

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

<b>Genting Oil Mills (Sabah) Sdn Bhd</b>
Client Company Address: Genting Plantations Berhad 10 <sup>th</sup> Floor, Wisma Genting, Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia
Certification Unit: Genting Oil Mills (Sabah) Sdn Bhd - Genting Jambongan Oil Mill  Location of Certification Unit: Jambongan Island, 90100 Beluran District, Sabah, Malaysia

**Report prepared by:**  
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**Report Number:** 3091777

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

<b>1.1 Organizational Information and Contact Person</b>			
Company Name	Genting Oil Mills (Sabah) Sdn Bhd		
Mill/Estate	MPOB License No.	Expiry Date	
	Genting Jambongan Oil Mill: 587904004000	31/07/2021	
	Genting Jambongan Estate: 602384111000	30/11/2020	
Address	10 <sup>th</sup> Floor, Wisma Genting, Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia		
Certification Unit	Genting Oil Mills (Sabah) Sdn Bhd - Genting Jambongan Oil Mill		
Contact Person Name	Mr. Arunan Kandasamy, Senior Vice President - Plantations		
Website	<a href="http://www.gentingplantations.com">http://www.gentingplantations.com</a>	E-mail	arunan.kandasamy@genting.com
Telephone	+603 2333 6510 (Head office) +089 257 112 (GJOM)	Facsimile	+03 2333 6575

<b>1.2 Certification Information</b>			
Certificate Number	Mill: MSPO 709462 Estate: MSPO 709464		
Issue Date	09/08/2019	Expiry date	08/08/2024
Scope of Certification	Mill: Production of Sustainable Palm Oil and Palm Oil Products Estate: Production of Sustainable Oil Palm Fruits		
Standard	MS 2530-4:2013 Part 4: General Principles for Palm Oil Mills MS 2530-3:2013 Part 3: General Principles for Oil Palm Plantations and Organized Smallholders		
Stage 1 Date	13 - 14/05/2019		
Stage 2 / Initial Assessment Visit Date (IAV)	15 - 16/05/2019		
Continuous Assessment Visit Date (CAV) 1	27 - 28/08/2020		
Continuous Assessment Visit Date (CAV) 2	-		
Continuous Assessment Visit Date (CAV) 3	-		
Continuous Assessment Visit Date (CAV) 4	-		
<b>Other Certifications</b>			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
EU-ISCC-Cert-DE119-60194826	ISCC	ASG Cert	05/12/2020
RSPO 709622	RSPO	BSI Services Malaysia Sdn. Bhd.	25/08/2024

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1.3 Location of Certification Unit			
Name of the Certification Unit (Palm Oil Mill/ Estate/ Smallholder/ Independent Smallholder)	Site Address	GPS Reference of the site office	
		Longitude	Latitude
Genting Jambongan Oil Mill	Jambongan Island, 90100 Beluran District, Sabah, Malaysia	117.45091	6.64980
Genting Jambongan Estate	Jambongan Island, 90100 Beluran District, Sabah, Malaysia	117.45091	6.64980

1.4 Certified Area					
Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
Genting Jambongan Estate	3790.14	24.36	247.80	4062.30	93.30
<b>Total (ha)</b>	<b>3790.14</b>	<b>24.36</b>	<b>247.80</b>	<b>4062.30</b>	<b>93.30</b>

Remark: There is re-survey conducted in 2019, reduced of 103.13 planted hectare move to infrastructure & other.

1.5 Plantings & Cycle							
Estate	Age (Years)					Mature**	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
Genting Jambongan Estate	434.51	62.52	3293.11	-	-	3355.63	434.51
<b>Total (ha)</b>	<b>434.51</b>	<b>62.52</b>	<b>3293.11</b>	<b>-</b>	<b>-</b>	<b>3355.63</b>	<b>434.51</b>

1.6 Certified Tonnage of FFB			
Estate	Tonnage / year		
	Estimated (Jul 2019 - Jun 2020)	Actual (May 2019 - Jul 2020)	Forecast (Jul 2019 - Jun 2020)
Genting Jambongan Estate	70591.00	77097.86	71609.00
Bahagia Jaya Plantation	-	2515.90	-
<b>Total</b>	<b>70591.00</b>	<b>79613.76</b>	<b>71609.00</b>

1.7 Uncertified Tonnage of FFB			
Estate	Tonnage / year		
	Estimated (Jul 2019 - Jun 2020)	Actual (May 2019 - Jul 2020)	Forecast (Jul 2019 - Jun 2020)

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Bahagia Jaya Plantation	-	3023.56	-
<b>Total</b>	-	<b>3023.56</b>	-

<b>1.8 Certified Tonnage</b>			
	Estimated (Jul 2019 - Jun 2020)	Actual (May 2019 - Jul 2020)	Forecast (Jul 2019 - Jun 2020)
	FFB	FFB	FFB
<b>Mill Capacity: 20 MT/hr</b>	70,591.00	79,613.76	71,609.00
<b>SCC Model: MB</b>	<b>CPO (OER: 23.00%)</b>	<b>CPO (OER: 21.72%)</b>	<b>CPO (OER: 24.21%)</b>
	16,235.93	17,295.80	17,358.02
	<b>PK (KER: 4.20%)</b>	<b>PK (KER: 4.32%)</b>	<b>PK (KER: 4.34%)</b>
	2,964.82	3,439.50	3,107.83

<b>1.9 Actual Sold Volume (CPO) (May 2019 - Jul 2020)</b>					
Item	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
<b>CPO (MT)</b>	-	15,918.73	1,789.86	602.14	17,106.45

<b>1.10 Actual Sold Volume (PK) (May 2019 - Jul 2020)</b>					
Item	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
<b>PK (MT)</b>	-	-	837.10	2,575.83	3,412.93

## Section 2: Assessment Process

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

### Assessment Methodology, Programme, Site Visits

This on-site assessment was conducted from 27 - 28/08/2020. The audit programme is included in Section 2.3. The approach to the audit was to treat the mill and plantations as a MSPO Certification Unit. A range of environmental and social factors were covered. This includes consideration of topography, palm age, proximity to areas with HBVs, declared conservation areas and local communities.

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

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

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

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

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

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

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

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

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 4)
Genting Jambongan Oil Mill	√	√	√	√	√
Genting Jambongan Estate	√	√	√	√	√

**Tentative Date of Next Visit: July 12, 2021 - July 13, 2021**

**Total No. of Mandays: 4 mandays**

**2.1 BSI Assessment Team**

Team Member Name	Role <i>(Team Leader or Team member)</i>	Qualifications <i>(Short description of the team members)</i>
Elzy Ovktafia Chairul	Team Leader	She graduated from Universiti Putra Malaysia in Diploma of Agriculture, holding the designatory of LISP & AISP from the Incorporated Society of Planters and currently studying Master of Science (Occupational Safety & Health) in Universiti Utara Malaysia. She involves in audits and technical reviews works mainly for Sustainability Programme includes RSPO & MSP0 for more than 4 years across 11 countries. She is a qualified Lead Auditor/Auditor for RSPO P&C, RSPO NEXT, RSPO SCC, ISO 9001:2015, ISO 14001:2015 and a Social Compliance Auditor. Prior to this, she was the Agronomist in R&D Department for almost 5 years in Oil Palm Plantation where her task involved in all Oil Palm Plantation Operations such as conducting experimental trials on Research & Development with technical paper publications, Crop Forecast, Leaf & Soil Sampling Collection, Fertilizer Recommendation, Pest and Diseases Training, Quality Control as well as special project namely Yield Intensification Project and Food for Palm Project for estates. During this assessment, she assessed on the aspects of legal, social and stakeholder engagement. She is able to communicate in fluent Bahasa Malaysia and English.
Muhammad Fadzli Masran	Team member	He graduated in Bachelor of Forestry Science at University Putra Malaysia. He started his career as Assistant Manager at Kulim Plantations Sdn. Bhd. managing the day to day plantation operations. In his career at Kulim Plantation, Fadzli had accumulated more than 10 years of sustainability implementation experience including workers' welfare, workers' occupational, health & safety, environment conservation and protection at buffer areas and continuous improvement management plans. He had accumulated auditing experience when he was the internal auditor for ISO9001 and ISO14001 at Kulim Plantations. He has completed ISO IMS 9001, 14001, 45001(OHS 18001) Lead Auditor Course in April 2018, endorsed RSPO Lead Auditor Course in July 2018 and endorsed MSP0 Lead Auditor Course in October 2018. During this

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		assessment, he assessed on the aspects of environmental and estate best practise. He is fluent in Bahasa Malaysia and English languages.
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**2.2 Accompanying Persons**

No.	Name	Role
N/A	-	-

**2.3 Assessment Plan**

Date	Time	Subjects	EO	MF
27/08/2020 Thursday	0830-0900	Opening Meeting: <ul style="list-style-type: none"> <li>Opening Presentation by Audit team leader.</li> <li>Confirmation of assessment scope and finalize Audit plan (including stakeholder’s consultation).</li> </ul>	√	√
	0900-1200	<b>Genting Jambongan Oil Mill</b> 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. Visit to laboratory, weighbridge and palm product storage area.	√	√
	1000-1200	Meeting with stakeholders (Government, village rep, smallholders, Union Leader, contractor etc.)	√	-
	1200-1300	Lunch	√	√
	1300-1630	<b>Genting Jambongan Oil Mill</b> Document Review P1 – P8: SOPs. Review on SEIA documents and records, wage records, employee data, training records, legal permits, mill inspection and internal monitoring records, CIP & implementation etc. Verify previous nonconformities.	√	√
	1630-1700	Interim Closing Briefing	√	√
28/08/2020 Friday	0830-1200	<b>Genting Jambongan Estate</b> Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH&ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc.), agrochemical mixing area, Schedule waste management, worker housing, clinic, Landfill, etc.	√	√
	1200-1300	Lunch	√	√
	1300-1630	<b>Genting Jambongan Estate</b> Document review P1 – P8: (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	Finalization of audit findings and report preparation.	√	√
	1700-1730	Closing Meeting	√	√



### Section 3: Assessment Findings

#### 3.1 Details of audit results

This assessment has been assessed using the following MSP0 normative requirements. The assessment details are provided in Appendix A.

- MSP0 MS 2530-2:2013 – General Principles for Independent Smallholders
- MSP0 MS 2530-3:2013 – General Principles for Oil Palm Plantations and Organized Smallholders
- MSP0 MS 2530-4:2013 – General Principles for Palm Oil Mills

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

The nonconformity is listed below.

During the Certification Assessment there were two (2) Minor nonconformities raised. The Genting Oil Mills (Sabah) Sdn Bhd. – Genting Jambongan Oil Mill Certification unit submitted Corrective Action Plans for the nonconformity. Corrective action plans with respect to the nonconformity was reviewed by the BSI audit team and accepted.

The implementation of the corrective action plans to address the minor nonconformity will be followed up during the next surveillance assessment. The implementation of the Corrective Actions for the Major Non-conformity(ies) has been verified for its effectiveness and closed accordingly.

Minor Nonconformities:		
Ref: 1945766-202002-N1	Area/Process: Genting Jambongan Estate	Clause: 4.4.5.4
	Issue Date: 28/08/2020	Due Date: Next surveillance audit
Requirements:	Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.	
Statement of Nonconformity:	Lack of evidence to demonstrate that the management has ensured that the employee of contractor has the correct work permit.	
Objective Evidence:	The evidence to demonstrate that the management has ensured the followings were adhered by the contractor was not adequate: 1) Whether or not the contractor employee has the correct work permit; which Bakri bin Landu worked under Pengangkutan Yee Kiun has the work permit under Genting SDC Sdn Bhd (Jambongan Estate) expire on 26/11/2020.	
Corrections:	The mentioned workers will be brief regarding his work permit will not be renewed under Genting Plantation once expired, and will be the responsible of his employer, Pengangkutan Yee Kiun.	
Root cause analysis:	Direct instruction from the plantation GM already received by GJBE to stop renewing contractor's worker work permit who is under Genting Plantation permit. Instruction received through email from GM on 01.10.2019. However, for this mentioned contractor worker, the renewal is sent out to the HQ away before the date of instruction from GM is received, renewal sent on 16.08.2019 to HQ. Hence, the work permit is renewed and expired on 26.11.2020.	

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Corrective Actions:	As instructed by plantation GM, GJBE will stop to renew any contractor's worker work permit under Genting Plantation permit. This will be further verified during the next MSPO internal audit.
Assessment Conclusion:	Audit team have reviewed and accept the Corrective Action Plan (CAP) submitted and the minor NC CAP implementation will be further verified in the next assessment visit.

<b>Minor Nonconformities:</b>		
<b>Ref:</b> 1945766-202002-N2	<b>Area/Process:</b> Genting Jambongan Oil Mill	<b>Clause:</b> 4.4.5.4
	<b>Issue Date:</b> 28/08/2020	<b>Due Date:</b> Next surveillance audit
Requirements:	Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.	
Statement of Nonconformity:	Lack of evidence to demonstrate that the management has ensured that the employee of contractor has the correct work permit.	
Objective Evidence:	However, the evidence to demonstrate that the management has ensured the followings were adhered by the contractor was not adequate: 1) Whether or not the contractor employee has the work permit; which Faisal Hasan worked under Magtron Electrical Engineering Sdn Bhd has the social visit pass expire on 06/08/2021.	
Corrections:	Mill Manager will conduct a briefing session with Chief Clerk on this requirement stated in the SP-MGR-12.  A memo to Magtron Electrical Engineering Sdn Bhd will be issue for the mentioned worker to immediately stop work on the site. The contactor must get the proper work permit for the workers before continue working in GJOM site. GJOM Chief Clerk will re-verified the work permit before the worker resume to work.	
Root cause analysis:	Mill already have the procedure to ensure all the contractor workers have valid work permit as mentioned in System procedure SP-MGR-12 clause 7.3 (7.3.1). However, no monitoring done by the Person In-Charge (Chief Clerk) due to not aware on this requirement.	
Corrective Actions:	CC will do the monitoring and verify all the contractor's workers document and permit before starting any work in GJOM site as mentioned in SP-MGR-12 clause 7.3 (7.3.1). This matter will be monitor in the next MSPO internal audit.	
Assessment Conclusion:	Audit team have reviewed and accept the Corrective Action Plan (CAP) submitted and the minor NC CAP implementation will be further verified in the next assessment visit.	

<b>Opportunity for Improvement</b>		
<b>Ref:</b>	<b>Area/Process:</b>	<b>Clause:</b>
Objective Evidence:	-	
-	-	

<b>Noteworthy Positive Comments</b>	
1	Good cooperation & hospitality from the management.
2	Positive comments from all stakeholders interviewed

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

Minor Nonconformities:		
<b>Ref:</b> 1777443-201904-N1	<b>Area/Process:</b> Palm Oil Mill	<b>Clause:</b> 4.3.1.1 - Part 4
	<b>Issue Date:</b> 16/05/2020	<b>Due Date:</b> 28/08/2020
Requirements:	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.	
Statement of Nonconformity:	The mechanism to ensure the compliance with laws and regulation is not effectively implemented.	
Objective Evidence:	<p>The assessment done by the mill management for ensuring compliance was not captured the non-compliance as follows:</p> <ol style="list-style-type: none"> <li>1. Current boilerman competency at the mill is Boilerman Grade 2, Certificate no. SB/18/EIS/02/00072. The mill is required to hire Boilerman Grade 1 by the DOSH as written the visit report dated 5/3/2019.</li> <li>2. Current electrical chargeman competency is category AO. Certificate no. PJ1130272 was not complied with the act.</li> <li>3. No visiting engineer at Genting Jambongan Mill.</li> <li>4. There is no evidence that the weekly line-site inspection has been conducted. Based on weekly line-site record, it was only conducted once in March 2019.</li> </ol>	
Corrections:	<ol style="list-style-type: none"> <li>1. Current boilerman will be sent for any 1st grade Boilerman test held after 18 October 2019.</li> <li>2. The current chargeman will be registered for the competency course in this year. Alternatively, to advertise on the position through banner and/or online channel.</li> <li>3. Obtain more contact of VEE to negotiate to visit Jambongan Mill.</li> <li>4. HA will produce a new weekly line site inspection schedule that will cover all estate and mill labour quarters in weekly basis and the new appointed HA assistant will be trained to conduct this inspection.</li> </ol>	
Root cause analysis:	<ol style="list-style-type: none"> <li>1. Boilerman (Mohammad Subala) had obtained 2<sup>nd</sup> Grade Boilerman on 18 April 2018. To take the 1st grade test, he needs to go through retention period of 18 months before he can sit for the 1<sup>st</sup> Grade Boilerman test.</li> <li>2. Current chargeman not able to find available part time course for A4 competency through Institut Latihan Perindustrian (ILP) and difficult to find Grade A4 chargeman.</li> <li>3. GJOM Location and security concern by VEE caused them to not willing to visit Jambongan Oil Mill.</li> <li>4. Due to the distance between line site and the HA didn't have a trained assistant to help conduct the inspection, the line site inspection conducted by HA did not cover all labour quarters in weekly basis and the current practice is one division line site per week.</li> </ol>	
Corrective Actions:	<ol style="list-style-type: none"> <li>1. To ensure the boilerman complete the 1st Boilerman Grade test and get the competency.</li> <li>2. To ensure the chargeman complete the full competency course until obtain competency for A4.</li> <li>3. Provide good accommodation and arrange for security escort once able to confirm visit by VEE.</li> <li>4. HA together with his assistant will conduct the weekly line site inspection based on schedule produced. With this method, all line site will be inspected every week without miss. All the inspection report will be review by Estate and Mill Manager.</li> </ol>	

Assessment Conclusion:	<ol style="list-style-type: none"> <li>1. The mill has appointed new 1st grade boilerman with competency permit no. SB/14/EIS/01/5 issued 14/5/2014 as per appointment letter dated 17/7/2020</li> <li>2. Visiting Electrical Engineer, IPC Engineering Sdn. Bhd. visit the estate on monthly basis. Sighted the visit records recorded in logbook dated 31/1/2020, 26/2/2020 and 10/6/2020. The VEE submits the "Perakuan Pemeriksaan, Borang I, Akta Bekalan Elektrik 1990, Peraturan 68" to Energy Commission. Sighted the submission dated 29/2/2020 and 31/1/2020.</li> <li>3. The mill has submitted the application to the Suruhanjaya Tenaga for current chageman with AO competency to undertake the "Kursus Pejaga Jentera Terhad Kategori A4" on 10/2/2020 and Energy Commission has replied that the application letter on 17/2/2020. However, the Energy Commission has yet to invite the chageman to attend the course.</li> </ol>
Verification Statement	The evidence of implementation the correction and corrective action deemed satisfactory and the minor non-conformity is recommended to be closed.

