

**RSPO PRINCIPLE AND CRITERIA –  
INITIAL ASSESSMENT  
Public Summary Report**

<b>FGV Plantations (M) Sdn Bhd</b>
Client company address: Plantation Sustainability Department Level 20 (W), Wisma FGV Jalan Raja Laut 50350 Kuala Lumpur Malaysia
Certification Unit: <b>Keratong 3 Palm Oil Mill and supply base</b>  Location of Certification Unit: Kilang Kelapa Sawit Keratong 3 Peti Surat 21 26900 Bandar Tun Razak Pahang, Malaysia

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### Section 1: Scope of the Certification Assessment

1. Company Details			
<b>RSPO Membership Number</b>	1-0225-16-000-00	<b>Membership Approval Date</b>	27/12/2016
<b>Parent Company Name</b>	FELDA Global Ventures Holdings Berhad		
<b>Address</b>	Plantations Sustainability Department, Level 20 (W), Wisma FGV Jalan Raja Laut 50350 Kuala Lumpur		
<b>Subsidiary (Certification Unit Name)</b>	Felda Global Ventures Plantations (M) Sdn Bhd Keratong 3 Palm Oil Mill		
<b>Address</b>	Certification unit : Keratong 3 Palm Oil Mill, Peti Surat 21, 26900 Bandar Tun Razak, Pahang		
<b>Contact Name</b>	Mr. Norazam Abdul Hameed		
<b>Website</b>	<a href="http://www.feldaglobal.com">www.feldaglobal.com</a>	<b>E-mail</b>	<a href="mailto:norazam.ah@feldaglobal.com">norazam.ah@feldaglobal.com</a>
<b>Telephone</b>	+603 2859 1995	<b>Facsimile</b>	+603 2859 1311

2. Certification Information			
<b>Certificate Number</b>	RSPO 693213	<b>Date of First Certification</b>	25/03/2019
		<b>Certificate Start Date</b>	25/03/2019
		<b>Certificate Expiry Date</b>	24/03/2024
<b>Scope of Certification</b>	Palm Oil and Palm Kernel Production from Keratong 3 Palm Oil Mill and Supply Base (FGV Keratong 11 Estate)		
<b>Applicable Standards</b>	RSPO P&C 2013 (MYNI-2014) and RSPO Supply Chain Certification Standard 2017 (CPO Mill – Module E)		

3. Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
Nil			

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4. Location(s) of Mill & Supply Bases			
Name (Mill / Supply Base)	Location [Map Reference #]	GPS Coordinates	
		Latitude	Longitude
Keratong 3 Palm Oil Mill	Kilang Sawit Keratong 3, Peti Surat 21 26900 Bandar Tun Razak, Pahang, Malaysia	2° 55' 44.5" N	102° 56' 4.8" E
FGV Keratong 11 Estate	Ladang Felda Keratong 11 26900 Bandar Tun Razak, Pahang, Malaysia	2° 53' 08" N	103° 01' 05" E

5. Description of Supply Base					
Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
FGV Keratong 11 Estate	984.24	0	212.16	1,196.40	82%

6. Plantings & Cycle							
Estate	Age (Years)					Mature	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
FGV Keratong 11 Estate	-	-	260.49	723.75	-	984.24	-

7. Certified Tonnage of FFB (Own Certified Scope)			
Estate	Tonnage / year		
	Estimated	Actual	Forecast (Mar 2019 – Feb 2020)
FGV Keratong 11 Estate	-	-	14,666.29

8. Certified Tonnage of FFB (from other certified unit(s)) if applicable *			
Estate	Tonnage / year		
	Estimated	Actual	Forecast (Mar 2019 – Feb 2020)
	N/A-	-	N/A
<b>Total</b>			

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<b>9. Non-Certified Tonnage of FFB (outside supplier – excluded from certificate) if applicable</b>			
<b>Independent FFB Supplier</b>	<b>Tonnage / year</b>		
	<b>Estimated</b>	<b>Actual</b>	<b>Forecast (Mar 2019 – Feb 2020)</b>
FELDA Keratong 03	-	-	8,000.00
FELDA Keratong 04	-	-	58,000.00
FELDA Keratong 05	-	-	46,000.00
FELDA Keratong 06	-	-	10,000.00
FELDA Keratong 07	-	-	5,000.00
FTP Keratong 03	-	-	11,000.00
FTP Keratong 04	-	-	26,000.00
FTP Keratong 05	-	-	18,000.00
FTP Keratong 06	-	-	25,000.00
FTP Keratong 07	-	-	23,000.00
<b>Total</b>	-	-	230,000.00

<b>10. Certified Tonnage</b>				
<b>Mill Capacity: 40 MT/hr</b>	<b>Estimated</b>	<b>Actual</b>	<b>Forecast (Mar 2019 – Feb 2020)</b>	
	<b>FFB</b>	<b>FFB</b>	<b>FFB</b>	
	-	-	14,666.29 mt	
	<b>SCC Model: MB</b>	<b>CPO (OER:%)</b>	<b>CPO (OER:%)</b>	<b>CPO (OER: 20.55 %)</b>
	-	-	3,013.92 mt	
	<b>PK (KER:%)</b>	<b>PK (KER: %)</b>	<b>PK (KER: 5.15 %)</b>	
	-	-	755.31 mt	

<b>11. Actual Sold Volume (CPO)</b>					
	<b>RSPO Certified</b>	<b>Other Schemes Certified</b>		<b>Conventional</b>	<b>Total</b>
		<b>ISCC</b>	<b>RSB</b>		
<b>CPO (MT)</b>	n/a	n/a	n/a	n/a	n/a

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12. Actual Sold Volume (PK)					
	RSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSB		
PK (MT)	n/a	n/a	n/a	n/a	n/a

13. Actual Group certification Claims		
	Credit	Physical Volume (MT)
IS-CSP0	n/a	n/a
IS-CSPKO	n/a	n/a
IS-CSPKE	n/a	n/a

## Section 2: Assessment Process

### Certification Body:

BSI Services Malaysia Sdn Bhd,  
(ASI Accreditation Number: RSPO-ACC-19)  
Unit 3, Level 10, Tower A  
The Vertical Business Suites, Bangsar South  
No. 8, Jalan Kerinchi  
59200 Kuala Lumpur  
Tel +603 2242 4211 Fax +603 2242 4218  
Nicholas Cheong: [Nicholas.Cheong@bsigroup.com](mailto:Nicholas.Cheong@bsigroup.com)  
[www.bsigroup.com](http://www.bsigroup.com)

BSI is a leading global provider of management systems assessment and certification, with more than 60,000 certified locations and clients in over 100 countries. BSI Standards is the UK's National Standards Body. BSI provides independent, third-party certification of management systems. BSI is ASI Accredited (RSPO-ACC-19) to conduct RSPO assessment since 31/10/2014 with accredited office located at Kuala Lumpur, Malaysia and an office at Singapore, Jakarta, Bangkok and Australia which involve in RSPO Certification Program.

