO Part 3): General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records, OSH records, review pay documents, records of communication with stakeholder/workers representatives, new planting, CIP and implementation etc.	✓	✓
	1630-1700	Interim closing briefing	✓	✓
Wednesday 13/11/2019	0900-1230	Belitong POM Inspection: FFB receiving, warehouse, workshop, wastes 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.	✓	✓
	1000-1200	Stakeholder consultation	✓	-
	1230-1330	Lunch break		
	1330-1630	Belitong POM Document Review P1 – P6 (MSPO Part 4): SOPs, Review on SEIA documents and records, wage records, employee data, training records, legal permits, mill inspection and internal monitoring records, CIP & implementation, etc.	✓	✓
	1630-1700	Interim closing briefing	✓	✓
Thursday 14/11/2019	0900-1230	Ulu Belitong Estate 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, Scheduled wastes management, workers housing, clinic, Landfill, etc.	✓	✓
	1230-1330	Lunch break		
	1330-1600	Ulu Belitong Estate Document review P1 – P7 (MSPO Part 3): General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records, OSH records, review pay documents, records of communication with stakeholder/workers representatives, new planting, CIP and implementation etc.	✓	✓
	1600-1630	Audit team discussion & preparation for closing meeting	✓	✓
	1630-1700	Closing meeting	✓	✓

Appendix B: List of Stakeholders Contacted

Internal Stakeholders

Workers' Representative Women's Representative Harvesters Mill Operators Sprayers General workers
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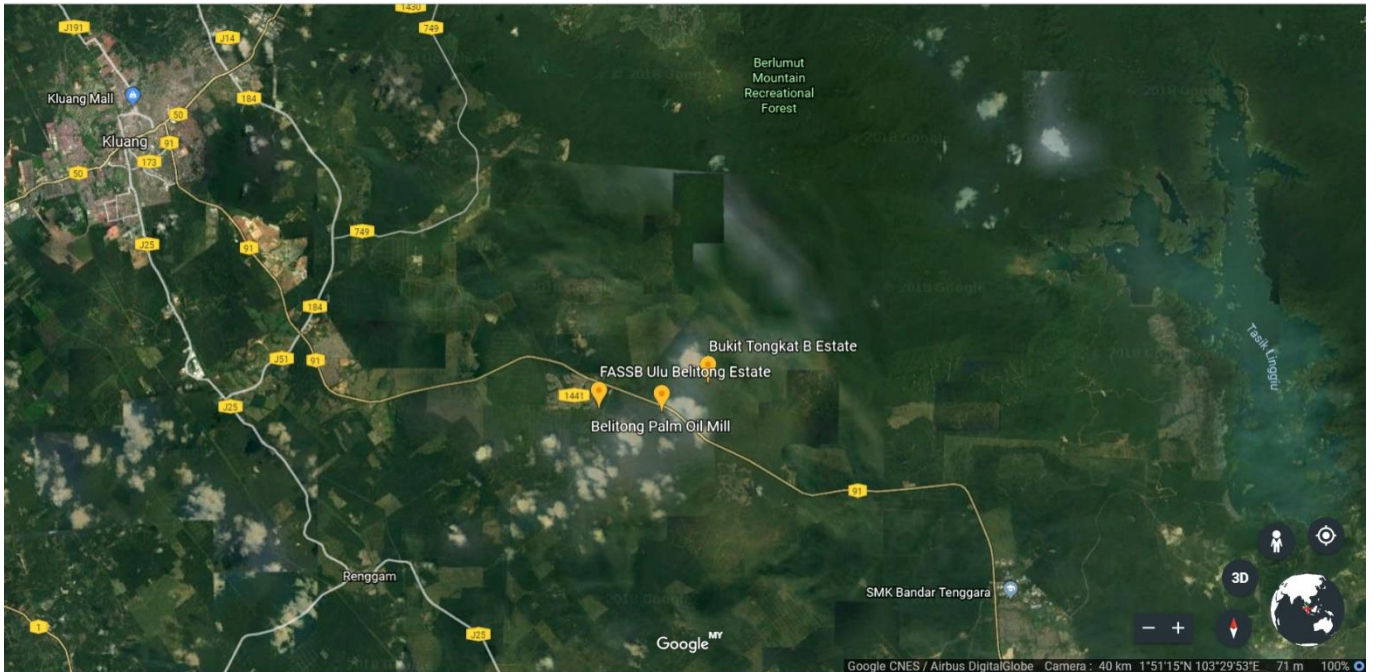
External Stakeholders

Government Departments	NGOs and others	Local Communities
School (SMK Belitong) Klinik Desa (Medical Officer)	Nil	Contractors/Suppliers (Hamid Eng., Zaidan Jaya Ent., Bukit Tongkat Ent.) Surrounding communities (Ladang Benih)

Appendix C: Smallholder Member Details

Not applicable.

Appendix D : Location Map of Belitong Palm Oil Mill and Supply base



Map of FGVPM Bukit Tongkat B Estate



Map of FASSB Ulu Belitong Estate



Appendix E: List of Abbreviations Used

AN	Ammoniacal Nitrogen
BOD	Biological Oxygen Demand
CHRA	Chemical Health Risk Assessment
CPO	Crude Palm Oil
DOE	Department of Environment
DOSH	Department of Occupational Safety & Health
EFB	Empty Fruit Bunch
EMS	Environmental Management System
FFB	Fresh Fruit Bunch
GMP	Good Manufacturing Practice
HCV	High Conservation Value
IAV	Initial Assessment Visit
IPM	Integrated Pest Management
ISCC	International Sustainable Carbon Certification
MSDS	Material Safety Data Sheet
MSP0	Malaysian Sustainable Palm Oil
O&G	Oil and Grease
PK	Palm Kernel
PPE	Personal Protective Equipment
RC	Re-Certification
RED	Renewable Energy Directive
SEIA	Social & Environmental Impact Assessment
SIA	Social Impact Assessment
SOP	Standard Operating Procedure
SS	Suspended Solids
TN	Total Nitrogen
TS	Total Solids
VFA	Volatile Fatty Acids