<b>Minor Nonconformities:</b>		
Ref: 1777443-201904-N2	<b>Area/Process:</b> Palm Oil Mill	<b>Clause:</b> 4.4.4.2 - Part 4
	<b>Issue Date:</b> 16/05/2020	<b>Due Date:</b> 28/08/2020
Requirements:	The occupational safety and health plan should cover the following: b) The risk of all operations shall be assessed and documented	
Statement of Nonconformity:	The existing control measure stated in HIRARC is not effectively implemented.	
Objective Evidence:	GJPOM has conducted risk assessment for all the mill operations and support activities and documented the HIRARC reports. However, during the visit at the workshop, it was observed that the unsafe condition as the grinder was left on the floor which can cause accident.	
Corrections:	Briefing will be done to workshop team during muster regarding safety and possibility hazards at work place during do the job.	
Root cause analysis:	Communication and briefing regarding mill risk assessment and HIRARC to all the mill workers was not fully effective.	
Corrective Actions:	<ol style="list-style-type: none"> <li>1. Briefing regarding HIRARC for all work station in the mill will be included in the Annual Training Plan and will be done once every 3 month and will be recorded.</li> <li>2. Provided storage cabinet (fabricate from reusable plate) to ensure the grinder put at safe place after done the maintenance work with proper labeling of storage place.</li> </ol>	
Assessment Conclusion:	<ol style="list-style-type: none"> <li>1. Briefing for HIRARC was conducted during training and morning briefing. Sighted morning briefing records dated 11/5/2020, 6/6/2020 and 23/7/2020.</li> <li>2. Sighted during site visit, the tools were stored in the storage cabinet when not in used.</li> </ol>	
Verification Statement	The evidence of implementation the correction and corrective action deemed satisfactory and the minor non-conformity is recommended to be closed.	

<b>Minor Nonconformities:</b>		
Ref: 1777443-201904-N3	<b>Area/Process:</b> Plantation	<b>Clause:</b> 4.4.5.6 - Part 3

	<b>Issue Date:</b> 16/05/2020	<b>Due Date:</b> 28/08/2020
Requirements:	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.	
Statement of Nonconformity:	The explanation about entitlement of annual leave was not effective.	
Objective Evidence:	Based on interview with two workers (Oktavianus & Severinus), it was noted that they did not know about their entitlement of paid annual leave.	
Corrections:	GJBE will do a refresh briefing to all workers regarding their signed worker agreement so that workers will always remember and know their privilege as stated in the agreement including the entitlement of paid annual leave.	
Root cause analysis:	GJBE did not do or scheduled any refresh briefing regarding the workers agreement to all workers.	
Corrective Actions:	GJBE will include the refresh briefing on workers contract in the Annual Training Plan and this briefing will be scheduled to be done twice a year, every 6 months and recorded.	
Assessment Conclusion:	Annual Training Plan that included this briefing will be done twice a year. The training was planned on 20/6/2019 and 15/12/2019. Sighted the briefing to all workers regarding workers contract agreement on Muster Ground Div. 1,2,3,4 on 20.06.2019.	
Verification Statement	The evidence of implementation the correction and corrective action deemed satisfactory and the minor non-conformity is recommended to be closed.	

Minor Nonconformities:		
Ref: 1777443-201904-N3	<b>Area/Process:</b> Plantation	<b>Clause:</b> 4.4.5.11 - Part 3
	<b>Issue Date:</b> 16/05/2020	<b>Due Date:</b> 28/08/2020
Requirements:	In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.	
Statement of Nonconformity:	The weekly line-site inspection report by the Medical Assistant was found not consistent with on-site visit.	
Objective Evidence:	<p>In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.</p> <p>Based on the evaluation of the line-site (and crèche) weekly inspection report for workers housing at Division 3, the following conditions were found not consistent with the on-site visit by the auditor:</p> <ul style="list-style-type: none"> <li>- Availability of soap at the crèche ayah</li> <li>- Availability of fire extinguisher at the crèche ayah</li> <li>- Condition of ceiling at the crèche ayah</li> <li>- Availability of recycle bins at the line-site</li> <li>- Condition of one of the septic tanks at the line-site</li> <li>- Condition of pipeline from water treatment to water tanks</li> </ul>	
Corrections:	HA will conduct the line site inspection specifically as per the Line Site Inspection form produced.	
Root cause analysis:	The current line site inspection checklist was not effective.	

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Corrective Actions:	The line site checklist will be reviewed and to brief to HA on line site inspection method as per the line site checklist produced.
Assessment Conclusion:	Evidence reviewed/verified: 1. New weekly line site inspection schedule by HA dated 01.07.2019 and approved by Estate Manager and Mill Manager.  2. New reviewed line site inspection SOP (Garis Panduan Pemeriksaan Perumahan) and briefing record to HA. Training for linesite inspection SOP on 24.5.2019 by sustainability executive to HA and newly appointed HA assistant (Razif Shahril Ali).
Verification Statement	The evidence of implementation the correction and corrective action deemed satisfactory and the minor non-conformity is recommended to be closed.

**3.4 Summary of the Nonconformities and Status**

CAR Ref.	CLASS	ISSUED	STATUS
1777443-201904-N1	Minor	16/5/2019	Closed on 28/08/2020
1777443-201904-N2	Minor	16/5/2019	Closed on 28/08/2020
1777443-201904-N3	Minor	16/5/2019	Closed on 28/08/2020
1777443-201904-N4	Minor	16/5/2019	Closed on 28/08/2020
1945766-202002-N1	Minor	28/08/2020	Open
1945766-202002-N2	Minor	28/08/2020	Open

**3.5 Issues Raised by Stakeholders**

IS #	Description
1	<p><b>Issues:</b>  <u>Klinik Kesehatan Jambangan</u>            Nurses has no issue with Genting management since Genting provide transport for nurses to go to estate for appointment with pregnant workers. Vaccination and health screening have been conducted regularly. They would like to extend their appreciation to the management for the fast action on their request for clean water supply.</p> <p><b>Management Responses:</b>            Noted on the information.</p> <p><b>Audit Team Findings:</b>            No further issue.</p>
2	<p><b>Issues:</b>  <u>SK Jambangan</u>            There is no foreign worker's children study in SK Jambangan. However, if the parents have a valid document, they can always register their children by fill in the form in school and it will be submitted to</p>

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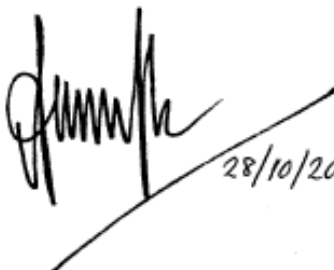

	<p>PPD for approval first. If approved, the children can register in SK Jambongan. Management also give contribution on the clean water request to school and active PIBG participation.</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No further issue.</p>
3	<p><b>Issues:</b> <u>Jambongan Island Police Officer</u> So far, the security in Jambongan Island is under controlled. The patrolling on island was conducted continuously and they were having a good cooperation with the Royal Army Malaysian team in the island. In the past 17 years of services, there is no encroachment or major issue case in Jambongan Island.</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No further issue.</p>
4	<p><b>Issues:</b> <u>Ketua Anak Negeri – Kampung Hujung.</u> Management has contributed on the clean water and water tanks to the villagers in Jambongan Island. Apart from that, the road maintenance, culvert installation and job opportunity also provided by both Genting Jambongan Oil Mill and Genting Jambongan Estate. No customary land within Genting Estate and they have a good relationship with the villagers.</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No further issue.</p>
5	<p><b>Issues:</b> <u>JTK Officer-Sandakan</u> Clarification has been made to the Officer through telephone on the duration of employment for local worker is made 3 years and extendable, same with foreign workers.</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No further issue.</p>
6	<p><b>Issues:</b> <u>Contractors/Transporters/Vendors/Suppliers</u> Agreement was signed, and payment was made within the timeframe. No complaint from the contractor worker.</p>

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	<p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No further issue.</p>
7	<p><b>Issues:</b> <u>Gender Committee</u> Meeting were conducted regularly together with the new mother's need assessment. So far, there is no sexual harassment case reported.</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No further issue.</p>
8	<p><b>Issues:</b> <u>Neighbouring Estate (Bahagia Jaya Plantation Sdn Bhd)</u> The estate border was clearly marked and no encroachment. No wildlife hunting in their estate and so far, they haven't seen any rare, threaten and endangered species within Jambangan Island.</p> <p><b>Management Responses:</b> Noted on the information.</p> <p><b>Audit Team Findings:</b> No further issue.</p>



**Section 4: Assessment Conclusion and Recommendation**

<b>Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings</b>	
Based on the findings during the assessment <b>Genting SDC Sdn. Bhd. – Genting Jambongan Oil Mill</b> Certification Unit complies with the <b>MS 2530-3:2013</b> and <b>MS 2530-4:2013</b> . It is recommended that the certification of <b>Genting SDC Sdn. Bhd. – Genting Jambongan Oil Mill</b> Certification Unit is approved and/or continued.	
<b>Acknowledgement of Assessment Findings</b>	<b>Report Prepared by</b>
<b>Name:</b> Mr. Arunan Kandasamy	<b>Name:</b> Elzy Ovktafia Binti Chairul
<b>Company name:</b> Genting SDC Sdn Bhd	<b>Company name:</b> BSI Services (Malaysia) Sdn Bhd
<b>Title:</b> SVP-Plantation(Malaysia)	<b>Title:</b> Client Manager
<b>Signature:</b>  <b>Date:</b> 28/10/2020	<b>Signature:</b>  <b>Date:</b> 21/10/2020

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

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

Criterion / Indicator		Assessment Findings	Compliance
<b>4.1 Principle 1: Management commitment &amp; responsibility</b>			
<b>Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy</b>			
<b>4.1.1.1</b>	Policy for the implementation of MSPO shall be established. <b>- Major compliance -</b>	Policy of MSPO for Genting Plantations is available in Jambongan Oil Mill dated 18 March 2014 approve by President Mr Yong Chee Kong.	Yes
<b>4.1.1.2</b>	The policy shall also emphasize on the commitment to continual improvement with the objective of improving the milling operation. <b>- Major compliance -</b>	As per Indicator 4.1.1.1 the Genting MSPO policy has emphasized on the commitment to continual improvement with the objective of improving the milling operation cover in Safety, Social and environment.	Yes
<b>Criterion 4.1.2 – Internal Audit</b>			
<b>4.1.2.1</b>	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. <b>- Major compliance -</b>	Internal Audit has been conducted on 04-05/08/2020 by Sustainability Department, Genting Plantation Office Sabah (GPOS). 8 Observations were raised as a result of the audit. Some of the NCRs have been closed by the lead auditor and some NCRs which need Top Management approval still in progress.	Yes
<b>4.1.2.2</b>	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to	Internal Audit procedure is available under SMPM (sustainability management procedure manual), entitled "Sustainability Internal Audit" document no SMP-GPB-03, rev. 4, dated 25 May 2018. Among the contents covered in the procedure are audit criteria,	Yes

Criterion / Indicator		Assessment Findings	Compliance
	implement the necessary corrective action. - <b>Major compliance</b> -	audit schedule, audit plan, responsibility of lead auditor & auditee and audit report, which to be kept for 10 years.	
4.1.2.3	Reports shall be made available to the management for their review. - <b>Major compliance</b> -	Report of Internal Audit for Genting Jambangan Mill (dated 04-05/08/2020) was made available for review.	Yes
<b>Criterion 4.1.3 – Management Review</b>			
4.1.3.1	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification. - <b>Major compliance</b> -	As per SOP Management Review, the frequency of conducting management review is once a year. In GJBE, the management review is yet to be implemented this year. Last management review was conducted on 06/05/2019. It has discussed: <ol style="list-style-type: none"> <li>1. The status of outstanding issues from previous meetings.</li> <li>2. Changes, improvement or modification of the sustainability management system.</li> <li>3. Internal and external audit findings on sustainability management system.</li> <li>4. Complaint &amp; grievances book.</li> <li>5. Enquiry register book.</li> <li>6. Stakeholder meeting reports/minutes.</li> <li>7. Risk management</li> <li>8. Green house value.</li> </ol>	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		9. Review continual improvement status & its recommendations.	
<b>Criterion 4.1.4 – Continual Improvement</b>			
<b>4.1.4.1</b>	<p>The action plan for continual improvement shall be based on a consideration of the main social and environmental impact and opportunities for the company.</p> <p><b>- Major compliance -</b></p>	<p>The mill has established the Continuous Improvement Plan and reviewed on annually basis. Latest review was conducted on 8/8/2020.</p> <p>Sighted the sampled improvement plan as follows:</p> <ol style="list-style-type: none"> <li>1. Maximizing recycling and minimizing waste or by-products generation</li> <li>2. Continue make full use of the biomass wastages</li> <li>3. Pollution prevention/mitigation plan drawn up based on identified waste and pollutants</li> <li>4. To maintain and improve interior and exterior of workers quarters</li> </ol>	Yes
<b>4.1.4.2</b>	<p>The company should establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the workforce.</p> <p><b>- Major compliance -</b></p>	<p>The new information and techniques to improve practices are obtained mainly through information from suppliers and being members of associations related to palm oil industry (e.g. ISP). Among the noticeable new technique planned to be adopted by the mill is the using of Electrostatic Precipitator (ESP) to improve the smoke emission.</p>	Yes

Criterion / Indicator	Assessment Findings	Compliance	
<b>4.2 Principle 2: Transparency</b>			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
<b>4.2.1.1</b>	<p>The management shall communicate adequate information to other stakeholder on environmental, social and legal issues relevant to sustainable practices in the relevant languages and forms.</p> <p><b>- Major compliance -</b></p>	<p>Genting Jambongan Palm Oil Mill is transparent and open to communicate its information on environmental, social and legal issues relevant to sustainability practice to the public, e.g. GJOM has distributed a notification to its stakeholders where the types of documents and information can be obtained by the public upon request: Among the documents can be obtained are:</p> <ol style="list-style-type: none"> <li>1. Land title</li> <li>2. Policies</li> <li>3. Reports (EAI, SIA, minutes of meeting, HCV report, audit reports)</li> <li>4. Action plans (pollution prevention, continual improvement, OHS)</li> <li>5. Procedures (complaints &amp; grievances, negotiation &amp; compensation, sexual harassment)</li> </ol> <p>This is addressed in its Sustainability Management Procedure Manual, Procedures on Request and Responses [SMP-GPB-25, rev.00, 14/8/2014]. Means of communication is spelt out in clause 3.1.1 of the procedure e.g. meetings, telephone, walk in to office, letter, e-mail, fax, etc.</p>	<p>Yes</p>
<b>4.2.1.2</b>	<p>The management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or</p>	<p>The management documents which are publicly available are mentioned in Indicator 4.2.1.1. Any request of information shall be recorded in "Enquiry Register Book" (ref.: Clause 3.1.2 of the above</p>	<p>Yes</p>

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Criterion / Indicator		Assessment Findings	Compliance
	social outcomes. - <b>Major compliance</b> -	procedure). Verification of the book showed that there has been no request made of the above-mentioned subjects ever since the last assessment.	
<b>Criterion 4.2.2 – Transparent method of communication and consultation</b>			
<b>4.2.2.1</b>	Procedures shall be established for consultation and communication with the relevant stakeholders. - <b>Major compliance</b> -	Procedure is available entitled Sustainability Management Procedure Manual, Consultation and Communication [SMP-GPB-17, rev. 02, 23/2/2018].	Yes
<b>4.2.2.2</b>	The management shall nominate management officials at the operating unit responsible for issues related to <i>indicator 1</i> . - <b>Minor compliance</b> -	All issues and grievances are handled by the manager of the operating unit. If the issue be beyond the manager jurisdiction, it shall be forwarded to the Head Office. This is addressed in Clause 3.9 of the procedure.	Yes
<b>4.2.2.3</b>	A list of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders shall be properly maintained. - <b>Major compliance</b> -	Genting SDC Sdn Bhd: Genting Jambongan Oil Mill List of stakeholders updated on 05/08/2020 for GJOM. Latest stakeholder meeting was conducted on 28/07/2020 attended by 22 people for stakeholders within Jambongan Island. The stakeholder meeting was conducted combined with mill and estate. Meeting attended by village representatives, school teacher, supplier’s representative and suppliers.	Yes
<b>Criterion 4.2.3 – Traceability</b>			
<b>4.2.3.1</b>	The management shall commit itself to implement and maintain the requirements for the traceability and shall establish a standard operation procedure for traceability. - <b>Major compliance</b> -	The traceability implementation is addressed in a procedure, SMPM, Supply Chain and Traceability (Mill) [SMP-GPB-23, rev. 7, 24/8/2018].	Yes

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Criterion / Indicator		Assessment Findings	Compliance
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. <b>- Major compliance -</b>	Inspection on compliance with the traceability procedure is regularly checked through supply chain internal audit. The internal audit report dated 03-04/08/2020 was available for verification. There were 3 NCRs raised as a result of the audit and closed.	Yes
4.2.3.3	The management shall identify and assign suitable employees to implement and maintain traceability system. <b>- Minor compliance -</b>	The Mill Manager is the person assigned to implement and maintain the traceability system.	Yes
4.2.3.4	Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained. <b>- Major compliance -</b>	Records of storage, sales, delivery or transportation of crude palm oil and palm kernel are maintained in various forms such as: <ol style="list-style-type: none"> <li>1. FFB Delivery Note</li> <li>2. Mass Balance Worksheet – daily input</li> <li>3. DGRA/Weighbridge tickets and relevant LintraMax records</li> <li>4. Local Sales Delivery Advice (LSDA)</li> <li>5. Incoming FFB Records</li> <li>6. Outgoing CPO Records</li> <li>7. Outgoing PK Records</li> </ol> Sample as below: <ol style="list-style-type: none"> <li>1. Ticket no: CPOEU20000145W</li> <li>2. Date: 19/08/2020</li> <li>3. Product: CPO ISCC EU</li> <li>4. Contract: SSD/0720/J01CPO</li> <li>5. Net weight: 35,800 kg</li> </ol>	Yes
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			

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Criterion / Indicator		Assessment Findings	Compliance
<b>4.3.1.1</b>	<p>All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.</p> <p><b>- Major compliance -</b></p>	<ol style="list-style-type: none"> <li>1. DOE License no. 004843 with Compliance schedule no. ASSH(B)31/152/000/185 valid till 30/6/2021</li> <li>2. DOE Contradiction License no. 005162 Compliance schedule no. ASSH(B)31/152/000/185 valid till 30/8/2020</li> <li>3. MPOB license no. 587904004000 valid till 31/7/2021</li> <li>4. Diesel permit no. S00226 valid till 2/8/2021</li> <li>5. Petrol permit no. S00226 valid till 2/8/2021</li> <li>6. Private Installation license, no. 2020/01131 valid till 20/5/2021</li> <li>7. Permit to employ non-residence no. JTK.H.SDK.600-4/1/1/10401/0007217 valid till 17/5/2021</li> <li>8. Weighbridge permit for equipment no. 193850143 and 133750576 with security sticker no. 2.1KQ.017015 and 2.1KQ017016 dated 12/11/2020</li> <li>9. Competent person:               <ol style="list-style-type: none"> <li>a. New appointed 1<sup>st</sup> grade engine driver with competency permit no. SB/14/EIS/01/5 issued 14/5/2014 as per appointment letter dated 17/7/2020.</li> <li>b. AESP for confined space - NW-AE-0001-P valid till 10/3/2021</li> <li>c. Scheduled Waste Competent Person cert. no. CePSWaM/02986.</li> </ol> </li> </ol>	Yes
<b>4.3.1.2</b>	<p>The management shall list all relevant laws related to their operations in a legal requirement register.</p> <p><b>- Major compliance -</b></p>	<p>The relevant laws were listed in Master List of Legal Requirements and best Practices Applicable to Plantation Operation in Malaysia updated 14/7/2020 including latest laws applicable i.e Prevention and Control of Infectious Disease Act 1988.</p>	Yes