### 2.1 Assessment Methodology, Programme, Site Visits

The on-site initial assessment was conducted from 23-25/05/2018. The audit programme is included at Section 2.3. The approach to the audit was to treat the mill and its supply base as an RSPO Certification Unit. Mill was audited together with the sample estates. A range of environmental and social factors were covered. This includes consideration of topography, palm age, proximity to areas with HCVs, declared conservation areas and local communities.

The Major NC close out on-site assessment was conducted on 19/09/2018. The audit programmes are included in Section 2.3.

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. RSPO Principles & Criteria 2013 (MYNI-2014) and RSPO Supply Chain Certification Standard 2017 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 where the stakeholder notification was made on 27 December 2017 through BSI and RSPO website as per following link: [https://www.bsigroup.com/globalassets/localfiles/en-my/rspo/Public%20Notification/2018/public-notification-for-initial-assessment\\_fgvpm\\_keratong-3-and-supply-base-english\\_v0.pdf](https://www.bsigroup.com/globalassets/localfiles/en-my/rspo/Public%20Notification/2018/public-notification-for-initial-assessment_fgvpm_keratong-3-and-supply-base-english_v0.pdf)

The approach to the audit was to treat the mill and its supply base as an RSPO Certification Unit. The mill was audited together with the estates (or smallholders) of its supply base.

- The estates sample were determined based on formula  $N = 0.8\sqrt{y}$  where  $y$  is the number of estates
- As for the smallholders, the sample were determined following the RSPO Management System Requirements and Guidance for Group Certification of FFB Production (2016). The sampling of smallholders were based on the formula  $(0.8\sqrt{y}) \times (z)$ ; where  $y$  is total number of independent group member and where  $z$  is the multiplier defined by the risk assessment. The sampled smallholder listed in Appendix I.



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Meetings were held with stakeholders to seek their views on the performance of the company with respect to the RSPO 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 Section 3.5.

All the previous nonconformities are remains closed. The assessment findings for the initial assessment/annual surveillance assessment are detailed in Section 3.4.

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

For Initial and Re-certification assessment, the report was externally reviewed by RSPO approved Certification Reviewer prior to certification decision by BSI.

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

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

**Tentative Date of Next Visit:** September 23, 2019 – September 25, 2019

**Total No. of Mandays:** 7.0 mandays (including 1 day SC for mill)

**2.2 BSI Assessment Team:**

<b>Team Member Name</b>	<b>Role</b>	<b>Qualifications</b> <i>(Short description of the team members)</i>
Valence Shem	Lead auditor	He holds Bachelor Degree in Industrial Technology, graduated from University of Science Malaysia in 1998 and has 9 years working experience in oil palm plantation industry. He has been in the management system auditing line since 2009 for various standards such as ISO 140001, RSPO P&C, RSPO SCCS and SMETA. He completed the ISO 14001 Lead Auditor Course in 2008, ISO 9001 Lead Auditor Course in 2013, Endorsed RSPO P&C Lead Auditor Course in 2011, Endorsed RSPO SCCS Lead Assessor Course in 2012 and MSPO Awareness Training in 2014. He had been involved in RSPO auditing since 2009 in various companies in Malaysia. During this assessment, he assessed on the aspects of legal, environmental & biodiversity, agriculture best practices and the supply chain element. Able to communicate in Bahasa Malaysia and English.
Mohamed Zainal Abidin Hidhir	Team member	He holds Bachelor Degree in Chemical Engineering, graduated from National University of Malaysia on 2006. He has 7 years working experience in palm oil industry specifically on palm oil milling for 5 years. He also has the experiences as auditor for several standards including ISO 9001, ISO 140001, OHSAS 18001, MSPO and RSPO in his previous certification body. He completed the ISO 9001 Lead Auditor Course, ISO 14001 Lead Auditor Course and OHSAS 18001 Lead Auditor Course in 2012, Endorsed RSPO P&C Lead Auditor Course in 2013, MSPO Awareness Training in 2014 and Endorsed RSPO SCCS Lead Auditor Course in 2015. He had been involved in RSPO auditing since May 2012 in more than various companies in Malaysia. During this assessment, he assessed on the aspects of legal, mill best practices, safety and health, environmental and workers and stakeholders consultation.
Hu Ning Shing	Team member	She holds Bachelor Degree in Science majoring in Applied Chemistry, graduated from University of Malaya on 2011. She has 5 years working experience in rubber and palm oil industry. She also has the experiences as auditor for several standards including ISO 9001, MSPO and RSPO in his previous certification body. She completed the ISO 9001 Lead Auditor Course on 2016, Endorsed RSPO P&C Lead Auditor Course in 2012 and Endorsed RSPO SCCS Lead Auditor Course in 2015. She had been involved in RSPO auditing since November 2015 in more than various companies in Malaysia. During this assessment, she assessed on the aspects of social. She is fluent in Bahasa Malaysia and English languages.

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**Accompanying Persons:**

<b>No.</b>	<b>Name</b>	<b>Role</b>
Nil		

### 2.3 Assessment Plan

The Assessment plan was sent to the client prior to the assessment

Date	Time	Subjects	VS	MH	HNS
Wednesday 23/05/2018  <b>Keratong 3 Palm Oil Mill</b>	09:00-13:00	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 consultation)</li> </ul>	√	√	√
	10:00-13:00	<b>Keratong 3 POM</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.	√	√	√
		<b>Stakeholder consultations:</b> Consultation with the relevant stakeholders for both mill and estates which consists of various categories such as government agencies/enforcers, NGO, contractors, suppliers, surrounding communities (e.g. neighboring estates, smallholders, villages, workers representative, etc.), etc.			√
	13:00-14:00	Break			
	14:00-16:30	<b>Keratong 3 POM</b> Visit to laboratory, weighbridge and palm product storage area. Document Review P1 – P8: SOPs, Supply chain for CPO mill, 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.	√	√	√
16:30-17:00	Interim Closing Briefing	√	√	√	
Thursday 24/05/2018  <b>FGV Keratong 11 Estate</b>	08:30-13:00	<b>Keratong 11 Estate</b> Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH&ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc.), agrochemical mixing area, Schedule waste management, worker housing, clinic, Landfill, , etc.	√	√	√
	13:00-14:00	Break			
	14:00-15:30	<b>Keratong 11 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	√	√	√