Criterion / Indicator		Assessment Findings	Compliance
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><b>- Major compliance -</b></p>	<p>A mechanism for tracking changes in law is guided by SMPM Procedures on Regional, National and International Laws, document no. SMP-GPB-21, rev. 1, 14/8/2014. Generally, the mechanism is by monitoring or consultation with various sources (e.g. government agencies, electronic &amp; non-electronic media, legal firms, professional bodies, industry association/organization and NGO). The Genting's Systems, Methods, Insurance and Risk Management Department (based in KL) is the person responsible to handle the task.</p> <p>The mill monitors and updated the compliance to the legal requirement through List of License, Permits and Approval Certificates. Refer form no. SP-MGR-03-F02-0.</p>	Yes
4.3.1.4	<p>The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements.</p> <p><b>- Minor compliance -</b></p>	<p>The Genting's Systems, Methods, Insurance and Risk Management Department (based in KL) is the person responsible to handle the task.</p> <p>The mill has appointed the Chief Clerk to monitor the monitor and updated the compliance to the legal requirement through List of License, Permits and Approval Certificates.</p>	Yes
<b>Criterion 4.3.2 – Lands use rights</b>			
4.3.2.1	<p>The management shall ensure that their oil palm milling activities do not diminish the land use rights of other users.</p> <p><b>- Major compliance -</b></p>	<p>The Genting Jambongan POM is located within Genting Jambongan Estate land title. The POM occupies around 5.1 ha of the total area. Any issues related to land rights will be handled by the estate management.</p>	Yes

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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 legal use of the land. - <b>Major compliance</b> -	The Genting Jambongan POM is located within Genting Jambongan Estate land title. The POM occupies around 5.1 ha of the total area. Any issues related to land rights will be handled by the estate management.	Yes
4.3.2.3	Legal parameter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - <b>Major compliance</b> -	The mill is separated through fencing around the vicinity. The mill is located within the host estate belonging to the same parent company and of same certification unit.	Yes
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). - <b>Minor compliance</b> -	NA. Any issues related to land rights will be handled by the estate management.	Not applicable
<b>Criterion 4.3.3 – Customary rights</b>			
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. - <b>Major compliance</b> -	NA. Any issues related to land rights will be handled by the estate management.	Not applicable
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights shall be made available. - <b>Minor compliance</b> -	NA. Any issues related to land rights will be handled by the estate management.	Not applicable

Criterion / Indicator		Assessment Findings	Compliance
4.3.3.3	Negotiation and FPIC shall be recorded and copies of the relevant agreements should be made available. <b>- Major compliance -</b>	NA. Any issues related to land rights will be handled by the estate management.	Not applicable
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			
4.4.1.1	Social impacts should be identified, and plans should be implemented to mitigate the negative impacts and promote the positive ones. <b>- Minor compliance -</b>	<p>The SIA for Genting Jambongan Estate and Genting Jambongan Oil Mill dated 31/03/2019 established by Sustainability Department.</p> <p>The SIA were developed with the participation of workers, villagers, contractors and etc.</p> <p>Among the groups consulted were</p> <ul style="list-style-type: none"> <li>- local workers</li> <li>- foreign workers</li> <li>- workers representative</li> <li>- old, young and middle-aged workers/residence</li> <li>- contractors &amp; suppliers</li> <li>- villagers (e.g. Kg Limau-limau, Kg Malalin, Kg Hujung, Kg Bahanan)</li> <li>- smallholders</li> <li>- shop. school, etc.</li> <li>- government officers (e.g. Auxiliary Police, SK Jambongan, Pegawai Anak Negeri, Energy Commission, DOSH)</li> </ul> <p>Key areas identified in the SIA were on economic livelihood/quality of life, environment, health &amp; wellbeing, and community &amp; families.</p>	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		The SIA monitoring plan were developed annually with on-going and continuous plan. GJOM has produced the social management and monitoring plan dated 12/08/2020 incorporated the SIA, list of stakeholders, internal stakeholder, complaints and grievances, etc.	
<b>Criterion 4.4.2: Complaints and grievances</b>			
<b>4.4.2.1</b>	A system for dealing with complaints and grievances shall be established and documented. <b>- Major compliance -</b>	System for dealing with complaints and grievances is spelt out in Sustainability Management Procedure Manual, Complaints and Grievances [SMP-GPB-19, rev. 3, 21/3/2018].	Yes
<b>4.4.2.2</b>	The system shall be able to resolve dispute in an effective, timely and appropriate manner, which is accepted by all parties. <b>- Major compliance -</b>	The system was found to be effective in managing complaints. Based on records in the "Complaints/Grievances Record Book", there were 38 complaints registered which mostly were visit inputs from DOSH & DOE. The issues were found to be well addressed and recorded by the mill.	Yes
<b>4.4.2.3</b>	A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints. <b>- Minor compliance -</b>	Complaint forms were available in Complaints/Grievances Record Book. The format includes the information such as name of complainant, passport/NRIC, phone no., address, issue, date of complaint, details of action taken, verification by manager and acknowledgement by complainant.	Yes
<b>4.4.2.4</b>	Employees and surrounding communities should be made aware of its existence and that complaints or suggestions may be made at any time. <b>- Minor compliance -</b>	Employees and surrounding communities were made aware of the mechanism of handling complaints through stakeholders meeting, policy training and morning briefing. This was recorded in the following records: - Policy briefing on 13/08/2020, attended by 26 persons. - Stakeholders consultations meeting (e.g. conducted on 28/07/2020, where explanation about the flowchart procedure of complaints/grievances mechanism was recorded in the minutes).	Yes

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Criterion / Indicator		Assessment Findings	Compliance
4.4.2.5	Complaints and solutions within the past 24 months shall be documented and be made available to affected stakeholders upon request.  - Major compliance -	Records of complaints were maintained in the Complaints/Grievances Record Book and records for the past 24 months were still available.	Yes
<b>Criterion 4.4.3:</b> Commitment to contribute to local sustainable development			
4.4.3.1	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.  - Minor compliance -	Genting Jambongan Oil Mill has provided the contribution to the local communities based on their request through letter or during the stakeholder meeting.  Among the contributions were: GJOM: Request for clean water supply to Kg. Hujung, Kg. Bahanan, Kg. Sharif and Kg. Malalin.	Yes
<b>Criterion 4.4.4:</b> Employees safety and health			
4.4.4.1	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.  - Major compliance -	Genting Plantations Berhad has established the Safety and Health Policy signed by President & Chief Operating Officer dated 1/7/2018. In the policy stated the commitment of the group to provide and ensure safe work environment to all the workers and other party involved in the company activities.  The policy was communicated through morning briefing, training and displayed at notice board at designated place in the estate.  The mill has established the H&S plan documented in Safety and Health Management Plan 2020 dated 10/2/2020. The plan cover main activity areas i.e General, Mill Compound, Mill Operation, Power Plant, Water treatment, Compost Plant, Workshop operation,	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		<p>and vehicle running. The estate has allocated budget for the H&amp;S plan.</p> <p>Sighted the implementation of the management plan as follows:</p> <p>i. Latest audiometric test was conducted on 23/12/2019 by competent assessor with reg. no. HQ/18/PEB/00/00024. 16 workers were for test with 1 worker were found with hearing impairment. The JKPP 7 were submitted by the OHD on 29/12/2019.</p> <p>ii. Medical surveillance was conducted on annually basis. Latest surveillance was conducted on 29/11/2019 and 4/3/2020. 4 workers were sent for surveillance and found fit to work as chemical handlers.</p> <p>iii. Latest CHRA has been conducted by assessor with reg. no. HQ/11/ASS/00/290 on 10/11/2019. Refer report no. RSSB/CHRA/2019-156.</p>	
<b>4.4.4.2</b>	<p>The occupational safety and health plan should cover the following:</p> <p>a) A safety and health policy, which is communicated and implemented.</p> <p>b) The risk of all operations shall be assessed and documented.</p> <p>c) An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill:</p> <p>i. All employees involved are adequately trained on safe working practices;</p> <p>ii. All precautions attached to products should be properly observed and applied;</p>	<p>Genting Plantations Berhad has established the Safety and Health Policy signed by President &amp; Chief Operating Officer dated 1/7/2018. In the policy stated the commitment of the group to provide and ensure safe work environment to all the workers and other party involved in the company activities.</p> <p>The policy was communicated through morning briefing, training and displayed at notice board at designated place in the estate.</p> <p>Genting Plantations Berhad has established the SOP for risk assessment to identify H&amp;S issue documented in the Occupational Safety and Health Manual under section Hazard Identification, Risk</p>	Yes

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<ul style="list-style-type: none"> <li>d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).</li> <li>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</li> <li>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust shall have knowledge and access to latest national regulations and collective agreements.</li> <li>g) The management shall conduct regular two-way communication with their employees where issues that affect their business such as those related to employees' safety, health and welfare are discussed openly. Records from such meeting shall be kept ant the concerns of employees and any remedial actions taken shall be recorded.</li> <li>h) Accident and emergency procedures shall exist, and instructions shall be clearly understood by all employees.</li> <li>i) Employees trained in First Aid shall be present at all mill operations. First Aid equipment should be available at each worksite.</li> <li>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</li> </ul>	<p>Assessment and Risk Control – HIRARC. Refer document no. OM-GPB-07 dated 1/1/2020.</p> <p>The risk assessment process has been described in the SOP accordingly. As per SOP, HIRARC review to be conducted as follows:</p> <ul style="list-style-type: none"> <li>i. Once a year for activity with accident occurrence</li> <li>ii. Instructed by DOSH or Safety and health Officer</li> <li>iii. Changes in operations</li> </ul> <p>The HIRARC was reviewed at minimum of once a year and when necessary. Review was conducted by the Mill Manager and ESH Committee. Latest review was conducted on 10/8/2020 for workshop operations.</p> <p>Additionally, Genting Plantations has established HIRARC for Covid-19 dated 19/3/2020.</p> <p>The chemical handlers have been given training regarding the usage safety and health issue and proper way for chemical handling. Sighted the training records as follows:</p> <ul style="list-style-type: none"> <li>1. HIRARC and SOP – Laboratory and Water Treatment refresher training dated 1/6/2020</li> <li>2. Schedule waste management training dated 6/7/2019</li> <li>3. Chemical management training dated 1/8/2019</li> </ul> <p>The management provide appropriate PPE to the employee's base on the job type. The PPE given as per HIRARC and Standard</p>	

Criterion / Indicator	Assessment Findings	Compliance
<p><b>- Major compliance -</b></p>	<p>Operating Procedure. PPE issuance was recorded in 'Borang Pemberian dan Penggantian' PPE by individual basis. Sighted the PPE issuance records for employees as follows:</p> <p>GJOM (Fireman (Boiler Station))</p> <ul style="list-style-type: none"> <li>i. E00133</li> <li>ii. E00123</li> </ul> <p>The management has established SOP for handling chemical and documented in the System Procedure: Chemical Management. Refer document no. SP-MGR-08 dated 1/8/2017.</p> <p>Genting Plantations appointed the Mill Manager as the person responsible for workers safety and health as per appointment letter dated 1/1/2018 signed by the Vice President (Sabah) - Processing. The mill management has established Safety and Health committee Mill management consist representatives from Employer and representatives from Employee as per appointment letter by the Mill Manager. The OSH committee discussed regarding the safety and health of the workers on quarterly basis during the OSH committee meeting. Sighted the minutes meeting records as follows:</p> <ul style="list-style-type: none"> <li>1. 16/7/2020</li> <li>2. 23/1/2020</li> <li>3. 23/10/2019</li> <li>4. 23/7/2019</li> </ul>	



Criterion / Indicator	Assessment Findings	Compliance						
	<p>Genting Plantations Berhad has established accident and emergency procedure and documented in System Procedure: Emergency Response Procedure. Refer document no. SP-MGR-04 dated 1/8/2017.</p> <p>The mill has established Emergency response team. Training has been conducted regularly to ensure the awareness on the ERP. Sighted the training records of the ERP as follows:</p> <ol style="list-style-type: none"> <li>1. Fire drill training dated 11/8/2020</li> <li>2. Spillage drill training at compost plant training dated 11/8/2020</li> </ol> <p>Noted during interview with workers, the workers were aware regarding the location of firefighting equipment, first aid box and the competent first aider in the mill.</p> <p>Records of all accidents are kept. Accident incidences are reviewed during the safety meetings. Records on Lost Time Accident (LTA) metrics was maintained. Accident records are found to be updated. JKPP 8 form were submitted to DOE through MyKKP systems. Sighted the samples of accident statistic FY 2019 as reported to DOSH as follows:</p> <table border="1" data-bbox="1088 1134 1861 1267"> <thead> <tr> <th data-bbox="1088 1134 1346 1198">Operating units</th> <th data-bbox="1346 1134 1603 1198">Accident Cases</th> <th data-bbox="1603 1134 1861 1198">LTA</th> </tr> </thead> <tbody> <tr> <td data-bbox="1088 1198 1346 1267">GJOM</td> <td data-bbox="1346 1198 1603 1267">1</td> <td data-bbox="1603 1198 1861 1267">2</td> </tr> </tbody> </table>	Operating units	Accident Cases	LTA	GJOM	1	2	
Operating units	Accident Cases	LTA						
GJOM	1	2						
<p><b>Criterion 4.4.5:</b> Employment conditions</p>								

Criterion / Indicator		Assessment Findings	Compliance
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><b>- Major compliance -</b></p>	<p>Covered under Genting Plantations' Social Policy (Incorporating the Labour and Human Rights requirements), dated 22/6/2015, signed by Mr. Yong Chee Kong (President and Chief Operating Officer). Various methods of communication implemented by the estate to communicate the policy to its employees such as display on notice boards, briefing and training.</p>	Yes
4.4.5.2	<p>The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.</p> <p><b>- Major compliance -</b></p>	<p>Based on interview with employees from different backgrounds, there is no evidence that the management engage in or support any discriminatory practices. The commitment to no discrimination is also stated in the company's social policy.</p>	Yes
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><b>- Major compliance -</b></p>	<p>Based on sampled workers as below:</p> <ol style="list-style-type: none"> <li>1. Employee ID: E00001</li> <li>2. Employee ID: E00093</li> <li>3. Employee ID: E00123</li> <li>4. Employee ID: E00131</li> <li>5. Employee ID: E00132</li> </ol> <p>Pay slips for Mar, Apr &amp; May 2020, it was found that the employer has met the pay and conditions as per agreed in the employment contract agreement.</p>	Yes
4.4.5.4	<p>Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the</p>	<p>The pay for employees of contractors was monitored by the management through obtaining the pay slips from the contractors for all their workers. Based on sampled workers (Lux bin Kukus &amp;</p>	Minor non-compliance

Criterion / Indicator		Assessment Findings	Compliance
	<p>employment contract agreed between the contractor and his employee.</p> <p><b>- Minor compliance -</b></p>	<p>Omping bin Siruh) under employment of Hai Heng Enterprise Sdn Bhd, the pay was found to be in accordance to legal requirements.</p> <p>However, the evidence to demonstrate that the management has ensured the followings were adhered by the contractor was not adequate:            1) Whether or not the contractor employee has the work permit; which Faisal Hasan worked under Magtron Electrical Engineering Sdn Bhd has the social visit pass expire on 06/08/2021.</p>	
<b>4.4.5.5</b>	<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><b>- Major compliance -</b></p>	<p>Employee data base is kept and maintained in the computer system (LyntraMax). All the required information by this standard was available in the data based.</p>	Yes
<b>4.4.5.6</b>	<p>All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract shall be made available for each and every employee indicated in the employment records.</p> <p><b>- Major compliance -</b></p>	<p>Employment contracts (Perjanjian Pekerjaan, version 1/12/2017) were available in language that understood by the workers. The contract has the details about the payments and employment conditions such as period of working, working hour, medical assistance, housing, holiday, annual leave, period of notice to terminate the contract, etc.</p>	Yes
<b>4.4.5.7</b>	<p>The management shall establish a time recording system that makes working hours and overtime transparent for both the employees and employers.</p> <p><b>- Major compliance -</b></p>	<p>Time recording system is using punch card and made transparent for both employers and employees. A few samples of punch cards record were verified against pay slips. It was found that the recordings were accurate. Based on payslip and working time records, the overtime paid for the workers were found to be complied with the legal regulations.</p>	Yes

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4.4.5.8	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. <b>- Major compliance -</b>	Working hours and breaks were found to be in line with the legal requirement. Except for engine driver, there is only 1 working shift i.e. 0900 to 1800 hour and a flexible half an hour to an hour break in between is given.	Yes
4.4.5.9	Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements. <b>- Major compliance -</b>	Based on sampled pay slips as mentioned in 4.4.5.3, it was found that the wages and overtime payment were in line with the employment contract.	Yes
4.4.5.10	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. <b>- Minor compliance -</b>	Other benefits such as performance bonus was provided by the employer and verifiable in the pay slips. The establishment of estate clinic also provides the medical care for the mill workers and their dependents.	Yes
4.4.5.11	In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities. <b>- Major compliance -</b>	The workers quarters were found to be habitable and in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446). Treated potable water and electricity were provided to the housing for free of charge.	Yes
4.4.5.12	The management shall establish a policy to prevent all forms of sexual harassment and violence at the workplace. <b>- Major compliance -</b>	Sexual Harassment Policy has been established dated 3/8/2009 and signed by the Chief Operating Officer. The awareness of this policy among the workers was made through displaying of the policy at notice boards and briefing by the field staff. Apart from that it was also communicated through Policies briefing (on 13/08/2020). Handling of sexual and violence is guided by SMPM "Procedure on	Yes

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		Prevention and Eradication of Sexual Harassment at The Workplace". As the point of this assessment, there has been no report related to sexual harassment or violence.	
<b>4.4.5.13</b>	The management shall respect the right of all employees to form and join trade union and allow workers' own representative(s) to facilitate collective bargain in accordance with applicable laws and regulations. Employees shall be given freedom to join trade unions relevant to the industry or organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.  <b>- Major compliance -</b>	There are no trade union members in the mill. Nonetheless, there is also no restriction for them to join any trade union. This is recognized by the employer through establishment of people Policy dated 3/8/2009.  In GJOM, the latest meeting with workers' representative was conducted on 23/06/2020 and 10/03/2020 as per "Minit Mesyuarat Ahli Jawatankuasa Kebajikan Pekerja Pertama & Kedua Tahun 2020" attended by 8 people. The minute of meeting is available in English language.	Yes
<b>4.4.5.14</b>	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation.  <b>- Major compliance -</b>	Based on employees list, no children and young persons were recruited. The list was extracted from LintraMax system and has the information about date of birth and date of join.	Yes
<b>Criterion 4.4.6: Training and competency</b>			
<b>4.4.6.1</b>	All employees and contractors shall be appropriately trained. A training programme shall include regular assessment of training needs and documentation, including records of training.  <b>- Major compliance -</b>	The mill has established training program for all the employee and documented in QMS training plan. The training plan covers the mill operation, safety and health, policies, Environmental Aspects and Impacts, Environmental control procedure and etc. Sighted the training records as follows:  1. Permit to Work training dated 2/6/2020	Yes

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		<ol style="list-style-type: none"> <li>2. HIRARC and SOP - Process refresher training dated 1/6/2020</li> <li>3. HIRARC and SOP – Laboratory and Water Treatment refresher training dated 1/6/2020</li> <li>4. HIRARC and SOP – Weighbridge refresher training dated 1/6/2020</li> <li>5. HIRARC and SOP – Boiler and Engine Room refresher training dated 1/6/2020</li> <li>6. HIRARC and SOP – Workshop refresher training dated 1/6/2020</li> <li>7. HIRARC and SOP – Electrical refresher training dated 1/6/2020</li> <li>8. HIRARC and SOP – Compost Plant refresher training dated 1/6/2020</li> <li>9. QMS/ESH Policies and Objective, Target and Program refresher training dated 22/1/2020</li> <li>10. New workers Safety, ESH, Induction, RSPO and MSPO awareness training dated 17/8/2020</li> <li>11. Schedule waste management training dated 6/7/2019</li> <li>12. Chemical management training dated 1/8/2019</li> </ol>	
<b>4.4.6.2</b>	<p>Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p> <p><b>- Major compliance -</b></p>	<p>The mill conducted training need analysis to identify training required for the employee and documented in QMS Training Plan. The analysis covers the Proposed Person to Attend, Designation, Intend Scope of Training, Rationale of Training Planned, Date and</p>	Yes

Criterion / Indicator		Assessment Findings	Compliance
		Trainer. The assessment was conducted during Training Need Analysis Meeting. Sighted the minutes meeting dated 18/12/2019.	
<b>4.4.6.3</b>	A continuous training programme shall be planned and implemented to ensure that all employees are well trained in their job function and responsibility in accordance to the documented training procedure.  - <b>Minor compliance</b> -	The estate continuously provided the training to the workers as per plan. The training plan was reviewed on annually basis base on the training need analysis conducted.	Yes
<b>4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>			
<b>Criterion 4.5.1: Environmental Management Plan</b>			
<b>4.5.1.1</b>	An environmental policy and management plan shall be in line with the relevant country and state environmental laws shall be established, effectively communicated and implemented.  - <b>Major compliance</b> -	Genting SDC Sdn. Bhd. has established Environmental Policy signed by the Chief Operating Officer dated 5/1/2009. In the policy stated the company commitment to ensure all operation are conducted in environmentally-responsible and sustainable manner.	Yes
<b>4.5.1.2</b>	The environmental management plan shall cover the following: a) An environmental policy and objectives; b) The aspects and impacts analysis of all operations  - <b>Major compliance</b> -	The mill has conducted the environmental aspects and impacts analysis and documented in Environmental Aspects and Impacts Register. Refer document no. SP-MGR-02-F01-1.  Base on the environmental aspects and impacts analysis conducted, the mill has established Environmental Improvement and Management Plan. The plan stated the source of pollution, impacts, improvement/mitigation plan, data required, monitoring and action plan, person responsible and timeline.	Yes

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		Both documents were reviewed on annually basis. Latest review was conducted on 2/7/2020.	
<b>4.5.1.3</b>	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored.  - <b>Major compliance</b> -	Base on the environmental aspects and impacts analysis conducted, the mill has established Environmental Improvement and Management Plan.  Sighted the implementation of the management plans as follows:  i. The mill conducts site inspection for control of pollution sources. Sighted the mill inspection dated 22/1/2020 recorded in the Environmental Audit Form. The result of the inspection has been discussed in the Environmental Committee Meeting. Sighted the minutes meeting dated 23/1/2020 and 16/7/2020.  ii. The mill monitored the water quality and submitted to the DOE on quarterly basis through Quarterly Return Form. Sighted the submission of quarterly return form for 1 <sup>st</sup> quarter of 2020 submitted on 11/4/2020 and 2 <sup>nd</sup> quarter of 2020 submitted on 16/7/2020.	Yes
<b>4.5.1.4</b>	A programme to promote the positive impacts should be included in the continual improvement plan.  - <b>Minor compliance</b> -	The program to promote positive impacts activities to the environment has been included in the Environmental Aspect and Impact Register. Sampled of positive impacts activities as follows:  1. Reduce consumption of used paper 2. Recycle of used paper to recycling company 3. Recycle toner to supplier of toner 4. Dry cleaning at INDEXER pits	Yes



Criterion / Indicator		Assessment Findings	Compliance
		5. Reprocess Fiber from dry cleaning 6. Recycle of waste from vibrating screen back to process 7. Reused sterilizer condensate of hydro cyclone 8. Reuse of Biomass Shell/Fibre 9. Consumption of biomass shell/fibre 10. Recycle of empty chemical container to chemical supplier	
<b>4.5.1.5</b>	An awareness and training programme shall be established and implemented to ensure that employees understand the policy, objectives and management plans and are working towards achieving objectives. <b>- Major compliance -</b>	The mill continuously provided training to improve awareness on the policy and objectives of the environmental management and improvement plans.	Yes
<b>4.5.1.6</b>	The management shall organize regular meetings with workers where concerns of workers about the environmental quality are discussed. <b>- Major compliance -</b>	Environmental related matters were discussed during Environmental Committee Meeting. Sighted the minutes meeting dated 23/1/2020 and 16/7/2020.  Noted during interview with employee shows the understanding on the importance of environmental quality. The employee is also encouraged to discuss environmental issues with the management.	Yes
<b>Criterion 4.5.2: Efficiency of energy use and use of renewable energy</b>			
<b>4.5.2.1</b>	Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within appropriate timeframe. There should be a plan	The monitoring of non-renewable energy usage was conducted on monthly basis. Sighted the monitoring records of diesel consumption per FFB processed as follows:	Yes

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	to assess the usage of non-renewable energy including fossil fuel, electricity in the operations over the base period  <b>- Major compliance -</b>	Month	2018	2019	As at June 2020	
		GJOM	7.07	4.11	5.74	
		The management plan to optimize the usage of non-renewable energy usage has been established and documented in the Management Plan to Improve Efficiency of Diesel Usage. Sighted the implementation of the management plan as follows:  i. The mill monitors the condition of vehicles and machineries on daily basis. Sighted monitoring records for Shovel no. 2L30H for the month of August 2020.				
<b>4.5.2.2</b>	The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.  <b>- Major compliance -</b>	The 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.				Yes
<b>4.5.2.3</b>	The use of renewable energy should be applied where possible.  <b>- Minor compliance -</b>	The fiber and shell are used in the boiler for fuel recycled in the process system at ration of 80% fiber and 20% shell.				Yes
<b>Criterion 4.5.3: Waste management and disposal</b>						
<b>4.5.3.1</b>	All waste products and sources of pollution shall be identified and documented.  <b>- Major compliance -</b>	The mill had identified all waste products and its source of pollution and documented in Identification, segregation and Storage of				Yes

Criterion / Indicator		Assessment Findings	Compliance
		<p>Waste. The identification was group base on the pollution source as follows:</p> <ul style="list-style-type: none"> <li>i. Workshop and mechanic area – Filters, lubricants, battery, rags, gloves, tyres, oxygen and acetylene, scrap iron</li> <li>ii. Vehicle used spare part store – Hydraulic hose, cylinders, dismantled equipment</li> <li>iii. Office and weighbridge – domestic, recyclable paper, PC and printer cartridges</li> <li>iv. Diesel Tank – Scheduled Waste</li> <li>v. Chemical Store – Containers, boxes</li> </ul>	
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> <ul style="list-style-type: none"> <li>a) Identifying and monitoring sources of waste and pollution.</li> <li>b) Improving the efficiency and recycling potential of mill by-products by converting them into value-added products.</li> </ul> <p><b>- Major compliance -</b></p>	<p>The mill has established the waste management plan base on the waste identification conducted and reviewed on annually basis. Latest review was conducted on 22/2/2020.</p> <p>The plan stated the source of pollution, management plan, monitoring and action plan, data required and person in charge. Sighted the implementation of the management plan as follows:</p> <ul style="list-style-type: none"> <li>i. The mill has established recycle was collection center at strategic area in the mill and housing area. The waste from the collection center were collected and stored in designate store before went for recycle.</li> <li>ii. The mill maintain the inventory records of the Schedule Waste generated and recorded in BIN Card before submitted to DOE through E-SWISS Fifth Schedule. Sighted the submission of the Fifth Schedule for the month of May, June and July 2020.</li> </ul>	Yes

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Criterion / Indicator	Assessment Findings	Compliance
<p><b>4.5.3.3</b></p> <p>The palm oil mill management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environmental Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005</p> <p><b>- Major compliance -</b></p>	<p>Genting Plantation Berhad has established the SOP for handling of used chemicals and documented in System Procedure: Scheduled Waste. Refer document no. SP-MGR-09 dated 1/8/2017.</p> <p>The mill maintains the inventory records of the Schedule Waste generated and recorded in BIN Card before submitted to DOE through E-SWISS Fifth Schedule. Sighted the submission of the Fifth Schedule for the month of May, June and July 2020.</p> <p>The latest disposal records of the schedule waste as follows:</p> <ol style="list-style-type: none"> <li>1. 29/7/2020, SW 410, C/N no. A036852</li> <li>2. 29/7/2020, SW 305, C/N no. A036854</li> <li>3. 29/7/2020, SW 322, C/N no. A036853</li> <li>4. 17/2/2020, SW 305, C/N no. 2020021707GN308K</li> <li>5. 17/2/2020, SW 410, C/N no. 2020021707O7NE0</li> <li>6. 17/2/2020, SW 306, C/N no. 2020021707C2Y4ZA</li> <li>7. 17/2/2020, SW 409, C/N no. 2020021707TXN4ZW</li> </ol> <p>17/2/2020, SW 322, C/N no. 20200217071XL7WN</p>	<p>Yes</p>
<p><b>4.5.3.4</b></p> <p>Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourse.</p> <p><b>- Minor compliance -</b></p>	<p>The mill collected domestic waste 3 times a week and disposed at designated landfill.</p>	<p>Yes</p>
<p><b>Criterion 4.5.4:</b> Reduction of pollution and emission</p>		

Criterion / Indicator		Assessment Findings	Compliance
4.5.4.1	<p>An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, particulate and soot emissions, scheduled wastes, solid wastes and effluent.</p> <p><b>- Major compliance -</b></p>	<p>The mill has conducted assessment of all polluting activities in the Environmental Aspect Impact and Environmental Impact Evaluation. A management plan has been established based on the significant aspect and DOE license compliance schedule and documented in Significant Pollutants and Greenhouse Gas (GHG) Emission – Reduction/minimization Plan.</p>	Yes
4.5.4.2	<p>An action plan to reduce identified significant pollutants and emissions shall be established and implemented.</p> <p><b>- Major compliance -</b></p>	<p>Management plan has been established based on the significant aspect and DOE license compliance schedule and documented in Significant Pollutants and Greenhouse Gas (GHG) Emission – Reduction/minimization Plan. The plan latest review was conducted on 20/6/2020.</p> <p>1. Stack Sampling was conducted twice a year as per compliance schedule. Sighted the stack sampling reports as follows:</p> <p>1<sup>st</sup> half</p> <p>Date: 28/3/2019</p> <p>Boiler: No. 2(S2) 1<sup>st</sup> Half from boiler no. 2</p> <p>Report no.: MS/GJOM/2019/Boiler no.2(S2)-1<sup>st</sup> half</p> <p>Result: The average value was at 136.6 mg/Nm<sup>3</sup> which within the permissible limit of 150.0 mg/Nm<sup>3</sup>.</p> <p>2<sup>nd</sup> half</p> <p>Date: 1/11/2019</p>	Yes

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Criterion / Indicator		Assessment Findings	Compliance																
		<p>Boiler: No. 2(S2) 2<sup>nd</sup> Half from boiler no. 2</p> <p>Report no.: MS/GJOM/2019/Boiler no.2(S2)-2<sup>nd</sup> half</p> <p>Result: The average value was at 143.0 mg/Nm3 which within the permissible limit of 150.0 mg/Nm3</p> <p>2. The mill monitors the chemical consumption on monthly basis. Sighted the records of chemical consumption for the month of June, July, August and September 2020 in Monthly Consumption List.</p>																	
<b>4.5.4.3</b>	<p>Palm oil mill effluent (POME) shall be treated to ensure compliance with standards as stipulated in the relevant Environmental Quality (Prescribed Premises) (Crude Palm Oil) Regulations 1977. POME discharge limits and method should be in accordance with the respective state and national policies and regulations.</p> <p><b>- Major compliance -</b></p>	<p>Effluent generated were disposed through compost processed and were not permitted to discharge into any water course as prescribed under "Jadual Pematuhan" no. 004843.</p> <p>Regular monitoring was done on monthly basis and every quarterly via "Borang Penyata Suku Tahun" to DOE for compliance.</p> <p>Noted the following 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2020 report:</p> <p>1<sup>st</sup> quarter 2020</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Month</th> <th>Parameter</th> <th>Results</th> <th>Report No.</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Jan 20</td> <td>BOD</td> <td>22500</td> <td rowspan="3">E200116/11</td> </tr> <tr> <td>pH</td> <td>5.50</td> </tr> <tr> <td>S. Solid</td> <td>2050</td> </tr> <tr> <td>Feb 20</td> <td>BOD</td> <td>34300</td> <td>E200210/10</td> </tr> </tbody> </table>	Month	Parameter	Results	Report No.	Jan 20	BOD	22500	E200116/11	pH	5.50	S. Solid	2050	Feb 20	BOD	34300	E200210/10	Yes
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Jan 20	BOD	22500	E200116/11																
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Criterion / Indicator		Assessment Findings				Compliance		
			pH	5.40				
			S. Solid	18200				
		Mar 20	BOD	13400	E200310/10			
			pH	6.90				
			S. Solid	13400				
		2 <sup>nd</sup> quarter 2020						
			Month	Parameter	Results		Report No.	
		Apr 20	BOD	NA				
			pH	NA				
			S. Solid	NA				
		May 20	BOD	16960	E200611/03			
			pH	6.60				
			S. Solid	3650				
		Jun 20	BOD	14440	E200611/04			
			pH	6.80				
	S. Solid	2300						
<b>Criterion 4.5.5: Natural water resources</b>								

Criterion / Indicator	Assessment Findings	Compliance								
<p><b>4.5.5.1</b> The management shall establish water management plans to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <ul style="list-style-type: none"> <li>a) Assessment of water usage and sources.</li> <li>b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the mill’s current activities.</li> <li>c) Ways to optimize water and nutrient usage and reduce wastage (<i>e.g.</i> having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.).</li> </ul> <p><b>- Major compliance -</b></p>	<p>The mill has established water management plan and documented in Water Management Plan for Raw Water and Drinking Water. The objectives of the management plan is to:</p> <p>Raw Water Treatment</p> <ul style="list-style-type: none"> <li>i. To precipitate the flocs in the water and allow them to settle down at the bottom of the clarifier tank,</li> <li>ii. To remove any impurities such as iron/magnesium content and suspended solids.</li> </ul> <p>Drinking water plant</p> <ul style="list-style-type: none"> <li>i. To provide and supply clean and safe water drinking purpose at all resident area.</li> </ul> <p>Sighted the implementation of the management plan as follows:</p> <ol style="list-style-type: none"> <li>1. The mill monitors the water consumption on monthly basis. Sighted the water consumption monitoring records as follows:           <table border="1" data-bbox="1153 1045 1803 1145"> <thead> <tr> <th>Month</th> <th>2018</th> <th>2019</th> <th>As at July 2020</th> </tr> </thead> <tbody> <tr> <td>GJOM</td> <td>2.31</td> <td>1.35</td> <td>2.43</td> </tr> </tbody> </table> </li> <li>2. The mill monitors the drinking water quality on quarterly basis. Sighted the test result as follows:           <p>Report no.: GJOM/DYK/20/07/001</p> <p>Date reported: 5/8/2020</p> <p>Result: conform with NSDWQ</p> </li> </ol>	Month	2018	2019	As at July 2020	GJOM	2.31	1.35	2.43	<p>Yes</p>
Month	2018	2019	As at July 2020							
GJOM	2.31	1.35	2.43							



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Criterion / Indicator	Assessment Findings	Compliance																																				
<p><b>4.5.5.2</b> Where open discharge of POME into water course is practiced, mills should undertake to gradually phase it out in accordance to the applicable state or national regulations.</p> <p><b>- Major compliance -</b></p>	<p>Effluent generated were disposed through compost processed and were not permitted to discharge into any water course as prescribed under "Jadual Pematuhan" no. 004843.</p> <p>Regular monitoring was done on monthly basis and every quarterly via "Borang Penyata Suku Tahun" to DOE for compliance.</p> <p>Noted the following 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2020 report:</p> <p>1<sup>st</sup> quarter 2020</p> <table border="1" data-bbox="1122 735 1832 1235"> <thead> <tr> <th>Month</th> <th>Parameter</th> <th>Results</th> <th>Report No.</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Jan 20</td> <td>BOD</td> <td>22500</td> <td rowspan="3">E200116/11</td> </tr> <tr> <td>pH</td> <td>5.50</td> </tr> <tr> <td>S. Solid</td> <td>2050</td> </tr> <tr> <td rowspan="3">Feb 20</td> <td>BOD</td> <td>34300</td> <td rowspan="3">E200210/10</td> </tr> <tr> <td>pH</td> <td>5.40</td> </tr> <tr> <td>S. Solid</td> <td>18200</td> </tr> <tr> <td rowspan="3">Mar 20</td> <td>BOD</td> <td>13400</td> <td rowspan="3">E200310/10</td> </tr> <tr> <td>pH</td> <td>6.90</td> </tr> <tr> <td>S. Solid</td> <td>13400</td> </tr> </tbody> </table> <p>2<sup>nd</sup> quarter 2020</p> <table border="1" data-bbox="1122 1299 1832 1394"> <thead> <tr> <th>Month</th> <th>Parameter</th> <th>Results</th> <th>Report No.</th> </tr> </thead> <tbody> <tr> <td>Apr 20</td> <td>BOD</td> <td>NA</td> <td></td> </tr> </tbody> </table>	Month	Parameter	Results	Report No.	Jan 20	BOD	22500	E200116/11	pH	5.50	S. Solid	2050	Feb 20	BOD	34300	E200210/10	pH	5.40	S. Solid	18200	Mar 20	BOD	13400	E200310/10	pH	6.90	S. Solid	13400	Month	Parameter	Results	Report No.	Apr 20	BOD	NA		<p>Yes</p>
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Criterion / Indicator		Assessment Findings				Compliance
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			pH	6.80		
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<b>4.6 Principle 6: Best Practices</b>						
<b>Criterion 4.6.1: Mill Management</b>						
<b>4.6.1.1</b>	Standard operating procedures shall be appropriately documented and consistently implemented and monitored.  - <b>Major compliance</b> -	<p>The SOP for the estates and mill operations are available which is prepared on Group basis. There are levels/types of the documentation identified as follows;</p> <ul style="list-style-type: none"> <li>a) Quality, Environmental, Safety &amp; Health &amp; Sustainability Manual – 01/7/17</li> <li>b) System Procedure – 01/1/2012</li> <li>c) Procedure Manual – 02/1/2018</li> <li>d) SOM Standard Operating Manual – 2013</li> <li>e) Safe Operating Procedure – 01/1/2011</li> <li>f) Environmental Control Procedure – 01/9/2018</li> </ul>				Yes