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		communication with stakeholder/workers representatives, new planting, CIP and implementation etc).			
	15:30-16:30	Verify any outstanding issues & preparation for closing meeting	√	√	√
	16:30-1700	Closing meeting	√	√	√
Friday 25/5/2018 <b>FGVP Keratong 3 Palm Oil Mill</b>	09:00-13:00	<b>RSPO Supply Chain</b> Site visit: Incoming of FFB and outgoing of SPO & PK – weighbridge, ramp, storage area, loading bays, etc. Documentation review: RSPO SCC general requirements, internal audit, management review, sales and purchasing documents, mass balance accounting and other relevant documents and records.		√	
	13:00-14:00	Break			
	14:00-15:30	Continue with outstanding elements		√	
	15:30-1600	Preparation for closing meeting		√	
	16:00-17:00	Closing meeting		√	

### Section 3: Assessment Findings

#### 3.1 Details of audit results are provided in the following Appendix:

- FELDA Global Ventures Holdings Berhad Time Bound Plan
- RSPO Supply Chain Certification Checklist June 2017
- RSPO P&C MY-NIWG 2014 Checklist

#### 3.2 Progress against Time Bound Plan

Time Bound Plan		
Requirement	Remarks	Compliance
<b>Summary of the Time Bound Plan</b>		
Does the plan include all subsidiaries, estates and mills?	Yes, as per time bound plan 2018.	Complied
Have all the estates and mills certified within five years after obtaining RSPO membership?	9 Complexes have been certified in 2017/2018: POM Kemasul, Maokil, Krau, Keratong 9, Selancar 2b, Aringa, Bukit Sagu, Lepar Utara 6, Selendang	Complied
Is the time bound plan challenging?  <ul style="list-style-type: none"> <li>• Age of plantations.</li> <li>• Location.</li> <li>• POM development</li> <li>• Infrastructure.</li> <li>• Compliance with applicable law.</li> </ul>	Challenge from the time bound plan is age of plantations and location.	Complied
Have there been any changes since the last audit? Are they justified?	There is no audit before for this complex	N/A
If there have been changes, what circumstances have occurred?	N/A	N/A
Have there been any stakeholder comments?	Stakeholder comments are recorded in Stakeholder consultation report 2017.	Complied
Have there been any newly acquired subsidiaries?	There is no newly acquired subsidiaries	Complied
If yes, have the newly acquisitions certified within a three-year timeframe?	N/A	N/A

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<p>Have there been any isolated lapses in implementation of the plan?</p>	<p>There is no lapses in implementation of the plan</p>	<p>Complied</p>																								
<p><b>Un-Certified Units or Holdings</b></p>																										
<p>Did the company conduct an internal audit? If so, has a positive assurance statement been produced?</p>	<p><b>Company Group/Holding Statement:</b> Yes, there have positive assurance statement from internal certification unit.</p> <p><b>Auditor Verification:</b> Yes, at the current status only 23 complexes already have internal audit in year 2017/2018. Seen the internal audit done by Certification &amp; Due Diligence (CDD) Department. The NC during the audit still in progress to close. All certification bodies that will do the audit for FGV need to verify those NC. Others complex will do as per their time bound plan. Overall findings is positive as per before.</p>	<p>Complied</p>																								
<p>No replacement after dates defined in NIs Criterion 7.3:</p> <ul style="list-style-type: none"> <li>• Primary forest.</li> <li>• Any area required to maintain or enhance HCVs in accordance with RSPO P&amp;C criterion 7.3.</li> </ul>	<p><b>Auditor Verification:</b> As per this year audit, there has been no replacement of primary forest area. However, there is one issue reported by Chain Research Reaction regarding HCV clearance in Kalimantan.</p> <p>FGV already brief this issue to RSPO secretariat. All details summary as per below:</p> <table border="1" data-bbox="470 1227 1117 2029"> <thead> <tr> <th colspan="3">HCV clearance Kalimantan reported by Chain Research Reaction</th> </tr> <tr> <th>Issue</th> <th>Action Plan Progress</th> <th>Date Of Completion</th> </tr> </thead> <tbody> <tr> <td>HCV clearance at PT CNP and PT TAA</td> <td>Engaged independent consultant for ground investigation</td> <td>20 April - 4<sup>th</sup> May 2016</td> </tr> <tr> <td></td> <td>Investigation finding presentation to FGV management</td> <td>9<sup>th</sup> May 2016</td> </tr> <tr> <td></td> <td>Brief presentation to RSPO on the investigation findings</td> <td>10 May 2016</td> </tr> <tr> <td></td> <td>Letter to stop all operation in HCV area</td> <td>10 May 2016</td> </tr> <tr> <td></td> <td>1st Public statement on HCV clearance at PT CNP and PT TAA on FGV website</td> <td>22<sup>nd</sup> May</td> </tr> <tr> <td></td> <td>Discussion on Conservation and remediation plan with</td> <td>23 May 2016</td> </tr> </tbody> </table>	HCV clearance Kalimantan reported by Chain Research Reaction			Issue	Action Plan Progress	Date Of Completion	HCV clearance at PT CNP and PT TAA	Engaged independent consultant for ground investigation	20 April - 4 <sup>th</sup> May 2016		Investigation finding presentation to FGV management	9 <sup>th</sup> May 2016		Brief presentation to RSPO on the investigation findings	10 May 2016		Letter to stop all operation in HCV area	10 May 2016		1st Public statement on HCV clearance at PT CNP and PT TAA on FGV website	22 <sup>nd</sup> May		Discussion on Conservation and remediation plan with	23 May 2016	<p>Complied</p>
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	RSPO technical Director	
	2nd Public statement on HCV clearance at PT CNP and PT TAA on FGV website	25 May 2016
	Sent a letter to RSPO on action plan for PT CNP and PT TAA	27 <sup>th</sup> May 2016
	3rd Public statement on HCV clearance at PT CNP and PT TAA on FGV website	15 June 2016
	Develop the Conservation and Remediation plan and relevant SOP	1 <sup>st</sup> July 2016
	Appointment letter to engage independent external social mediator to handle negotiation with affected communities	1 <sup>st</sup> July 2016
	Conducted social mediation and engagement with affected communities	18 July to 30 July 2016
	Consultation with FGV legal department on local national regulation. Found that the area (PT CNP and PT TAA) were outside the Indonesia Peat Moratorium no. X (10)	30 July 2016
	4th Public statement on HCV clearance at PT CNP and PT TAA on FGV website	12 August 2016
	Sent the progress of action taken to RSPO using SRT V	19 August 2016
	Sent out the Conservation and remediation plan to PT CNP and PT TAA for implementation	7 Oct 2016
	Meeting with RSPO Technical Director and RSPO Complaint Coordinator on PT CNP and PT TAA issue	14 Oct 2016



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		Sent the progress of action taken to RSPO using SRT V	17 Oct 2016		
		5th Public Statement on HCV clearance at PT CNP and PT TAA on FGV website	5 Nov 2016		
		Meeting with RSPO secretariat on Compensation Panel feedback and our complaints on HCV updates in WSJ complaint update	25 Nov 2016		
		Received comment and recommendation from RSPO compensation Panel on PT CNP	1 Dec 2016		
		Meeting with the FGV Kalimantan at PT CNP office for further engagement with ELC/Aid environment and Aksenta	13 Dec 2016		
		Meeting on new revised Indonesia regulation PP57 and PP 71 with Badan Lingkungan Hidup dan Kehutanan as well as with Dinas Perkebunan Kalimantan Barat	14 Dec 2016		
		Meeting with ELC/AIDH and Aksenta on new proposal to include Aid environment proposal for our Landscape conservation plan	14 Dec 2016		
		Meeting with PERMADA (Persatuan Madura & Dayaks) on their request to develop the HCV area	15 Dec 2016		
		Site visit to PT CNP and PT TAA with Kalimantan team	15 Dec 2016		
		Finalizing the next action for conservation engagement with	16 Dec 2016		

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	ELC/AIDH and Aidenvironment																																		
		Kalimantan operation to seek an area with local Bupati to replace the cleared HCV area	In progress																																
	REVIEW HCV ASSESSMENT	6 <sup>th</sup> Public Statement on HCV clearance at PT CNP and PT TAA on FGV website	10 Feb 2017																																
		PERSADA meeting with RSPO Jakarta	9th Mar 2017																																
<p>Any new plantings since January 1<sup>st</sup> 2010 shall comply with the RSPO New Plantings Procedure.</p>	<p><b>Company Group/ Holding Statement:</b> There is new planting after 1<sup>st</sup> January 2010.</p> <p><b>Auditor Verification:</b> NPP audit has been carried out for all FGVPM Estate and is currently under review. Data as per below:</p> <table border="1" data-bbox="469 974 1082 1989"> <thead> <tr> <th>Estate</th> <th>Hectarage Involves In NPP</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>FGVPM Chegar Perah 1</td> <td>59.32</td> <td rowspan="5">Still on going. Waiting consultant (Aksenta) to present the final report for HCV, SIA, LUCA &amp; HCS sssessment.</td> </tr> <tr> <td>FGVPM Bukit Sagu 8</td> <td>61.54</td> </tr> <tr> <td>FGVPM Tembangau 5</td> <td>86.58</td> </tr> <tr> <td>FGVPM Selendang 3</td> <td>97.59</td> </tr> <tr> <td>FGVPM Krau 2</td> <td>170.78</td> </tr> <tr> <td>FGVPM Krau 4</td> <td>80.28</td> <td rowspan="5">Waiting consultant (Aksenta) to start NPP assessment in February 2017.</td> </tr> <tr> <td>FGVPM Bukit Sagu 6</td> <td>72.87</td> </tr> <tr> <td>FGVPM Lepar Hilir 5</td> <td>253.62</td> </tr> <tr> <td>FGVPM Tembangau 6</td> <td>495.53</td> </tr> <tr> <td>FGVPM Aring 10</td> <td>518.52</td> </tr> <tr> <td>FGVPM Setiu 01</td> <td>130.72</td> <td></td> </tr> <tr> <td>Total</td> <td>1,722.32</td> <td></td> </tr> </tbody> </table>			Estate	Hectarage Involves In NPP	Status	FGVPM Chegar Perah 1	59.32	Still on going. Waiting consultant (Aksenta) to present the final report for HCV, SIA, LUCA & HCS sssessment.	FGVPM Bukit Sagu 8	61.54	FGVPM Tembangau 5	86.58	FGVPM Selendang 3	97.59	FGVPM Krau 2	170.78	FGVPM Krau 4	80.28	Waiting consultant (Aksenta) to start NPP assessment in February 2017.	FGVPM Bukit Sagu 6	72.87	FGVPM Lepar Hilir 5	253.62	FGVPM Tembangau 6	495.53	FGVPM Aring 10	518.52	FGVPM Setiu 01	130.72		Total	1,722.32		<p>Complied</p>
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<p>being resolved through a mutually agreed process, such as RSPO Complaints System or Dispute Settlement Facility, in accordance with RSPO P&amp;C criteria 2.2, 6.4, 7.5 and 7.6.</p>	<p>There is issue on land conflict although it was captured on Felda Membership, but FGV also indirectly involved as part of the claim involve FGVPM Sahabat 55 The issue still in progress. Data as per below:</p> <p>Member : Lembaga Kemajuan Tanah Persekutuan (FELDA) /Orang Dusun Desa Begahak Date Filed : 16 February 2015 Complaint : Community of Desa Begahak Complaint : The company has breached the communities user rights to the land in breach of Principle 2.2</p> <p>Status : Box F – Action Plan</p> <p>Synopsis According to the Enquiry National Hak Tanah of Malaysia conducted by SUHAKAM, the state government had given 1260 acres of land to the Dusun Begahak community in 1981. At the same time, the same land was alienated to FELDA for development.</p> <p>The complainant raised the issue that FELDA has no right to develop their land and should return it to the community because the land originally belonged to the community. The complainant also stated that the cemetery area is being developed by FELDA.</p> <p>FELDA enclaved 916 acres of the said land and gave it back to the community on the 25th of May 1982. The community planted fruits and other crops on the land.</p> <p>We have received some evidence from both sides. The evidence needs to be scrutinised and investigated further.</p> <p>Remarks 2 July 2015 – It was agreed that the matter would be referred to the FELDA/FGV Sustainable Steering Committee on 7th July 2015.</p> <p>22 June 2015 – FELDA had another meeting with Robin Balud and the representatives of the community and agreed to exchange documents on the land claim. A site visit was also undertaken with the community members.</p> <p>4 June 2015 – FELDA met with Robin Balud again and agreed to do a joint mapping of the land.</p> <p>10 April 2015 – FELDA met the complainant, Robin Balud, in Kota Kinabalu Sabah, to discuss the complaint.</p>	
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	<p>9 April 2015 – FELDA met the community (Desa Begahak) members and discussed the issues from the complaint and the land claim.</p> <p>13 March 2015 – RSPO had a conference call meeting with the head of the Dusun Begahak community to understand the situation.</p> <p>16 March 2015 – RSPO had a conference call meeting with FELDA representatives to discuss the situation.</p> <p>17 March 2015 – The complaint was raised to the Complaint Panel for further discussion and action.</p> <p>4 June 2015 – FELDA met the complainant Robin Balud and discussed the main issues of the land claim and compensation.</p> <p>22 March 2016 – RSPO sent complaint notice to FELDA.</p> <p>1 April 2016 – State Land and Survey Department begin its mapping exercise.</p> <p>4 April 2016 – FELDA submits action plan to RSPO dated 27 March 2016.</p> <p>6 May 2016 – FELDA withdraws its RSPO Principle and Criterias certificates.</p> <p>26 July 2016 – Complainant send a formal letter to FELDA to settle the customary land dispute.</p> <p>19 August 2016 – Progress report submitted by Felda.</p> <p>20 September 2016 – Felda met with the community to discuss on how they will progress on the complaint, once the joint mapping report is received from the Sabah Land and Survey department</p> <p>20 October 2016 - Secretariat to wait for the report from Land and Survey Department of Sabah.</p> <p>22 February 2017 - Secretariat to wait for further information and to follow up with the company on the response from the Sabah Land Department.</p> <p>22 March 2017 - No response received from the Sabah Land and Survey Department. Secretariat to monitor status and updates of the case.</p>	
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	<p>19 April 2017 - Secretariat to determine if an attempt to contact Sabah Land and Survey Department should be sought.</p> <p>31 May 2017 - Secretariat is monitoring the case.</p> <p>21 July 2017-No further updates from Felda. 25 July 2017 (CP meeting) - Secretariat to officially communicate with the Sabah Land and Survey Department for updates.</p> <p>18 August 2017 - Letter has been sent to the Sabah Land and Survey Department. Awaiting confirmation of an appointment.</p> <p>24 August 2017 (CP meeting) - Secretariat to wait for the appointment date.</p> <p>12 September 2017 - FGV stated that they are still waiting for the SLSD to revert with updates.</p> <p>26 September 2017 (CP Meeting) - Sabah Land and Survey Department acknowledged they received the letter and will revert with updates.</p> <p>23 October 2017 - Following up with the Sabah Land and Survey Department</p> <p>21 November 2017 (CP Meeting)- Secretariat to find alternate avenues of getting in touch with the Sabah Land and Survey Department.</p> <p>21 December 2017 (CP Meeting) -To proceed with the meeting with the Director of SLSD.</p> <p>24th January 2018 (CP Meeting) -To follow up with the Jurisdictional Approach Regional Committee to ensure the Sabah Land and Survey Department speed up the process. Further details, please refer to <a href="https://www.rspo.org/members/complaints/status-of-complaints/view/79">https://www.rspo.org/members/complaints/status-of-complaints/view/79</a></p>	
<p>Any Labor disputes are being resolved through a mutually agreed process, in accordance with RSPO P&amp;C criterion 6.3.</p>	<p><b>Synopsis</b> On the 26<sup>th</sup> of July 2015, WSJ ran an article by Syed Zain Al – Mahmood alleging that Felda has breached labour conditions in its plantations. The allegations mainly say that forced labour is being used and the workers are not paid minimum wages. Further, it is alleged that their health and working conditions is are neglected and also that their employers withheld their passports.</p> <p><b>Remarks</b> 29 July 2015 - 12 NGOs urged the RSPO to conduct a transparent investigation into Wall Street Journal’s findings of forced labour, human trafficking, and other</p>	<p>Complied</p>