Criterion / Indicator		Assessment Findings	Compliance
		The mill operations are supervised by the staff, Engineers of the Mill. In addition, there are visit from the SVP and mill management team. Also, from the supporting units. i.e: OSH, Sustainability Department. Compliance and performance are discussed monthly with reports submitted to the Head Office	
<b>4.6.1.2</b>	All palm oil mills shall implement best practices. <b>- Major compliance -</b>	The monitoring of the mill process is made through the shift supervision headed by An Engineer/Executives. All process parameters are documented and summarized in a daily report. The external monitoring is made through visits i.e. SVP and the mill management team. In addition, there are audits by OSH, Sustainability and Financial Audits. This is to ensure compliance to Policies, procedures in relation mill operations, financial, OSH, welfare among others being adhered.	Yes
<b>Criterion 4.6.2:</b> Economic and financial viability plan			
<b>4.6.2.1</b>	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning. <b>- Major compliance -</b>	The Mill budget component comprises of the following; a. FFB processed / CPO/CPK production b. General Charges <ul style="list-style-type: none"> <li>• Supervision/Office &amp; admin expenses</li> <li>• Indirect labour</li> </ul> c. Processing d. Despatch  The business plan comprises established for 2021-2024. a. Crop intake. b. Processing cost RM/mt c. Extraction rates.	Yes

Criterion / Indicator		Assessment Findings	Compliance
		d. CAPITAL expenditures.	
<b>Criterion 4.6.3: Transparent and fair price dealing</b>			
<b>4.6.3.1</b>	<p>Pricing mechanisms for the products and other services shall be documented and effectively implemented.</p> <p><b>- Major compliance -</b></p>	<p>Contract initialization and awarding is guided by Genting Plantation Bhd’s Procedural Instruction, Plantations, PLA 4, Contract Works. Based on the procedure, the contract initialization process shall be carried out by the operating unit (OU) and the contractor shall be shortlisted at OU level.</p> <p>This consists of major contract works that can be clearly identified and involved substantial contract sum with the following criteria:</p> <p>c) daily work carries out on a continuous basis and payment made monthly e.g.:</p> <ul style="list-style-type: none"> <li>- FFB harvesting</li> <li>- loading &amp; transportation of FFB/EFB</li> <li>- transportation of CPO &amp; PK</li> </ul> <p>d) contract with a specified completion period e.g.</p> <ul style="list-style-type: none"> <li>- new planting/replanting work</li> <li>- major repair/construction works (estate &amp; mill)</li> <li>- jungle clearing &amp; development work</li> <li>- major road works</li> </ul> <p>The current practice found to be in line with the procedure and there has been no complaint/grievance with regards to the pricing mechanism.</p>	Yes

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		<p>Pricing mechanisms for the products and other services were clearly written in the contract and purchase order. For CPO and PK transporter, fees of services are mentioned under Third Schedule under the contract agreement. For supplier, specific terms and conditions are mentioned under notes and conditions on the transport and payment documentation. For FFB supplier, price will be updated based on monthly average price of the previous month.</p> <p>Payment will refer end month average closing price for example October 2017. Payments are processed and made by HQ through system named LintraMax This is made upon job verification by the mill personnel.</p>	
<b>4.6.3.2</b>	<p>All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.</p> <p><b>- Major compliance -</b></p>	<p>Payments to the contractors were found to be fair, legal, transparent and timely manner in accordance to the established contract agreements. So far there has been no complaints with regards to payments. Further confirmation was also obtained during stakeholders' consultation.</p> <p>Sampled the document as below:</p> <ul style="list-style-type: none"> <li>i. Invoice Doc No: HH202006036.</li> <li>ii. Date: 29/06/2020.</li> <li>iii. Description: Vessels (Barge Hai Heng No 72) dated RM 14,000.00.</li> </ul>	Yes
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	<p>In case of the engagement of contractors, they shall be made to understand the MSPO requirements and shall provide the required documentation and information.</p>	<p>Genting Jambongan POM had informed its contractors regarding the need to adhere the MSPO requirements. Awareness briefing was done through the stakeholders meeting dated 28/07/2020 which include contractors on the MSPO requirements.</p>	Yes

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	- Major compliance -		
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	The contractors, for e.g. CPO & PK transporters (Hai Heng Enterprise Sdn Bhd – providing carrier to transport CPO & PK) have signed the contract agreement where the requirements of MSPO to be adhered stipulated in Clause 38 of the agreement, dated 1/5/2019. Apart from that, there is also a memorandum dated 30/1/2019 from the Sr. VP-Processing (Malaysia) to add addendum for the agreement where the requirements of RSPO, ISCC, MSPO & OSH are included.	Yes
4.6.4.3	The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required. - Minor compliance -	The requirement of accepting MSPO accredited auditors to audit against the contractors are being stated in Clause 6 of the memorandum mentioned in 4.6.4.2 above.	Yes

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

Criterion / Indicator		Assessment Findings	Compliance
<b>4.1 Principle 1: Management commitment &amp; responsibility</b>			
<b>Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy</b>			
<b>4.1.1.1</b>	A policy for the implementation of MSPO shall be established. <b>- Major compliance -</b>	Policy of MSPO for Genting Plantations is available in Genting Jambangan Estate dated 18 March 2014 approve by President Mr Yong Chee Kong.	Yes
<b>4.1.1.2</b>	The policy shall also emphasize commitment to continual improvement. <b>- Major compliance -</b>	As per Indicator 4.1.1.1 the Genting MSPO policy has emphasized on the commitment to continual improvement with the objective of improving the milling operation cover in Safety, Social and environment.	Yes
<b>Criterion 4.1.2 – Internal Audit</b>			
<b>4.1.2.1</b>	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. <b>- Major compliance -</b>	RSPO/MSPO Internal Audit has been conducted on 03-05/08/2020 by personnel from Sustainability Department, Genting Plantation Office Sabah (GPOS). 10 OFI regarding sustainability and 09 OFI regarding safety were raised because of the audit. All the NCRs have been closed by the estate.	Yes
<b>4.1.2.2</b>	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action. <b>- Major compliance -</b>	Internal Audit procedure is available under SMPM (sustainability management procedure manual), entitled "Sustainability Internal Audit" document no SMP-GPB-03, rev. 4, dated 25 May 2018. Among the contents covered in the procedure are audit criteria, audit schedule, audit plan, responsibility of lead auditor & auditee and audit report, which to be kept for 10 years.	Yes

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<b>4.1.2.3</b>	Report shall be made available to the management for their review.  - Major compliance -	Report of Internal Audit for Genting Jambangan Estate (dated 03-05/08/2020) was made available for review.	Yes
<b>Criterion 4.1.3 – Management Review</b>			
<b>4.1.3.1</b>	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.  - Major compliance -	As per SOP Management Review, the frequency of conducting management review is once a year. In GJBE, the management review is yet to be implemented this year. Last management review was conducted on 06/05/2019. It has discussed: <ol style="list-style-type: none"> <li>1. The status of outstanding issues from previous meetings.</li> <li>2. Changes, improvement or modification of the sustainability management system.</li> <li>3. Internal and external audit findings on sustainability management system.</li> <li>4. Complaint &amp; grievances book.</li> <li>5. Enquiry register book.</li> <li>6. Stakeholder meeting reports/minutes.</li> <li>7. Risk management</li> <li>8. Green house value.</li> <li>9. Review continual improvement status &amp; its recommendations.</li> </ol>	Yes



Criterion / Indicator	Assessment Findings	Compliance
<b>Criterion 4.1.4 – Continual Improvement</b>		
<b>4.1.4.1</b>	<p>The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company.</p> <p><b>- Major compliance -</b></p> <p>Addressed in SMPM Procedures for Continual Improvement of Sustainability Management System (RSPO/MSPO/ISCC). The Continuous Improvement Plan dated 28/7/2020 was available for verification. Among the action plans established were:</p> <ol style="list-style-type: none"> <li>1. Minimize use of certain pesticides               <ol style="list-style-type: none"> <li>a. Mainly targeted at usage of highly toxic pesticides</li> <li>b. Expend IPM program</li> </ol> </li> <li>2. Environment Impacts               <ol style="list-style-type: none"> <li>a. Regular monitoring of water quality</li> <li>b. Minimize soil erosion</li> <li>c. Conserve HCV areas and riparian buffer zone</li> </ol> </li> <li>3. Waste reduction               <ol style="list-style-type: none"> <li>a. Maximizing recycling and minimizing waste or by-products generation</li> </ol> </li> <li>4. Pollution and greenhouse gas emission</li> </ol>	<p>Yes</p>

Criterion / Indicator		Assessment Findings	Compliance
		a. Pollution prevention/mitigation plan drawn up based on identified waste and pollutants b. Improve conditions of tractors  5. Social impacts a. To improve interior and exterior of workers quarters	
<b>4.1.4.2</b>	The company shall establish a system to improve practices in line with new information and techniques or new industry standards and technology (where applicable) that are available and feasible for adoption. - <b>Major compliance</b> -	Action plan is available in Jambangan Estate, the action plan is cover for environment, workers' needs, safety and others. Trainings on SOPs were also conducted from time to time to enhance the current techniques of agriculture best practice. This was evident through availability of training records and interview with workers.	Yes
<b>4.1.4.3</b>	An action plan to provide the necessary resources including training, to implement the new techniques or new industry standard or technology (where applicable) shall be established. - <b>Major compliance</b> -	The new information and techniques to improve practices are obtained mainly through information from suppliers and being members of associations related to palm oil industry (e.g. ISP).	Yes
<b>4.2 Principle 2: Transparency</b>			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
<b>4.2.1.1</b>	The management shall communicate the information requested by the relevant stakeholders in the appropriate languages and forms, except those limited by commercial confidentiality or	Genting Jambangan Estate is transparent and open to communicate its information on environmental, social and legal issues relevant to sustainability practice to the public, e.g. GJOM has distributed a notification to its stakeholders where the types of documents and	Yes

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	disclosure that could result in negative environmental or social outcomes. <b>- Major compliance -</b>	information can be obtained by the public upon request: Among the documents can be obtained are: <ol style="list-style-type: none"> <li>1. Land title</li> <li>2. Policies</li> <li>3. Reports (EAI, SIA, minutes of meeting, HCV report, audit reports)</li> <li>4. Action plans (pollution prevention, continual improvement, OHS)</li> <li>5. Procedures (complaints &amp; grievances, negotiation &amp; compensation, sexual harassment)</li> </ol> <p>This is addressed in its Sustainability Management Procedure Manual, Procedures on Request and Responses [SMP-GPB-25, rev. 00, 14/8/2014]. Means of communication is spelt out in clause 3.1.1 of the procedure e.g. meetings, telephone, walk in to office, letter, e-mail, fax, etc.</p>	
<b>4.2.1.2</b>	Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes. <b>- Major compliance -</b>	The management documents which are publicly available are mentioned in Indicator 4.2.1.1. Any request of information shall be recorded in "Enquiry Register Book" (ref.: Clause 3.1.2 of the above procedure). Verification of the book showed that there has been no request made of the above-mentioned subjects ever since the last assessment.	Yes
<b>Criterion 4.2.2 – Transparent method of communication and consultation</b>			
<b>4.2.2.1</b>	Procedures shall be established for consultation and communication with the relevant stakeholders. <b>- Major compliance -</b>	Procedure is available entitled Sustainability Management Procedure Manual, Consultation and Communication [SMP-GPB-17, rev. 02, 23/2/2018].	Yes

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4.2.2.2	A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit. <b>- Minor compliance -</b>	All issues and grievances are handled by the manager of the operating unit. If the issue be beyond the manager jurisdiction, it shall be forwarded to the Head Office. This is addressed in Clause 3.9 of the procedure.	Yes
4.2.2.3	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained. <b>- Major compliance -</b>	The list of stakeholders was last updated in 22.07.2020 which consists of government agency, suppliers/contractors and surrounding communities. There have been two meetings with the stakeholders i.e. on 27/08/2020 (external stakeholders – contractors, suppliers & surrounding communities). Minutes of meetings were available for verification.	Yes
<b>Criterion 4.2.3 – Traceability</b>			
4.2.3.1	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s). <b>- Major compliance -</b>	The traceability implementation is addressed in a procedure, SMPM, Traceability (Estate) [SMP-GPB-09, rev. 4, 24/8/2018].	Yes
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. <b>- Major compliance -</b>	Inspection on compliance with the traceability procedure is regularly checked through supply chain internal audit. The internal audit report dated 03/08/2020, which was carried out together with other schemes such as RSPO, was available for verification.	Yes
4.2.3.3	The management should identify and assign suitable employees to implement and maintain the traceability system. <b>- Minor compliance -</b>	The Estate Manager is the person assigned to implement and maintain the traceability system.	Yes

Criterion / Indicator		Assessment Findings	Compliance
4.2.3.4	Records of sales, delivery or transportation of FFB shall be maintained. - Major compliance -	The records and documents related to FFB traceability such as bunch chit, weighbridge tickets and daily FFB delivery records were adequately maintained. Sampled seen as below: Ticket No: FFB20004742W Date: 24/08/2020 Lorry No: LD40 Gate Pass No: Div 02 Product: FFB DO No: D 2-37/065455 Blocks: P0637-JBD2 Net weight: 5,660 kg	Yes
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			
4.3.1.1	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations. - Major compliance -	The estate had continued to comply with the legal requirements as per indicator. Compliance to each applicable law and regulation is monitored by the operating units and sustainability team. Estate had obtained and renewed license and permits as required by the law. Sample of licenses or permit viewed were:  1. MPOB License no. 509406502000, valid till 30/11/2020. 2. Private Installation license, no.: Yes a. 2020/01343 valid till 7/7/2020 b. 2020/01344 valid till 25/7/2021 c. 2020/01346 valid till 25/7/2021	Yes

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		d. 2020/01800 valid till 13/8/2021 e. 2020/01345 valid till 25/7/2021 3. Certificate of fitness (CF) no. for air receiver: a. SB PMT 13039 valid till 4/11/2021 b. SB PMT 15087 valid till 4/11/2021 4. Diesel permit no. S002459 valid till 8/6/2021 5. Petrol permit no. S003410 valid till 13/12/2020 6. Permit to land / load goods at a place other than a valid landing place, permit no. KE.SB(05)381/02-237(07) valid till 15/10/2020	
<b>4.3.1.2</b>	The management shall list all laws applicable to their operations in a legal requirement register. - <b>Major compliance</b> -	The relevant laws were listed in Master List of Legal Requirements and best Practices Applicable to Plantation Operation in Malaysia updated 14/7/2020 including latest laws applicable i.e Prevention and Control of Infectious Disease Act 1988.	Yes
<b>4.3.1.3</b>	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force. - <b>Major compliance</b> -	A mechanism for tracking changes in law is guided by SMPM Procedures on Regional, National and International Laws, document no. SMP-GPB-21, rev. 1, 14/8/2014. Generally, the mechanism is by monitoring or consultation with various sources (e.g. government agencies, electronic & non-electronic media, legal firms, professional bodies, industry association/organization and NGO). The Genting's Systems, Methods, Insurance and Risk Management Department (based in KL) is the person responsible to handle the task.  The estate monitor and updated the compliance to the legal requirement through List of License, Permits and Approval Certificates. Refer form no. SP-MGR-03-F02-0.	Yes

Criterion / Indicator		Assessment Findings	Compliance										
<b>4.3.1.4</b>	The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements. <b>- Minor compliance -</b>	The Genting’s Systems, Methods, Insurance and Risk Management Department (based in KL) is the person responsible to handle the task. The estate has appointed the Chief Clerk to monitor the monitor and updated the compliance to the legal requirement through List of License, Permits and Approval Certificates.	Yes										
<b>Criterion 4.3.2 – Lands use rights</b>													
<b>4.3.2.1</b>	The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users. <b>- Major compliance -</b>	The oil palm cultivation activities of Jambongan Estate do not diminish the land use rights of other users. The conditions stipulated in the land title was adhered to.	Yes										
<b>4.3.2.2</b>	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land. <b>- Major compliance –</b>	Genting SDC Sdn. Bhd. acquired land in GJBE directly from Sabah State Government and previous land owners. The estate owned 597 land titles. All documents regarding the legal ownership of the land are available for review. Sighted the sample land title as follows: <table border="1" data-bbox="1048 1034 1870 1362"> <thead> <tr> <th>Grant No.</th> <th>Hectare</th> </tr> </thead> <tbody> <tr> <td>CL085310505</td> <td>101.78 ha</td> </tr> <tr> <td>CL085311986</td> <td>167.69 ha</td> </tr> <tr> <td>CL085325622</td> <td>207.26 ha</td> </tr> <tr> <td>CL085311995</td> <td>101.48 ha</td> </tr> </tbody> </table>	Grant No.	Hectare	CL085310505	101.78 ha	CL085311986	167.69 ha	CL085325622	207.26 ha	CL085311995	101.48 ha	Yes
Grant No.	Hectare												
CL085310505	101.78 ha												
CL085311986	167.69 ha												
CL085325622	207.26 ha												
CL085311995	101.48 ha												

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Criterion / Indicator		Assessment Findings		Compliance
		CL085337337	199.89 ha	
		NT083193364	5.05 ha	
		NT083193382	5.03 ha	
		NT083193579	4.97 ha	
		NT083074337	5.82 ha	
<b>4.3.2.3</b>	<p>Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.</p> <p><b>- Major compliance -</b></p>	<p>The Estate has maps showing the locations of boundary stones that have been physically located and marked. Inspection of boundary stones/markers the estate visited confirmed that they were clearly marked and maintained.</p> <p>Sighted during site visit at the Field 71 adjacent with Kg. Melalin and Field 76 adjacent with Kg. Limau Limau, the legal boundary is clearly demarcated with fire belt and 2" G.I pipe with 5 feet height colored in red.</p>		Yes
<b>4.3.2.4</b>	<p>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).</p> <p><b>- Minor compliance -</b></p>	<p>There were no land disputes at Jambongan Estate. Interview with the local communities confirmed that they have no issues with regards to land dispute.</p>		Yes
<b>Criterion 4.3.3 – Customary rights</b>				