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	<p>human and labour rights violations especially on RSPO member FELDA's plantations.</p> <p>The Complaints Panel in its meeting on August 2015, decided that the member, Felda, be investigated on the issues raised by the WSJ article. The RSPO Secretariat will conduct an independent assessment to investigate the report on labour condition on all RSPO members. Malaysia would be the first country, where the assessment would be done.</p> <p>RSPO release the following statement on its website:  <a href="http://www.rspo.org/news-and-events/news/3rd-update-rspo-response-to-the-report-titled-palmoil-migrant-workers-tell-of-abuses-on-malaysian-plantations-published-by-the-wall-street-journal-on-26th-july-2015">http://www.rspo.org/news-and-events/news/3rd-update-rspo-response-to-the-report-titled-palmoil-migrant-workers-tell-of-abuses-on-malaysian-plantations-published-by-the-wall-street-journal-on-26th-july-2015</a></p> <p>7 March 2016 - RSPO Complaints Panel reviewed the independent assessment reports and decided to suspend Pasoh palm oil mill owned by Felda until full clearance is given based on the re-audits.</p> <p>10 March 2016 - FGV had a meeting with RSPO regarding the ASI report and suspension decision by RSPO.</p> <p>18 March 2016 - FGV sent complaint acknowledgment letter to RSPO. FGV will submit 12 month time bound action plan addressing all the issues relating to ASI report.</p> <p>6 May 2016 - FGV withdraws its RSPO Principles and Criteria certificates.</p> <p>4 July 2016 - FGV submits the action plan to RSPO.</p> <p>22 August 2016 - Secretariat has reviewed the action plan and sent the action plan back to the company for further clarification.</p> <p>20 October 2016 - Secretariat to wait for the updated action plan from the company.</p> <p>19 December 2016 - Secretariat to appoint an independent expert to verify action plan and set a time bound plan.</p> <p>22 March 2017 - Secretariat continues searching for an independent expert to review the action plan.</p> <p>31 May 2017 - Secretariat shares the action plan with the Complaints Panel and continues monitoring the case.</p> <p>5 October 2017 - FGV updated the Action Plan and upload to FGV website on the same day. A copy also sent to RSPO for their acknowledgement. Meeting with RSPO secretariat on 11 January 2017 at RSPO Bangsar, RSPO Compensation Panel would like to review the WSJ action plan and as suggested by RSPO CP a group of labour experts (lawyer and</p>	
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	<p>NUPW union org with 1 CP member as observer) will be engaged to verify the FGV and FELDA WSJ Action Plan. It were expected to have one operation unit for both FELDA and FGV in this verification exercise on the ground especially involving the policy and implementation. The verification is expected to be in this coming March 2018 and RSPO CP will share the scope and plan for the verification assessment once it is ready.</p> <p>25 July 2017 (CP Meeting) -Secretariat to proceed with the review of the Action Plan          24 August 2017 (CP Meeting)          1) CP to wait for the report of the Review of FGV Action Plan;          2) Secretariat to work with the Technical department to develop a formula for identifying the number of units for verification;          3) Secretariat to start identifying a team of experts for the verification exercise.          26 September 2017 (CP Meeting) -Secretariat to follow up with FGV on the 2 reports.          23 October 2017 (CP Meeting) - Secretariat to send CP’s response to the Company.          21 November 2017 (CP Meeting) -Verification exercise to be carried out once the schedule is confirmed with the verification team.          21 December 2017 (CP Meeting) - Verification exercise to be carried out in March.          24 January 2018 (CP Meeting) -TOR for the verification exercise to be drafted.</p> <p>Further details, please refer to <a href="https://www.rspo.org/members/complaints/status-of-complaints/view/85">https://www.rspo.org/members/complaints/status-of-complaints/view/85</a></p>	
<p>Any Legal non-compliance is being addressed through measures consistent with the requirements of RSPO P&amp;C criteria 2.1</p>	<p><b>Auditor Verification:</b>          There is 1 issue happen in FGVPM Palong Timur 04 (Now FGVPM Palong Timur 05) and the details is elaborated below:          1. FGVPM PALONG TIMUR 04 (NOW FGVPM PALONG TIMUR 05): Claims on 19.06.2012 with value of summon RM61,968.60 and summon status is Court Appeal</p> <p><b>Auditor Verification:</b>          During partial audit, 1 issue with DOE in FPISB Selancar 2A POM is sighted. Summon no : SJ 53-4/2016 ; Date 14.04.2016 in Mahkamah Seksyen Kuantan.</p> <p>Fixed for Trial on 01.03.2017, 02.03.2017 and 03.03.2017.</p> <p>All process still in progress and CB will verify this issue in next audit or during audit in this mill.</p>	<p>Complied</p>

**3.3 Progress of scheme smallholders and/or outgrowers (if applicable to this assessment)**

<b>Progress of scheme smallholders or outgrowers towards compliance with relevant standards</b>		
<b>Requirement</b>	<b>Remarks</b>	<b>Compliance</b>
Has 100% of scheme smallholders and/or scheme outgrowers comply with the standard within three years of the mill's initial certification?	Keratong 3 POM received FFB from scheme smallholder and independent outgrower. The process of RSPO certification for scheme smallholder will be observed on next assessment.	Complied

**3.4 Details of findings**

The nonconformity is listed below. The summary report of the assessment by criteria is listed in Appendix A.

During the Certification Assessment there were four (4) Major & nine (9) Minor nonconformities raised. The FGVP (M) Keratong 3 Palm 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.

<b>Summary of Total Number of Nonconformity</b>			
<b>Nonconformity</b>			
<b>NCR Ref #</b>	1627502-201804-M1	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 6.1.3 Major
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	23/11/2018
<b>Closed (Yes/No)</b>	Yes	<b>Date of nonconformity closure</b>	19/09/2018
<b>Statement of Nonconformity</b>	Plans for promotion of positive impacts has yet to be developed with the timetabled and responsibilities for implementation.		
<b>Requirement Reference</b>	Keratong 11 Estate: Plans for avoidance or mitigation of negative impacts and promotion of the positive ones, and monitoring of impacts identified, shall be developed in consultation with the affected parties, documented and timetabled, including responsibilities for implementation.		
<b>Objective Evidence</b>	The action to promote the positive impacts have yet to be identified in the management plan.		
<b>Corrections</b>	Positive impacts plan will be updated		
<b>Root Cause Analysis</b>	There is no appointed staff to monitoring on positive action plan.		
<b>Corrective Action</b>	1. Appointed person in charge for communication and social Pending – PIC appointment letter		
<b>Assessment Conclusion</b>	Major NC close out verification:		



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	<p>i) Management plan dated 12/9/18 endorsed by estate manager. The management plan has incorporated all identified positive impact.</p> <p>ii) Letter of appointment sighted, refer to The corrective action action evidence reviewed and found to be adequate.</p> <p>Thus, the major NC is closed on 19/9/18. Continuous implementation will be further verified in the next assessment.</p>
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Summary of Total Number of Nonconformity			
Nonconformity			
<b>NCR Ref #</b>	1627502-201804-M2	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 2.1.1 Major
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	23/11/2018
<b>Closed (Yes/No)</b>	Yes	<b>Date of nonconformity closure</b>	19/09/2018
<b>Statement of Nonconformity</b>	No evidence to show that the company has complied with the legal requirements.		
<b>Requirement Reference</b>	Evidence of compliance with relevant legal requirements shall be available		
<b>Objective Evidence</b>	<ul style="list-style-type: none"> <li>i) Keratong 03 POM has deducted wages of employees for mosque fund, Khairat Kematian, corporative loans, welfare society funds, insurance and canteen loan. The mill has obtained approval from the workers to deduct the wages for the following items. However, permission from Labour Department has yet to be obtained as per the Employment Act 955.</li> <li>ii) Linesite inspection was not carried out at Keratong 03 POM and Keratong 11 Estate as per the Workers' Minimum Standard of Housing and Amenities Act 1990 for once a week.</li> <li>iii) No evidence of approval from Electricity Commission (EC) for the installation of electric fence under regulation 15 of Electricity Regulation 1994 by contractor Yakin Tinggi Enterprise. Refer to work order no. 53000001358 dated 23/6/16 (job scope: to supply and install electric fencing at PN10C for 4200 meter)</li> <li>iv) No evidence to ensure own treated water is suitable and safe for consumption based on National Drinking Water Quality Standard under Ministry of Health [ref.:Workers Minimum Housing Standard and Amenities Act 1990, Section 6 (3) : Water source other than public@government water supply]</li> </ul>		
<b>Corrections</b>	<ul style="list-style-type: none"> <li>i) a. Communication between mill management and FPISB human resources department to get the permission from Labour Department.</li> <li>ii) a. Housing monitoring record will be updated on weekly basis b. updated housing monitoring record on weekly basis.</li> <li>iii) To apply from the CEO of FGV Plantations (M) Sdn Bhd to stop the operation of electric fencing at the estate</li> <li>iv) Ensure communication between mill management and Ministry of Health to conduct water sampling test</li> </ul>		
<b>Root Cause Analysis</b>	<ul style="list-style-type: none"> <li>i) No Appointed staff to Communicate with the FPISB human resources department to obtain a copy of the salary deduction permission.</li> <li>ii) No appointed staff to monitor employee housing on a weekly basis</li> </ul>		

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	<ul style="list-style-type: none"> <li>iii) The electric fence installed on the Keratong 11 estate is the previous installation and the current FGV management lack of understanding about the Energy Commission guidelines for electric fence installation.</li> <li>iv) No appointed staff to communicate with the Ministry of Health to ensure the quality of water.</li> </ul>
<b>Corrective Action</b>	<ul style="list-style-type: none"> <li>i) a) Appointed Person in charge in communication and social issue to contact with FPISB Human resources department contact with FPISB Human resources department</li> <li>ii) a) Appointed Person in charge for Housing Monitoring</li> <li>iii) Not applicable as electric fencing is no longer in operation.</li> <li>iv) a) record of Water sampling result conduct by Mill management given to the ministry of health.</li> </ul>
<b>Assessment Conclusion</b>	<p>Major NC close out verification:</p> <ul style="list-style-type: none"> <li>i) Refer appointment letter 10/8/18, ref: 4028/ktg 3/840A/RSPO in charge in communication and social issue to contact with FPISB Human resources department contact with FPISB Human resources department</li> <li>ii) Person in charge appointment dated 30/6/18 was sighted. Weekly inspection has been reviewed and found to be effective.</li> <li>iii) The operation of electric fencing has been stopped. Approval letter from the CEO of FGV Plantations (M) Sdn Bhd and the directive from the General Manager of FGVPM Bera Regional Estates to stop the operation of electric fencing at the estate were available for verification.</li> <li>iv) Verified water analysis report, dated 11/8/18 ref: SCR0419/18. No off-limit parameter recorded.</li> </ul>