Criterion / Indicator		Assessment Findings	Compliance
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. - <b>Major compliance</b> -	There was no land encumbered by customary rights at Jambongan Estate.	Yes
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should be made available. - <b>Minor compliance</b> -	There was no land encumbered by customary rights at Jambongan Estate.	Yes
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. - <b>Major compliance</b> -	There was no land encumbered by customary rights at Jambongan Estate.	Yes
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			
4.4.1.1	Social impact should be identified, and plans are implemented to mitigate the negative impacts and promote the positive ones. - <b>Minor compliance</b> -	The SIA for Genting Jambongan Estate dated 31/03/2019 established by Sustainability Department.  Among the groups consulted were <ul style="list-style-type: none"> <li>- local workers</li> <li>- foreign workers</li> <li>- workers representative</li> <li>- old, young and middle-aged workers/residence</li> <li>- contractors &amp; suppliers</li> <li>- villagers (e.g. Kg Limau-limau, Kg Malalin, Kg Hujung, Kg Bahanan)</li> <li>- smallholders</li> <li>- shop. school, etc.</li> </ul>	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		- government officers (e.g. Auxiliary Police, SK Jambangan, Pegawai Anak Negeri, Energy Commission, DOSH)  Key areas identified in the SIA were on economic livelihood/quality of life, environment, health & wellbeing, and community, families &	
<b>Criterion 4.4.2: Complaints and grievances</b>			
<b>4.4.2.1</b>	A system for dealing with complaints and grievances shall be established and documented.  <b>- Major compliance -</b>	System for dealing with complaints and grievances is spelt out in Sustainability Management Procedure Manual, Complaints and Grievances [SMP-GPB-19, rev. 3, 21/3/2018].	Yes
<b>4.4.2.2</b>	The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.  <b>- Major compliance -</b>	The system was found to be effective in managing complaints. Based on records in the "Complaints/Grievances Record Book", there were 20 complaints registered which mostly were about facilities such as housing, transportation and accessibility conditions. The issues were found to be well addressed and recorded by the estate.	Yes
<b>4.4.2.3</b>	A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint.  <b>- Minor compliance -</b>	Complaint forms were available in Complaints/Grievances Record Book. The format includes the information such as name of complainant, passport/NRIC, phone no., address, issue, date of complaint, details of action taken, verification by manager and acknowledgement by complainant.	Yes
<b>4.4.2.4</b>	Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time.  <b>- Minor compliance -</b>	Employees and surrounding communities were made aware of the mechanism of handling complaints through stakeholders meeting, policy training and morning briefing. This was recorded in the following records: - Policy Company briefing on 30/01/2020.	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		- Stakeholders consultations meeting (e.g. conducted on 28/07/2020, where explanation about the flowchart procedure of complaints/grievances mechanism was recorded in the minutes)	
<b>4.4.2.5</b>	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request. <b>- Major compliance -</b>	Records of complaints were maintained in the Complaints/Grievances Record Book and records for the past 24 months were still available.	Yes
<b>Criterion 4.4.3: Commitment to contribute to local sustainable development</b>			
<b>4.4.3.1</b>	Growers should contribute to local development in consultation with the local communities. <b>- Minor compliance -</b>	Genting Jambongan continues to contribute to local development through consultation with the local communities. Based on records and interview with the locals, among the contributions made by the estate were: Among the contributions were: 1. Request for Backhoe service for waste dump site from Pondok Polis Jambongan dated 11/08/2020. 2. Request to supply clean water to Teacher's houses, and student hostel & surau at SK Jambongan dated 21/07/2020.	Yes
<b>Criterion 4.4.4: Employees safety and health</b>			
<b>4.4.4.1</b>	An occupational safety and health policy and plan shall be documented, effectively communicated and implemented. <b>- Major compliance -</b>	Genting Plantations Berhad has established the Safety and Health Policy signed by President & Chief Operating Officer dated 1/7/2018. In the policy stated the commitment of the group to provide and ensure safe work environment to all the workers and other party involved in the company activities.	Yes

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		<p>The policy was communicated through morning briefing, training and displayed at notice board at designated place in the estate.</p> <p>The estate has established the H&amp;S plan documented in Safety and Health Management Plan 2020 dated 6/1/2020. The plan covers main activity areas i.e Agrochemicals on Plantations, Oil Palm Harvesting Operations, Machine Operator, FFB lorry drivers, vehicle driving/machine handling, workshop operation, usage of PPE and thorn prick. The estate has allocated budget for the H&amp;S plan.</p> <p>Sighted the implementation of the management plan as follows:</p> <ul style="list-style-type: none"> <li>i. Latest CHRA has been conducted by assessor with reg. no. HQ/07/ASS/00/236 on 8/4/2019 – 31/10/2019. Refer report no. JKPP HQ/07/ASS/00/236-2019/157.</li> <li>ii. The estate monitored the condition of machine/vehicles on daily basis by the machinery/tractor operator and field supervisor. Sighted the monitoring records for tractor LD-02, LD-04 and LD-19 for the month of May, June and July 2019.</li> <li>iii. The estate conducted medical screening for chemical handler on monthly basis by Hospital Assistant. Sighted the Summary-Check Up Spray/Manuring for the month of June and July 2020.</li> </ul>	
<b>4.4.4.2</b>	<p>The occupational safety and health plan shall cover the following:</p> <ul style="list-style-type: none"> <li>a) A safety and health policy, which is communicated and implemented.</li> <li>b) The risks of all operations shall be assessed and documented.</li> <li>c) An awareness and training programme which includes the following requirements for employees exposed to pesticides:</li> </ul>	<p>Genting Plantations Berhad has established the Safety and Health Policy signed by President &amp; Chief Operating Officer dated 1/7/2018. In the policy stated the commitment of the group to provide and ensure safe work environment to all the workers and other party involved in the company activities.</p> <p>The policy was communicated through morning briefing, training and displayed at notice board at designated place in the estate.</p>	Yes

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Criterion / Indicator	Assessment Findings	Compliance
<ul style="list-style-type: none"> <li>ii. all employees involved shall be adequately trained on safe working practices</li> <li>iii. all precautions attached to products shall be properly observed and applied</li> <li>d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).</li> <li>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</li> <li>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust must have knowledge and access to latest national regulations and collective agreements.</li> <li>g) The management shall conduct regular two-way communication with their employees where issues affecting their business such as employee's health, safety and welfare are discussed openly. Records from such meeting are kept and the concerns of the employees and any remedial actions taken are recorded.</li> <li>h) Accident and emergency procedures shall exist, and instructions shall be clearly understood by all employees.</li> </ul>	<p>Genting Plantations Berhad has established the SOP for risk assessment to identify H&amp;S issue documented in the Occupational Safety and Health Manual under section Hazard Identification, Risk Assessment and Risk Control – HIRARC. Refer document no. OM-GPB-07 dated 1/1/2020.</p> <p>The risk assessment process has been described in the SOP accordingly. As per SOP, HIRARC review to be conducted as follows:</p> <ul style="list-style-type: none"> <li>i. Once a year for activity with accident occurrence</li> <li>ii. Instructed by DOSH or Safety and health Officer</li> <li>iv. Changes in operations</li> </ul> <p>The estate has conducted safety and health assessment for all operations and documented in Hazard Identification, Risk Assessment and Risk Control register. The HIRARC was reviewed at minimum of once a year and when necessary. Review was conducted by the Asst. Manager. FY 2020 review was conducted on 1/7/2020 for accident occur in manual manuring and 3/7/2020 for accident occur in harvesting operations.</p> <p>Additionally, Genting Plantations has established HIRARC for Covid-19 dated 19/3/2020.</p> <p>The pesticides operators have been given training regarding the usage safety and health issue and proper way for chemical application and attend monthly medical check-up done by the Medical Assistant. Sighted the training records as follows:</p> <ol style="list-style-type: none"> <li>1. Spraying training dated 12 – 12/2/2020, 17/3/2020 and 4/5/2020</li> <li>2. Rat baiting training dated 21/7/2020 and 27/6/2020</li> </ol>	

Criterion / Indicator	Assessment Findings	Compliance
<p>i) Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p><b>- Major compliance -</b></p>	<p>3. Calibration pump and spray dated 17/3/2020</p> <p>4. Triple rinse training dated 17/3/2020</p> <p>The management provide appropriate PPE to the employee's base on the job type. The PPE given as per HIRARC and Standard Operating Procedure. PPE issuance was recorded in 'Borang Pemberian dan Penggantian' PPE by individual basis. Sighted the PPE issuance records for employees as follows:</p> <p>GJBE (Sprayers)</p> <ul style="list-style-type: none"> <li>i. E01490</li> <li>ii. E01452</li> <li>iii. E01653</li> <li>iv. E00124</li> </ul> <p>The management has established SOP for handling chemical and documented in the System Procedure: Chemical Management. Refer document no. SP-MGR-08 dated 1/8/2017.</p> <p>The Estate Manager has been appointed as Person Responsible / Chairman for Safety and Health in the estate as per appointment letter signed by the Sr. Manager Operations as per appointment letter dated 13/9/2019.</p> <p>The management has established Safety Committee Member consist of Secretary, representatives from Employer and representatives from Employee as per appointment letter by the signed Estate Manager on</p>	

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Criterion / Indicator	Assessment Findings	Compliance
	<p>1/1/2020. The OSH committee discussed regarding the safety and health of the workers on quarterly basis during the OSH committee meeting. In the meeting discussed on the matters arising from the previous meetings, accident and incident report, housing inspection, workplace inspection, and training. Sighted the minutes meeting records as follows:</p> <ol style="list-style-type: none"> <li>1. 13/8/2020</li> <li>2. 13/5/2020</li> <li>3. 13/2/2020</li> <li>4. 14/11/2019</li> </ol> <p>Additionally, the estate conducted the meeting to for investigation of accident occur. Sighted the minutes meeting for accident investigation of accident occur in manuring operation dated 20/6/2020.</p> <p>Genting Plantations Berhad has established accident and emergency procedure and documented in System Procedure: Emergency Response Procedure. Refer document no. SP-MGR-04 dated 1/8/2017.</p> <p>The estate has established Emergency Response Team as per appointment letter dated 2/1/2020.</p> <p>Latest training for ERP training was conducted on:</p> <ol style="list-style-type: none"> <li>1. First aid training dated 4/5/2020 and 22/6/2020</li> <li>2. Emergency Response Plan training dated 17/3/2020</li> <li>3. Fire drill training dated 27 &amp; 29/7/2020 and 12 &amp; 13/8/2020</li> </ol>	

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Criterion / Indicator		Assessment Findings	Compliance						
		<p>Noted during site visit and interview with the workers, the awareness on the ERP was satisfactory. The field mandore were trained and equipped with first aid box for early respond and treatment during accident occur.</p> <p>Records of all accidents are kept. Accident incidences are reviewed during the safety meetings. Records on Lost Time Accident (LTA) metrics was maintained. Accident records are found to be updated. JKPP 8 form were submitted to DOE through MyKKP systems. Sighted the samples of accident statistic FY 2019 as reported to DOSH as follows:</p> <table border="1"> <thead> <tr> <th>Operating units</th> <th>Accident Cases</th> <th>LTA</th> </tr> </thead> <tbody> <tr> <td>GJBE</td> <td>4</td> <td>9</td> </tr> </tbody> </table>	Operating units	Accident Cases	LTA	GJBE	4	9	
Operating units	Accident Cases	LTA							
GJBE	4	9							
<b>Criterion 4.4.5: Employment conditions</b>									
<b>4.4.5.1</b>	<p>The management shall establish policy on good social practices regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and effectively communicated to the employees.</p> <p><b>- Major compliance -</b></p>	<p>Covered under Genting Plantations' Social Policy (Incorporating the Labour and Human Rights requirements), dated 22/6/2015, signed by Mr. Yong Chee Kong (President and Chief Operating Officer). Various methods of communication implemented by the estate to communicate the policy to its employees such as display on notice boards, briefing and training (30/01/2020).</p>	Yes						
<b>4.4.5.2</b>	<p>The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion,</p>	<p>Based on interview with employees from different backgrounds, there is no evidence that the management engage in or support any discriminatory practices. The commitment to no discrimination is also stated in the company's social policy.</p>	Yes						



Criterion / Indicator		Assessment Findings	Compliance
	nationality, social origin or any other distinguishing characteristics. <b>- Major compliance -</b>		
<b>4.4.5.3</b>	Management shall ensure that employees' pay and conditions meet legal or industry minimum standards and as per agreed Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage. <b>- Major compliance -</b>	Based on sampled workers as below: 1. Employee ID: E00683. 2. Employee ID: E01559. 3. Employee ID: E01639 4. Employee ID: E01376 5. Employee ID: E01443  Pay slips for Mar, Apr & May 2020, it was found that the employer has met the pay and conditions as per agreed in the employment contract agreement.	Yes
<b>4.4.5.4</b>	Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee. <b>- Minor compliance -</b>	The pay for employees of contractors was monitored by the management through obtaining the pay slips from the contractors for all their workers. Based on sampled workers (Kaalidasent A/L Pichy & Bakri bin Landu) under employment of: FFB transporter Pengangkutan Yee Kiun and Sarawanan, the pay was found to be in accordance to legal requirements.  However, the evidence to demonstrate that the management has ensured the followings were adhered by the contractor was not adequate: 1) Whether or not the contractor employee has the correct work permit; which Bakri bin Landu worked under Pengangkutan Yee Kiun	Minor non-conformity

Criterion / Indicator		Assessment Findings	Compliance
		has the work permit under Genting SDC Sdn Bhd (Jambongan Estate) expire on 26/11/2020.	
<b>4.4.5.5</b>	The management shall establish records that provide an accurate account of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.  <b>- Major compliance -</b>	Employee data base is kept and maintained in the computer system (LyntraMax). All the required information by this standard was available in the data based.	Yes
<b>4.4.5.6</b>	All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract is available for each and every employee indicated in the employment records.  <b>- Major compliance -</b>	Employment contracts (Perjanjian Pekerjaan, version 1/12/2017) were available in language that understood by the workers. The contract has the details about the payments and employment conditions such as period of working, working hour, medical assistance, housing, holiday, annual leave, period of notice to terminate the contract, etc.	Yes
<b>4.4.5.7</b>	The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.  <b>- Major compliance -</b>	Time recording for estate's workers was done by the field staff by using the daily check roll. The check roll has the information about attendance, type of work and overtime of every worker.	Yes
<b>4.4.5.8</b>	The working hours and breaks of each individual employee as indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed and shall always be compensated at the rate applicable and shall meet the applicable legal requirement.  <b>- Major compliance -</b>	Working hours and breaks were found to be in line with the legal requirement. Normal working hour is from 0530 hour to 1400 hour and a flexible an hour break in between is given. Based on pay slip and working time records, the overtime paid for the workers were found to be complied with the legal regulations.	Yes

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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><b>- Major compliance -</b></p>	<p>Based on the samples mentioned in 4.4.5.3, wages and overtime were found to be in line with the legal regulations and employment contract.</p>	Yes
4.4.5.10	<p>Other forms of social benefits should be offered by the employer to employees, their families or the community such as incentives for good work performance, bonus payment, professional development, medical care and health provisions.</p> <p><b>- Minor compliance -</b></p>	<p>Other benefits such as motorcycle allowance and productivity incentives were provided by the employer and verifiable in the pay slips. The establishment of estate clinic provides the medical care for the workers and their dependents.</p>	Yes
4.4.5.11	<p>In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.</p> <p><b>- Major compliance -</b></p>	<p>The mill and estates have provided housing facilities to the workers. They also supplied water tanks for the workers to store water. Water was treated in the mill treatment plant and found is clean. Interview with the housewives and workers found out that water and electricity was provided without charges. Clinic is in the estate compound to provide medical facilities to all the workers. Crèche is provided in the mill and estate for the kids. Hospital Assistant has conducted the weekly housing inspection.</p> <p>Based on the result of analysis for drinking water sample taken from treated water storage tank in mill, the drinking water supplied found complied to the National Standard for Drinking Water Quality, 2<sup>nd</sup> Version, January 2004 by Engineering Services Division, Ministry of Health Malaysia. Results available (not detected for e-coli and total coliforms) in Certificate of Analysis; Report Lab ref No: W200714/01; Dated: 14/07/2020 by Dynakey Laboratories Sdn Bhd. GJBE also has the projection of housing maintenance within 5-years for all building.</p>	Yes

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Criterion / Indicator		Assessment Findings	Compliance
4.4.5.12	<p>The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace.</p> <p><b>- Major compliance -</b></p>	<p>Sexual Harassment Policy has been established dated 3/8/2009 and signed by the Chief Operating Officer. The awareness of this policy among the workers was made through displaying of the policy at notice boards and briefing by the field staff. Apart from that it was also communicated through Policies briefing on 30/01/2020. Handling of sexual and violence is guided by SMPM "Procedure on Prevention and Eradication of Sexual Harassment at The Workplace". As the point of this assessment, there has been no report related to sexual harassment or violence.</p>	Yes
4.4.5.13	<p>The management shall respect the right of all employees to form or join trade union and allow workers own representative(s) to facilitate collective bargaining in accordance with applicable laws and regulations. Employees shall be given the freedom to join a trade union relevant to the industry or to organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.</p> <p><b>- Major compliance -</b></p>	<p>There are no trade union members in the estate. Nonetheless, there is also no restriction for them to join any trade union. This is recognized by the employer through establishment of people Policy dated 3/8/2009.</p> <p>There is worker committee in GJBE. In GJBE, the latest meeting with workers' representative was done on 24/06/2020 as per "Minit Mesyuarat Persatuan Pekerja" attended by 17 people sighted.</p> <p>The worker representatives have been elected based on majority votes by the workers.</p> <p>Sighted the worker representatives as below:</p> <ol style="list-style-type: none"> <li>1. Ladis Djeen Malonasi (Div 1).</li> <li>2. Adelaida Evalina Wulandari (Div 1).</li> </ol>	Yes
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</p>	<p>Based on employees list, no children and young persons were recruited. The list was extracted from LintraMax system and has the information about date of birth and date of join.</p>	Yes

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Criterion / Indicator		Assessment Findings	Compliance
	programmes. Children shall not expose to hazardous working conditions. <b>- Major compliance -</b>		
<b>Criterion 4.4.6: Training and competency</b>			
<b>4.4.6.1</b>	All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept. <b>- Major compliance -</b>	<p>The estate has established training program FY 2020 base on training need analysis conducted. The training program covers operation SOP, OSH training and wellness, sustainability training and awareness and Covid-19 pandemic control.</p> <p>The program involves the executive, staff/field supervisor, workers and contractors. The identified training was programmed throughout the year.</p> <p>Sighted the training records as follows:</p> <ol style="list-style-type: none"> <li>1. Harvesting training dated 11 – 12/2/2020, 4/5/2020 and 2/7/2020</li> <li>2. Manuring training dated 11 – 15/2/2020, 1/4/2020 and 24/6/2020</li> <li>3. Spraying training dated 12 – 12/2/2020, 17/3/2020 and 4/5/2020</li> <li>4. Working at height training dated 14/8/2020</li> <li>5. Tractor driver training dated 19/6/2020</li> <li>6. Compost application training dated 18/6/2020</li> <li>7. Rat baiting training dated 21/7/2020 and 27/6/2020</li> <li>8. Calibration pump and spray dated 17/3/2020</li> <li>9. First aid training dated 4/5/2020 and 22/6/2020</li> <li>10. Fire drill training dated 27 &amp; 29/7/2020 and 12 &amp; 13/8/2020</li> </ol>	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		11. PPE training dated 17/3/2020 12. Triple rinse training dated 17/3/2020 13. Emergency Response Plan training dated 17/3/2020 14. Contract Agreement Awareness training dated 12/6/2020 15. Covid-19 awareness briefing dated 12/3/2020	
<b>4.4.6.2</b>	Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.  <b>- Major compliance -</b>	The mill conducted training need analysis to identify training required for the employee and documented in QMS Training Plan. The analysis covers the Proposed Person to Attend, Designation, Intend Scope of Training, Rationale of Training Planned, Date and Trainer.	Yes
<b>4.4.6.3</b>	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.  <b>- Minor compliance -</b>	The estate continuously provided the training to the workers as per plan. The training plan was reviewed on annually basis base on the training need analysis conducted.	Yes
<b>4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>			
<b>Criterion 4.5.1: Environmental Management Plan</b>			
<b>4.5.1.1</b>	An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.	Genting Plantation Berhad has established Environmental Policy signed by the Chief Operating Officer dated 5/1/2009. In the policy stated the	Yes

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	<p>company commitment to ensure all operation are conducted in environmentally-responsible and sustainable manner.</p> <p>The policy was communicated to the employee through training, muster briefing and displayed at several notice board in the estate.</p>	
4.5.1.2	<p>The environmental management plan shall cover the following:</p> <ul style="list-style-type: none"> <li>a) An environmental policy and objectives;</li> <li>b) The aspects and impacts analysis of all operations.</li> </ul> <p>- Major compliance -</p>	<p>The estate has conducted the aspects and impacts analysis for all the operations and documented in the Identification of Environmental Aspect and Impact and Evaluation of Significance Form latest updated 20/2/2020. The operation was analyzed based on the activity, type of operation, pollution generated and the impact of the activities to the environment.</p> <p>The estate has established Environmental Improvement and Management Plan base on the significant aspect identified during aspects and impacts analysis.</p>	Yes
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>The estate has established Environmental Improvement and Management Plan base on the significant aspect identified during aspects and impacts analysis. The plan was reviewed on annually basis. Latest review was conducted on 12/2/2020.</p> <p>The plan stated the source of pollution identified, negative impacts, improvement/mitigation plan, data required, monitoring and action plan, person responsible and timeline.</p> <p>Sighted the implementation of the management plan as follows:</p> <ul style="list-style-type: none"> <li>i. The estate monitors the condition of the spraying equipment regularly to ensure no leakage. The estate continuously provide training to the sprayers. Sighted training records dated 17/3/2020.</li> </ul>	Yes

Criterion / Indicator		Assessment Findings	Compliance
		ii. The estate monitored the condition of machine/vehicles on daily basis by the machinery/tractor operator and field supervisor. Sighted the monitoring records for tractor LD-02, LD-04 and LD-19 for the month of May, June and July 2019.	
<b>4.5.1.4</b>	A programme to promote the positive impacts should be included in the continual improvement plan.  - <b>Minor compliance</b> -	The program to promote positive impacts activities to the environment has been included in the Environmental Aspect and Impact Register. Sampled of positive impacts activities as follows:  1. Reduce consumption of used paper 2. Recycle of used paper to recycling company 3. Recycle toner to supplier of toner 4. Dry cleaning at INDEXER pits 5. Reprocess Fiber from dry cleaning 6. Recycle of waste from vibrating screen back to process 7. Reused sterilizer condensate of hydro cyclone 8. Reuse of Biomass Shell/Fiber 9. Consumption of biomass shell/fiber 10. Recycle of empty chemical container to chemical supplier	Yes
<b>4.5.1.5</b>	An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.	The estate continuously provided training to improve awareness on the policy and objectives of the environmental management and improvement plans. Sighted training records as follows:  i. Recycle waste (3R) training dated 15/8/2020	



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	- Major compliance -	ii. Chemical/Lubricant spillage training dated 14/7/2020															
4.5.1.6	Management shall organize regular meetings with employees where their concerns about environmental quality are discussed.  - Major compliance -	Environmental related matters were discussed during Sustainability Management Team Meeting. Sighted the minutes meeting dated 13/3/2020 and 19/6/2020. Noted during interview with employee shows the understanding on the importance of environmental quality. The employees are also encouraged to discuss environmental issues with the management.	Yes														
<b>Criterion 4.5.2: Efficiency of energy use and use of renewable energy</b>																	
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 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.  - Major compliance -	<p>The monitoring of non-renewable energy usage was conducted on monthly basis. Sighted the records of diesel consumption per FFB production as totdate July 2020 as follows:</p> <table border="1" data-bbox="1189 922 1731 1382"> <thead> <tr> <th>Month</th> <th>Diesel Consumption</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>2.17</td> </tr> <tr> <td>Feb</td> <td>1.66</td> </tr> <tr> <td>Mar</td> <td>1.19</td> </tr> <tr> <td>Apr</td> <td>0.98</td> </tr> <tr> <td>May</td> <td>1.66</td> </tr> <tr> <td>Jun</td> <td>1.19</td> </tr> </tbody> </table>	Month	Diesel Consumption	Jan	2.17	Feb	1.66	Mar	1.19	Apr	0.98	May	1.66	Jun	1.19	Yes
Month	Diesel Consumption																
Jan	2.17																
Feb	1.66																
Mar	1.19																
Apr	0.98																
May	1.66																
Jun	1.19																

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		July	0.98	
		<p>The estate has established Management Plan to Improve Efficiency of Diesel Usage. Latest review was conducted in February 2020. The management plan covers:</p> <ol style="list-style-type: none"> <li>1. Diesel Usage</li> <li>2. GHG Emission (Diesel)</li> <li>3. Infield and Internal Transport</li> <li>4. Diesel Usage/MT FFB</li> </ol> <p>In the plan stated the Specific concern, Management Plan/Objectives/Targets, timelines, Person Responsible and Status of the management plan.</p>		
<b>4.5.2.2</b>	<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><b>- Major compliance -</b></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>		Yes
<b>4.5.2.3</b>	<p>The use of renewable energy should be applied where possible.</p> <p><b>- Minor compliance -</b></p>	<p>No renewable energy used in the estate.</p>		Yes

Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.5.3: Waste management and disposal</b>			
<p><b>4.5.3.1</b></p>	<p>All waste products and sources of pollution shall be identified and documented.</p> <p><b>- Major compliance -</b></p>	<p>The estate had identified all waste products and its source of pollution and documented in Identification, segregation and Storage of Waste. The sampled identification was group base on the pollution source as follows:</p> <ul style="list-style-type: none"> <li>i. Workshop and mechanic area – Filters, lubricants, battery, rags, gloves, tyres, oxygen and acetylene, scrap iron</li> <li>ii. Vehicle used spare part store – Hydraulic hose, cylinders, dismantled equipment</li> <li>iii. Office and weighbridge – domestic, recyclable paper, PC and printer cartridges</li> <li>iv. Diesel Tank – Scheduled Waste</li> <li>v. Chemical Store – Containers, boxes</li> </ul>	<p>Yes</p>
<p><b>4.5.3.2</b></p>	<p>A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:</p> <ul style="list-style-type: none"> <li>a) Identifying and monitoring sources of waste and pollution</li> <li>b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products</li> </ul> <p><b>- Major compliance -</b></p>	<p>The estate has established Waste Management Plan and reviewed on annually basis. Latest review was conducted on 17/4/2020. The plan stated the source of pollution, management plan, monitoring and action plan, data required and person in charge.</p> <p>Sighted the implementation of the management plan as follows:</p> <ul style="list-style-type: none"> <li>i. The estate maintains the inventory records of empty pesticides containers. Sighted the records for FY 2019 and todate 2020.</li> <li>ii. Sighted the disposal records by G-Planter Sdn. Bhd. as per UPPCR Collection Form dated 13/2/2020 and 20/2/2019.</li> </ul>	<p>Yes</p>

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		iii. The estate collected domestic waste 3 times a week and disposed at designated landfill. Sighted the collection records in Tractor Running record book.	
<b>4.5.3.3</b>	<p>The management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal.</p> <p><b>- Major compliance -</b></p>	<p>Genting SDC Sdn. Bhd. has established the SOP for handling of used chemicals and documented in System Procedure: Scheduled Waste. Refer document no. SP-MGR-09 dated 1/8/2017.</p> <p>Schedule was disposal was conducted as per SOP established. Sighted the latest disposal as follows:</p> <ol style="list-style-type: none"> <li>1. 12/8/2020, SW 404, 2020082410Z5QFVK</li> <li>2. 30/7/2020, SW 410, 2020080414KUP7NA</li> <li>3. 30/7/2020, SW 410, 2020073014D0W3S</li> <li>4. 29/7/2020, SW 305, 2020073013GMVF61</li> <li>5. 29/7/2020, SW 410, 2020073013PFBYD3</li> </ol>	Yes
<b>4.5.3.4</b>	<p>Empty pesticide containers shall be punctured and disposed in an environmentally and socially responsible way, such that there is no risk of contamination of water sources or to human health. The disposal instructions on manufacturer's labels should be adhered to. Reference should be made to the national programme on recycling of used HDPE pesticide containers.</p> <p><b>- Major compliance -</b></p>	<p>Empty pesticides container was identified as recycle waste. All empty pesticides containers were triple rinse, puncture and stored at designated stored before disposed to licensed contractors, G-Planter Sdn. Bhd.</p> <p>The estate maintains the inventory records of empty pesticides containers. Sighted the records for FY 2019 and todate 2020.</p> <p>Sighted the disposal records by G-Planter Sdn. Bhd. as per UPPCR Collection Form dated 13/2/2020 and 20/2/2019.</p>	Yes

Criterion / Indicator		Assessment Findings	Compliance
4.5.3.5	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses. - <b>Minor compliance</b> -	The estate collected domestic waste 3 times a week and disposed at designated landfill. Sighted the collection records in Tractor Running record book.	Yes
<b>Criterion 4.5.4:</b> 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. - <b>Major compliance</b> -	The estate has conducted assessment of all polluting activities in the Environmental Aspect Impact and Environmental Impact Evaluation. A management plan has been established based on the significant aspect and DOE license compliance schedule and documented in Significant Pollutants and Greenhouse Gas (GHG) Emission – Reduction/minimization Plan.	Yes
4.5.4.2	An action plan to reduce identified significant pollutants and emissions shall be established and implemented. - <b>Major compliance</b> -	Management plan has been established based on the significant aspect and DOE license compliance schedule and documented in Significant Pollutants and Greenhouse Gas (GHG) Emission – Reduction/minimization Plan. The plan latest review was conducted on 21/5/2020.  Sighted the implementation of the management plan as follows:  i. The EFB and POME produce were used as raw material for bio composting plant. The bio compost produced were applied back to the field as nutrient cycle strategy.  Compost application was carried out in at 80kg/palm. The latest application was done on August 2020, total 3910.	Yes
<b>Criterion 4.5.5:</b> Natural water resources			

Criterion / Indicator	Assessment Findings	Compliance						
<p><b>4.5.5.1</b> The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <ul style="list-style-type: none"> <li>a. Assessment of water usage and sources of supply.</li> <li>b. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate’s current activities.</li> <li>c. Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.).</li> <li>d. Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all-natural waterways within the estate.</li> <li>e. Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</li> <li>f. Where bore well is being use for water supply, the level of the ground water table should be measured at least annually.</li> </ul> <p><b>- Major compliance -</b></p>	<p>The estate has established Water Management Plan and reviewed on annually basis. Latest review was done on 5/5/2020. The plan focus on 3 major parts as follows:</p> <ul style="list-style-type: none"> <li>i. General Water Management – covers on the efficiency water usage practice.</li> <li>ii. Water Quality Management – to ensure the water quality is always preserved in the most cost-effective ways.</li> <li>iii. Emergency Management – Discipline of dealing with and avoiding risk of water shortage.</li> </ul> <p>The monitor the water consumption on monthly basis. Sighted the water consumption monitoring records FY 2018 as follows:</p> <table border="1" data-bbox="1093 900 1832 1098"> <thead> <tr> <th>Month</th> <th>Water Consumption</th> </tr> </thead> <tbody> <tr> <td>Average 2019</td> <td>1.35</td> </tr> <tr> <td>Average 2020 (as at August)</td> <td>1.60</td> </tr> </tbody> </table> <p>The estate monitored river water quality by conducted water sampling at 4 sampling points. Sighted the result of water analysis as follows:</p> <ul style="list-style-type: none"> <li>i. Report ref: CK/MO411/1035-2/19  Date of reporting: 11/9/2019  Result: W1-W4 were conform to respective limits of Class III of National Water Quality Standards for Malaysia</li> </ul>	Month	Water Consumption	Average 2019	1.35	Average 2020 (as at August)	1.60	<p>Yes</p>
Month	Water Consumption							
Average 2019	1.35							
Average 2020 (as at August)	1.60							

Criterion / Indicator		Assessment Findings	Compliance
		ii. Report ref: CK/MO411/1035-1/20 Date of reporting: 26/6/2020 Result: W1-W4 were conform to respective limits of Class III of National Water Quality Standards for Malaysia	
<b>4.5.5.2</b>	No construction of bunds, weirs and dams across main rivers or waterways passing through an estate. <b>- Minor compliance -</b>	Sighted during site visit, no construction of bunds, weirs and dams across main rivers or waterways passing through an estate.	Yes
<b>4.5.5.3</b>	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). <b>- Minor compliance -</b>	Road side pits were also available at every 3 palm rows, to divert in event of water overflowing and also to benefit the nearest palm at the pit end to obtain additional moisture. This is part of the common practices introduced within the Group Agriculture Procedures. The also estate practices the rain water harvesting at the workshop, store and housing area.	Yes
<b>Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value</b>			
<b>4.5.6.1</b>	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 Conservation of Nature and Natural Resources (IUCN) status	The estate has conducted HCV assessment conducted by Dr. Yap Son Kheong, S.K Yap Forestry and Landscape Advisory Services and documented in report named Inventory on HCV Sites within Genting Plantations Berhad Group of Estates – Sabah Region, July 2010. HCV sighted in the GJBE as per report: i. HCV 1.2 Threatened and Endangered Species – Proboscis Monkey and False Gharial	Yes

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	<p>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><b>- Major compliance -</b></p>	<p>ii. HCV 4.2 Erosion Control – portion of Blocks 51, 55 and 56 were too steep for planting</p> <p>v. HCV 5 Basic Needs to Local Communities.</p>	
<b>4.5.6.2</b>	<p>If rare, threatened or endangered species, or high biodiversity value, are present, appropriate measures for management planning and operations should include:</p> <p>a) Ensuring that any legal requirements relating to the protection of the species are met.</p> <p>b) Discouraging any illegal or inappropriate hunting, fishing or collecting activities; and developing responsible measures to resolve human-wildlife conflicts.</p> <p><b>- Major compliance -</b></p>	<p>The estate has established management plan and documented Management and Monitoring Plan for HCV areas within GJBE. The plan was reviewed on annually basis. In the management plan stated the management action as follows:</p> <p>i. Place signage on no illegal hunting and collecting, no unauthorized entry</p> <p>ii. Patrol the boundary area</p> <p>iii. Socialize the HCV assessment which consist of identification, management and monitoring to all employee</p> <p>iv. Inform all stakeholders on the HCV assessment and monitoring during stakeholder’s consultation meeting.</p> <p>Sighted the implementation of the management plan as follows:</p> <p>i. HCV areas monitoring was conducted once every 2 months. Sighted the monitoring records for the month of May, June and July 2020.</p>	Yes
<b>4.5.6.3</b>	<p>A management plan to comply with Indicator 1 shall be established and effectively implemented, if required.</p> <p><b>- Major compliance -</b></p>	<p>The estate has established management plan to comply with indicator 1 and documented Management and Monitoring Plan for HCV areas within GJBE. The plan was reviewed on annually basis.</p>	Yes



Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.5.7: Zero burning practices</b>			
<b>4.5.7.1</b>	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting shall be avoided except in specific situations, as identified in regional best practice. <b>- Major compliance -</b>	Genting Plantations has established ASEAN Zero Burning Policy (1999) and the Environmental Quality (Declared Activities) (Open Burning) Order 2003 signed by the President and Chief Operating Officer dated 10/8/2011. The policy was communicated to all the employee through training, briefing and signage at several notice board in the estate.	Yes
<b>4.5.7.2</b>	A special approval from the relevant authorities shall be sought in areas where the previous crop is highly diseased and where there is a significant risk of disease spread or continuation into the next crop. <b>- Major compliance -</b>	No controlled burning application is allowed as per Zero Burning Policy	Yes
<b>4.5.7.3</b>	Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities) (Open Burning) Order 2003 or other applicable laws. <b>- Major compliance -</b>	No controlled burning application is allowed as per Zero Burning Policy	Yes
<b>4.5.7.4</b>	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched. <b>- Minor compliance -</b>	Genting Plantations has established Standard Operating Procedure land preparation for replanting and documented in Oil Palm Manual. Refer document no. OPM 1: Land Clearing, Preparation, Planting and Legume Cover Establishment under section Palm to Palm Replanting. All felled palm will be shredded or chip and piled between planting rows.	Yes
<b>4.6 Principle 6: Best Practices</b>			

Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.6.1: Site Management</b>			
<p><b>4.6.1.1</b></p>	<p>Standard operating procedures shall be appropriately documented and consistently implemented and monitored.</p> <p><b>- Major compliance -</b></p>	<p>The estate operations are guided by the following manuals.</p> <ol style="list-style-type: none"> <li>1. Genting Plantations Oil Palm Manual OPM issued on 9/11/99 updated June 2013.               <ol style="list-style-type: none"> <li>a. Land preparation/nursery/planting/soil conservation/</li> <li>b. Pest &amp; Disease/weeding/fertiliser application/harvesting</li> <li>c. Managing difficult soils/crop forecast</li> </ol> </li> <li>2. Sustainability Management Procedure Manual 1/8/13 revised in 7/2/19.</li> <li>3. OSH Manual dated 1/1/2010.</li> <li>4. Environmental Control Procedure – 01/9/2018</li> <li>5. Store Operating Manual – 2014</li> <li>6. Standard Operating Procedure Malaysia Estates rev 2 (Dec 10) rev 3 (Oct 13)</li> <li>7. Jobs description - 2012</li> </ol> <p>The soil fertility and yield enhancement are described in detail in the Oil Palm Manual under the following sections</p> <ol style="list-style-type: none"> <li>1. OPM No 7. Manuring of oil palm</li> <li>2. OPM no 13. Managing difficult soils</li> </ol> <p>The procedures as documented in the manuals and SOPs were disseminated to the staff/workers through morning briefings and trainings. The manuals are kept in the main office for references of employees particularly for the supervisory personnel. Field inspection and interviews with the workers confirmed that the SOPs had been</p>	<p>Yes</p>