Summary of Total Number of Nonconformity			
Nonconformity			
<b>NCR Ref #</b>	1627502-201804-M3	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 4.6.11 Major
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	23/11/2018
<b>Closed (Yes/No)</b>	Yes	<b>Date of nonconformity closure</b>	19/09/2018
<b>Statement of Nonconformity</b>	Medical surveillance program was not effectively implemented.		
<b>Requirement Reference</b>	Specific annual medical surveillance for pesticide operators, and documented action to treat related health conditions, shall be demonstrated.		
<b>Objective Evidence</b>	Keratong 11 Estate has conducted medical surveillance for their sprayers. However, one of them [passport no. BE0634862 (date join: 4/11/17)] was not included in the event.		
<b>Corrections</b>	Medical surveillance is conducted for sprayer, Passport No. BE0634862.		
<b>Root Cause Analysis</b>	No Monitoring on new spraying workers to conduct Medical surveillance.		
<b>Corrective Action</b>	<ul style="list-style-type: none"> <li>i) Record of attendance for medical surveillance</li> <li>ii) Result from medical surveillance</li> </ul>		
<b>Assessment Conclusion</b>	<p>Major NC close out verification:</p> <p>i) Medical surveillance report for the said workers was verified. Based on USECHH 3 dated 10/7/18, OHSD has confirmed that the workers is fit to work with no detrimental of health.</p>		

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	The corrective action action evidence reviewed and found to be adequate. Thus, the major NC is closed on 19/9/18. Continuous implementation will be further verified in the next assessment.
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**Summary of Total Number of Nonconformity**

**Nonconformity**

<b>NCR Ref #</b>	1627502-201804-M4	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 4.7.1 Major
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	23/11/2018
<b>Closed (Yes/No)</b>	Yes	<b>Date of nonconformity closure</b>	19/09/2018
<b>Statement of Nonconformity</b>	Health and safety plan was not effectively monitored and implemented.		
<b>Requirement Reference</b>	A health and safety policy shall be in place. A health and safety plan covering all activities shall be documented and implemented, and its effectiveness monitored		
<b>Objective Evidence</b>	<p>FGVPM Keratong 3 POM:          Monthly workplace inspection was carried out by ESH committee.          Observed during site visit unsafe act/dangerous occurrence pertaining to:</p> <ul style="list-style-type: none"> <li>i) Eye wash and shower not in order (water treatment plant)</li> <li>ii) Safety device/features malfunction - bobcat used at marshalling/capstan line</li> <li>iii) Manual handling for heavy lifting activity during sludge separator cleaning and maintenance.</li> <li>v) Steam pipe leakages (possible source from steam trapping/drainage system) found at engine room and near to electrical panel.</li> </ul> <p>Medical surveillance programme has yet to include new workshop apprentice, workers ID: 1211245, date join: April 2017. The worker has exposed to welding fumes and required to undergo medical surveillance programme as per recommendation by CHRA assessor.</p>		
<b>Corrections</b>	<ul style="list-style-type: none"> <li>i) a. Eye Wash and Shower is properly functioned b. Picture of Eyewash and shower are properly functioned</li> <li>ii) a. Bobcat is properly functioned b. Picture of Safety device/ features are properly functioned</li> <li>iii) a. Chain lock handling for heavy lifting activity during sludge separator cleaning and maintenance. b. Picture of Chain lock used during handling for heavy lifting activity</li> <li>iv) a. The leaking steam pipe is replaced. b. Picture of steam pipe that have been replaced.</li> </ul> <p>Medical surveillance is conducted for new workshop apprentice, workers ID: 1211245</p> <ul style="list-style-type: none"> <li>i. Result from medical surveillance</li> </ul>		
<b>Root Cause Analysis</b>	No Monitoring from mill management for ESH committee visit report at the Keratong 3 POM. No Monitoring on new workshop apprentice workers to conduct Medical surveillance.		
<b>Corrective Action</b>	<ul style="list-style-type: none"> <li>i) Safety monitoring record on water treatment plan (Monthly basis)</li> <li>ii) a. Safety monitoring record on bobcat b. Record of Safety device/features repairing on bobcat.</li> </ul>		

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	<ul style="list-style-type: none"> <li>iii) Safety monitoring record on heavy lifting activity during sludge separator</li> <li>iv) Repairing record for replacing Leaking Steam pipe</li> </ul> <p>Medical Surveillance - monitoring of yearly programme by the appointed person in charge to ensure no lapse of surveillance and baseline monitoring.</p>
<b>Assessment Conclusion</b>	<p>Major NC close out verification: Based on site visit on 19/9/18, all safety related issues have been rectified. Further trailed on the records, safety monitoring was carried out effectively and no repetitive issues recorded. Thus, the major NC was closed on 19/9/18. Continuous implementation will be further verified in the next audit.</p>

Summary of Total Number of Nonconformity			
Nonconformity			
<b>NCR Ref #</b>	1627502-201804-N1	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 6.2.3 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	<ul style="list-style-type: none"> <li>i) List of stakeholders was incomplete.</li> <li>ii) KKD meeting was not carry out as per the frequency of at least once a month as stated in the Guideline of KKD</li> </ul>		
<b>Requirement Reference</b>	A list of stakeholders, records of all communication, including confirmation of receipt and that efforts are made to ensure understanding by affected parties, and records of actions taken in response to input from stakeholders, shall be maintained.		
<b>Objective Evidence</b>	<p>Keratong 03 POM and Keratong 11 Estate.:</p> <ul style="list-style-type: none"> <li>i) Government department such as Labour Department and NGO were not included in the stakeholder list of Keratong 03 POM and Keratong 11 Estate.</li> <li>ii) KKD was established and the last meeting conducted in Keratong 03 POM was on 11/5/2018 and 5/10/2017 Estate where the meeting did not carry out as per the frequency stated in Guideline of KKD.</li> </ul>		
<b>Corrections</b>	<ul style="list-style-type: none"> <li>i) Updated stakeholder list for year 2018 b. Stakeholder list for year 2018 include Labour department and NGO.</li> <li>ii) Monthly KKD Minutes of Meeting are recorded.</li> </ul>		
<b>Root Cause Analysis</b>	<ul style="list-style-type: none"> <li>i) No Monitoring taken to update stakeholder list</li> <li>ii) No KKD minutes of meeting being recorded (monthly basis) for mill</li> </ul>		
<b>Corrective Action</b>	<ul style="list-style-type: none"> <li>i) Appointed Person in charge in communication and social to Update Yearly Stakeholder List Information</li> <li>ii) Appointed person in charge to record Monthly KKD Minutes of meeting</li> </ul>		
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.		