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		implemented and they understood the requirements of the SOPs. The SOPs included the operation activities from seedlings in nursery to planting of young palms and plantation upkeep to mill FFB receipt.	
<b>4.6.1.2</b>	Where oil palm is grown within permitted levels on sloping land, appropriate soil conservation measures shall be implemented to prevent both soil erosion as well as siltation of drains and waterways. Measures shall be put in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals.  <b>- Major compliance -</b>	The estates construct terraces at slope area of more than 6 degree. Planting of cover crop are made to retain the soil structure and conservation. Road side pit are made to divert water at slope areas to prevent road erosion and surface damage. Terraces are constructed inclined towards the terrace wall	Yes
<b>4.6.1.3</b>	A visual identification or reference system shall be established for each field.  <b>- Major compliance -</b>	All fields are marked and identified. Information i.e. year planting (field no) and the total hectare is shown in all markers. There are both stenciled at the palm trees and also displayed in signage at the boundary/corners of every field. This is observed during the field visit. Block numbers were also identified in series.	Yes
<b>Criterion 4.6.2: Economic and financial viability plan</b>			
<b>4.6.2.1</b>	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.  <b>- Major compliance -</b>	The estate has established a business plan and documented in the Summary of Expenditure – Projection for Year 2021 to 2024. The business plan stated the: <ol style="list-style-type: none"> <li>1. Crop Projection</li> <li>2. Mature Upkeep Cost</li> <li>3. Manuring Cost</li> <li>4. Harvesting Cost</li> <li>5. Transport cost</li> </ol>	Yes

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		6. General Charges 7. Capital Expenditure	
<b>4.6.2.2</b>	Where applicable, an annual replanting programme shall be established. Long term replanting programme should be established and review annually, where applicable every 3-5 years.  <b>- Major compliance -</b>	The estate has to establish the replanting as the oldest palm was planted in 2004.	Yes
<b>4.6.2.3</b>	The business or management plan may contain: a) Attention to quality of planting materials and FFB b) Crop projection: site yield potential, age profile, FFB yield trends c) Cost of production: cost per tonne of FFB d) Price forecast e) e) Financial indicators: cost benefit, discounted cash flow, return on investment  <b>- Major compliance -</b>	The estate has established a business plan and documented in the Summary of Expenditure – Projection for Year 2019 to 2023. The business plan stated the Crop Projection, yield per hectare, year of planting, Mature Upkeep Cost, Manuring Cost, Harvesting Cost, transport cost, General Charges and Capital Expenditure.	Yes
<b>4.6.2.4</b>	The management plan shall be effectively implemented, and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.  <b>- Major compliance -</b>	The estates performance is recorded in the monthly progress report. Details on the actual vs budget i.e. crop production, fixed and direct cost are shown therein. a. The management also provides variance report on the performance and reviewed on a monthly basis. b. The supervisory personnel maintained a daily cost for the field operations.	Yes

Criterion / Indicator		Assessment Findings	Compliance
		The Regional meeting involving the Managers sits monthly with the Head Office, higher management for the performance review.	
<b>Criterion 4.6.3: Transparent and fair price dealing</b>			
<b>4.6.3.1</b>	<p>Pricing mechanisms for the products and other services shall be documented and effectively implemented.</p> <p><b>- Major compliance -</b></p>	<p>Contract initialization and awarding is guided by Genting Plantation Bhd's Procedural Instruction, Plantations, PLA 4, Contract Works. Based on the procedure, the contract initialization process shall be carried out by the operating unit (OU) and the contractor shall be shortlisted at OU level. This consists of major contract works that can be clearly identified and involved substantial contract sum with the following criteria:</p> <ul style="list-style-type: none"> <li>a) daily work carry out on a continuous basis and payment made monthly e.g.: <ul style="list-style-type: none"> <li>- FFB harvesting</li> <li>- loading &amp; transportation of FFB/EFB</li> <li>- transportation of CPO &amp; PK</li> </ul> </li> <li>b) contract with a specified completion period e.g. <ul style="list-style-type: none"> <li>- new planting/replanting work</li> <li>- major repair/construction works (estate &amp; mill)</li> <li>- jungle clearing &amp; development work</li> <li>- major road works</li> </ul> </li> </ul> <p>The current practice found to be in line with the procedure and there has been no complaint/grievance with regards to the pricing mechanism.</p>	Yes
<b>4.6.3.2</b>	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.	Payments to the contractors were found to be fair, legal, transparent and timely manner in accordance to the established contract agreements. E.g. of payment verified: to Syarikat CM, payment	Yes

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	- <b>Major compliance</b> -	#2400020977GSDC dated 16/4/2019, invoice # I000537 dated 30/6/2020. So far there has been no complaints with regards to payments. Further confirmation was also obtained during stakeholders' consultation.	
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.  - <b>Major compliance</b> -	Jambangan Estate had informed its contractors regarding the need to adhere the MSPO requirements. Awareness was done through OHS briefing conducted on 03/08/2019. Attendance records were available for verification.	Yes
<b>4.6.4.2</b>	The management shall provide evidence of agreed contracts with the contractor.  - <b>Major compliance</b> -	The contractors, for e.g. FFB and compost transporters (Syarikat CM & Sarawanan) have signed the contract agreement where the requirements of MSPO to be adhered stipulated in Clause 2.3 of the agreement, dated 1/1/2020.	Yes
<b>4.6.4.3</b>	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required.  - <b>Minor compliance</b> -	Genting Jambangan has no objection to allow BSI auditors to verify the assessment through physical inspection if required.	Yes
<b>4.6.4.4</b>	The management shall be responsible for the observance of the control points applicable to the tasks performed by the contractor, by checking and signing the assessment of the contractor for each task and season contracted.  - <b>Major compliance</b> -	Delivery of task is verified by the estate before proceeding for payment. This is reported in Schedule of Work Completed (SOWC) which is signed by the management representative and the contractor. Sampled below document: 1. SOWC Ref: GJBE/04/G2006001 dated 05/06/2020, contractor: 16002280 (Syarikat C.M) amount RM 600.86 and paid by Genting (Payment advice ref no: GJBE/04/G2006001) dated 15/07/2020.	Yes

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Criterion / Indicator		Assessment Findings	Compliance
		2. SOWC Ref: GJBE/01/G2006001 dated 25/06/2020, contractor: 16008482 (Sarawanan) amount RM 581.90 and paid by Genting (Payment advice ref no: GJBE/01/G2006001) dated 15/07/2020.	
<b>4.7 Principle 7: Development of new planting</b>			
<b>Criterion 4.7.1: High biodiversity value</b>			
<b>4.7.1.1</b>	Oil palm shall not be planted on land with high biodiversity value unless it is carried out in compliance with the National and/or State Biodiversity Legislation.  - Major compliance -	No development of new planting in the estate visited.	Yes
<b>4.7.1.2</b>	No conversion of Environmentally Sensitive Areas (ESAs) to oil palm as required under Peninsular Malaysia's National Physical Plan (NPP) and the Sabah Forest Management Unit under the Sabah Forest Management License Agreement. For Sabah and Sarawak, new planting or replanting of an area 500ha or more requires an EIA. For areas below 500ha but above 100ha, a Proposal for Mitigation Measures (PMM) is required.  - Major compliance -	No development of new planting in the estate visited.	Yes
<b>Criterion 4.7.2: Peat Land</b>			
<b>4.7.2.1</b>	New planting and replanting may be developed and implemented on peat land as per MPOB guidelines on peat land development or industry best practice.	No development of new planting in the estate visited.	Yes

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
<b>Criterion 4.7.3: Social and Environmental Impact Assessment (SEIA)</b>			
<b>4.7.3.1</b>	A comprehensive and participatory social and environmental impact assessment shall be conducted prior to establishing new plantings or operations. <b>- Major compliance -</b>	No development of new planting in the estate visited.	Yes
<b>4.7.3.2</b>	SEIAs shall include previous land use or history and involve independent consultation as per national and state regulations, via participatory methodology which includes external stakeholders. <b>- Major compliance -</b>	No development of new planting in the estate visited.	Yes
<b>4.7.3.3</b>	The results of the SEIA shall be incorporated into an appropriate management plan and operational procedures developed, implemented, monitored and reviewed. <b>- Major compliance -</b>	No development of new planting in the estate visited.	Yes
<b>4.7.3.4</b>	Where the development includes smallholder schemes of above 500ha in total or small estates, the impacts and implications of how each scheme or small estate is to be managed should be documented and a plan to manage the impacts developed, implemented, monitored and reviewed. <b>- Minor compliance -</b>	No development of new planting in the estate visited.	Yes



Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.7.4:</b> Soil and topographic information			
<b>4.7.4.1</b>	Information on soil types shall be adequate to establish the long-term suitability of the land for oil palm cultivation. <b>- Major compliance -</b>	No development of new planting in the estate visited.	Yes
<b>4.7.4.2</b>	Topographic information shall be adequate to guide the planning of planting programmes, drainage and irrigation systems, roads and other infrastructure. <b>- Major compliance -</b>	No development of new planting in the estate visited.	Yes
<b>Criterion 4.7.5:</b> Planting on steep terrain, marginal and fragile soils			
<b>4.7.5.1</b>	Extensive planting on steep terrain, marginal and fragile soils shall be avoided unless permitted by local, state and national laws. <b>- Major compliance -</b>	No development of new planting in the estate visited.	Yes
<b>4.7.5.2</b>	Where planting on fragile and marginal soils is proposed, plans shall be developed and implemented to protect them and to minimize adverse impacts (e.g. hydrological) or significantly increased risks (e.g. fire risk) in areas outside the plantation. <b>- Major compliance -</b>	No development of new planting in the estate visited.	Yes
<b>4.7.5.3</b>	Marginal and fragile soils, including excessive gradients and peat soils, shall be identified prior to conversion.	No development of new planting in the estate visited.	Yes

Criterion / Indicator		Assessment Findings	Compliance
- Major compliance -			
<b>Criterion 4.7.6:</b> Customary land			
<b>4.7.6.1</b>	No new plantings are established on recognised customary land without the owners’ free, prior and informed consent, dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions.  - Major compliance -	No development of new planting in the estate visited.	Yes
<b>4.7.6.2</b>	Where new plantings on recognised customary lands are acceptable, management plans and operations should maintain sacred sites.  - Minor compliance -	No development of new planting in the estate visited.	Yes
<b>4.7.6.3</b>	Where recognized customary or legally owned lands have been taken-over, the documentary proof of the transfer of rights and of payment or provision of agreed compensation shall be made available.  - Major compliance -	No development of new planting in the estate visited.	Yes
<b>4.7.6.4</b>	The owner of recognised customary land shall be compensated for any agreed land acquisitions and relinquishment of rights, subject to their free prior informed consent and negotiated agreement.	No development of new planting in the estate visited.	Yes

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.7.6.5	Identification and assessment of legal and recognised customary rights shall be documented. - Major compliance -	No development of new planting in the estate visited.	Yes
4.7.6.6	A system for identifying people entitled to compensation and for calculating and distributing fair compensation shall be established and implemented. - Major compliance -	No development of new planting in the estate visited.	Yes
4.7.6.7	The process and outcome of any compensation claims shall be documented and made publicly available. - Major compliance -	No development of new planting in the estate visited.	Yes
4.7.6.8	Communities that have lost access and rights to land for plantation expansion should be given opportunities to benefit from the plantation development. - Minor compliance -	No development of new planting in the estate visited.	Yes

**Appendix B: List of Stakeholders Contacted**

<p><b>Government Officer:</b>          Klinik Kesihatan Jambongan (Nurses)          SK Jambongan (Teachers)          Jambongan Island Police Officer          JTK Officer-Sandakan</p>	<p><b>Community/neighbouring village:</b>          Ketua Anak Negeri – Kampung Hujung          Representatives from Kampung Bahanan          Neighbouring Estate (Bahagia Jaya Plantation Sdn Bhd)</p>
<p><b>Suppliers/Contractors/Vendors:</b>          Sarawanan (Transportation)          Canteen Owner</p>	<p><b>Worker’s Representative/Gender Committee:</b>          Gender Committee          Foreign &amp; local workers          Clinic Attendant          Hospital Assistant          Creche workers</p>

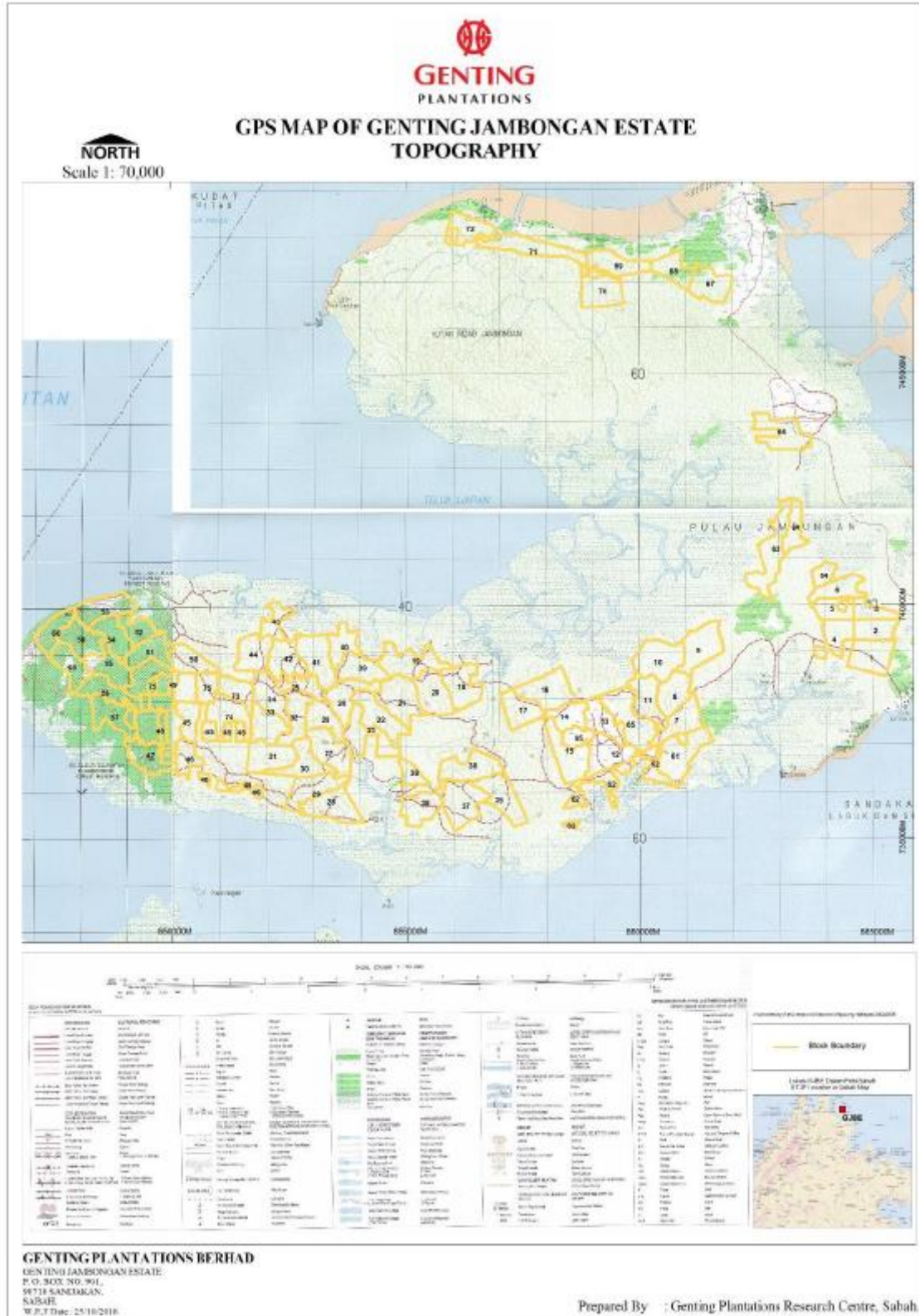
**Appendix C: Smallholder Member Details**

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

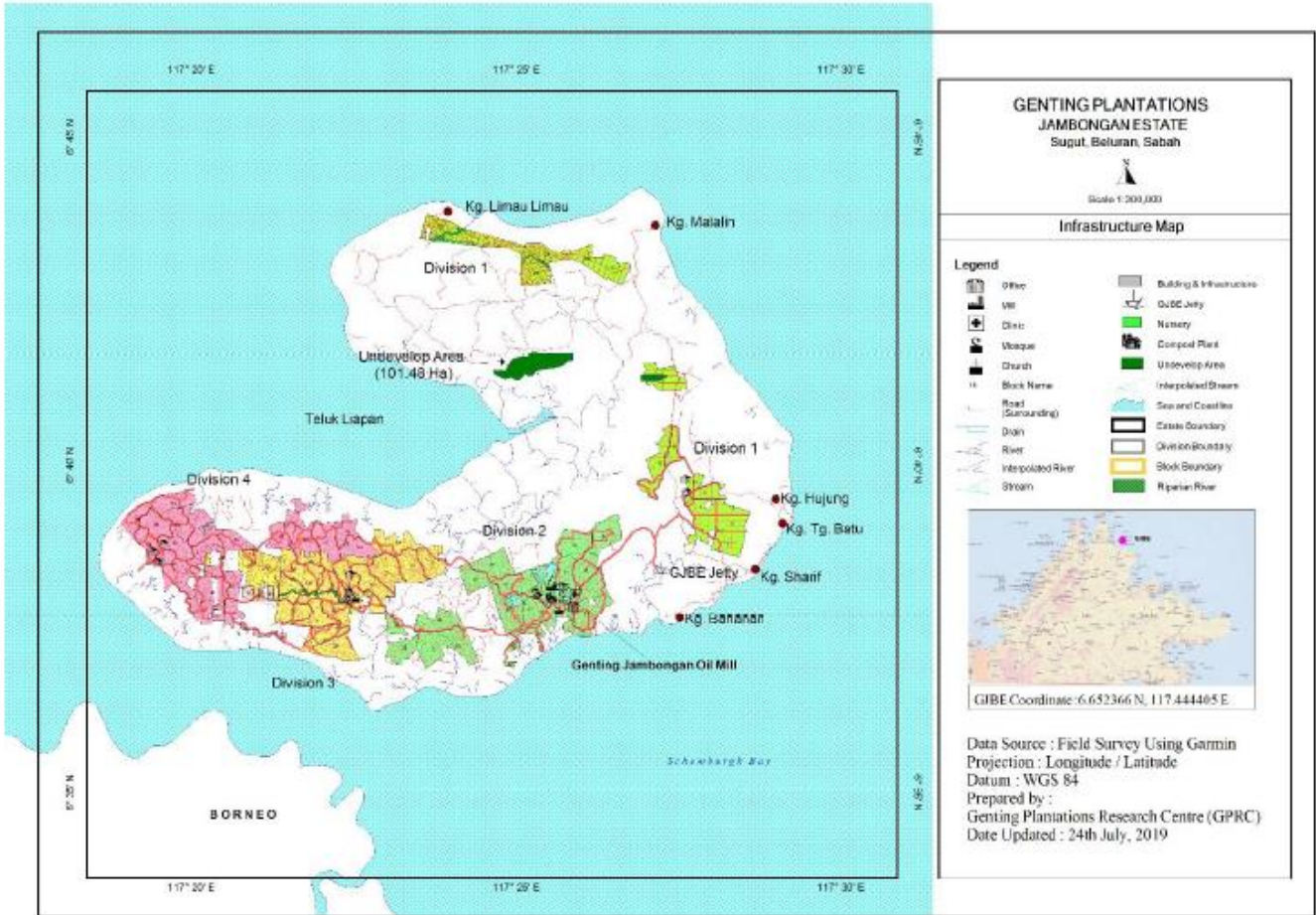
**Appendix D: Location and Field Map**



Genting Jambongan Oil Mill Location







Genting Jambongan Estate

**Appendix E: List of Abbreviations**

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