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Summary of Total Number of Nonconformity			
Nonconformity			
<b>NCR Ref #</b>	1627502-201804-N2	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 6.6.2 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	Meeting minutes of Workers' Committee was not comprehensive where the outcomes during the meeting was not minuted and the meeting was not carried out as per the frequency i.e. at least twice a year as stated in the letter from Penolong Bendahari Agung, Kesatuan Pekerja-pekerja Felda Palm Industries Sdn Bhd, dated 12/11/2011 [ref.: (05)505/IP/102/2010-2013].		
<b>Requirement Reference</b>	Minutes of meetings with main trade unions or workers representatives shall be documented.		
<b>Objective Evidence</b>	Keratong 03 POM: Meeting minutes of Workers' Committee was not comprehensive where the outcomes during the meeting was not minuted and the meeting was not carried out as per the frequency of the meeting i.e. at least twice a year.		
<b>Corrections</b>	i) Workers' Committee Minutes of meeting recorded twice a year ii) Workers Committee Minutes of meeting record		
<b>Root Cause Analysis</b>	No Monitoring on Workers' Committee Minutes of Meeting		
<b>Corrective Action</b>	i) Appointed person in charge to record Workers' Committee Minutes of Meeting		
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.		

Summary of Total Number of Nonconformity			
Nonconformity			
<b>NCR Ref #</b>	1627502-201804-N3	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 6.10.3 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	Agreement between the contractor and the management was not available.		
<b>Requirement Reference</b>	Evidence shall be available that all parties understand the contractual agreements they enter into, and that contracts are fair, legal and transparent.		
<b>Objective Evidence</b>	Keratong 11 Estate: The contractor, Perniagaan Maju Bera has ran sundry shop business inside the estate. However, no agreement between the company and the contractor was sighted to allow him to run the business.		
<b>Corrections</b>	i) Permission from the estate management to Perniagaan maju bera to run sundry shop ii) Minutes of meeting record with the contractor perniagaan maju bera to explain the agreement. iii) Contract agreement between estate management and perniagaan maju bera to run the sundry shop.		

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<b>Root Cause Analysis</b>	Contractor Perniagaan Maju Bera run the sundry shop illegally without permission from estate management
<b>Corrective Action</b>	i) Appointed person in charge to handle application from any stakeholder to run business in estate area
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.

<b>Summary of Total Number of Nonconformity</b>			
<b>Nonconformity</b>			
<b>NCR Ref #</b>	1627502-201804-N4	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 4.5.2 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	Training of those involved in IPM implementation was not demonstrated.		
<b>Requirement Reference</b>	Training of those involved in IPM implementation shall be demonstrated.		
<b>Objective Evidence</b>	There is no evidence that training of those involved in IPM implementation has been conducted.		
<b>Corrections</b>	<ul style="list-style-type: none"> <li>i) Record of Training to IPM Workers</li> <li>ii) Appointed Person in charge to conducted IPM Training to the workers</li> <li>iii) Training assessment to IPM Workers to ensure understanding of the training</li> </ul>		
<b>Root Cause Analysis</b>	There is no person in charge to conduct IPM Training to workers		
<b>Corrective Action</b>	i) Appointed Person in charge to conduct training to workers		
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.		

<b>Summary of Total Number of Nonconformity</b>			
<b>Nonconformity</b>			
<b>NCR Ref #</b>	1627502-201804-N5	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 5.1.2 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	There was no mitigation nor timetable for change developed by Keratong 11 Estate for the environmental impacts of Perniagaan Maju Bera activities.		
<b>Requirement Reference</b>	Where the identification of impacts requires changes in current practices, in order to mitigate negative effects, a timetable for change shall be developed and implemented within a comprehensive management plan. The management plan shall identify the responsible person/persons.		
<b>Objective Evidence</b>	Keratong 11 Estate has provided Perniagaan Maju Bera (FFB Transport contractor) an area in the estate for them to carry out their activities such as repair & maintenance of machines and storage of diesel & lubricants. Based on the site visit,		

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	it was observed that there were some environmental risks have not appropriately mitigated e.g. - diesel skid tank has no secondary containment - scheduled wastes such as used oil and contaminated lubricants containers were not handled in accordance to EQ (SW) Regulations
<b>Corrections</b>	i) Environment Impact and management plan is carried out ii) Minutes of meeting between estate management and contractor perniagaan maju bera to identify environment impact
<b>Root Cause Analysis</b>	No Monitoring on Perniagaan Maju Bera (FFB Transport Contractor) storage of diesel & Lubricants
<b>Corrective Action</b>	i) Appointed person in charge to Monitoring contractor activity in handling diesel, lubricants and scheduled waste
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.

<b>Summary of Total Number of Nonconformity</b>			
<b>Nonconformity</b>			
<b>NCR Ref #</b>	1627502-201804-N6	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 5.1.3 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	At Keratong 3 POM, some of the monitoring requirements stipulated in the DOE's Jadual Pematuhan (compliance schedule) have yet to be carried out.		
<b>Requirement Reference</b>	This plan shall incorporate a monitoring protocol, adaptive to operational changes, which shall be implemented to monitor the effectiveness of the mitigation measures. The plan shall be reviewed as a minimum every two years to reflect the results of monitoring and where there are operational changes that may have positive and negative environmental impacts.		
<b>Objective Evidence</b>	There was no evidence that the following requirements stipulated in DOE's Jadual Pematuhan (compliance schedule) have been carried out - Item 36: Elements of Environmental Mainstreaming Tolls (EMT) to be sent to DOE once in every 6 months - Item 37: Compliance audit of license conditions to be conducted by third party, and the DOE has to be notified 30 days prior to the compliance audit		
<b>Corrections</b>	i) Item 36 and item 37 in compliance schedule is carried out ii) Submission of monitoring record to DOE		
<b>Root Cause Analysis</b>	No appointed person to monitor the compliance schedule		
<b>Corrective Action</b>	i) Appointed person in charge to monitor Item 36 and Item 37 in Compliance schedule		
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.		

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Summary of Total Number of Nonconformity			
Nonconformity			
<b>NCR Ref #</b>	1627502-201804-N7	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 5.3.3 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	Wastes were not disposed according to the management plan.		
<b>Requirement Reference</b>	A waste management and disposal plan to avoid or reduce pollution shall be documented and implemented.		
<b>Objective Evidence</b>	<p>Based on the site visit at Keratong 11 Estate dumping site (landfill), it was observed that scheduled wastes (such as oil filters &amp; empty lubricants containers) and recyclable wastes (such as plastic bottles) were inside the rubbish pits.</p> <p>Keratong 11 Estate has also appointed a third party (Bengkel Serting) to carry out repair/servicing of its machinery. The used oil (SW305/306) from the servicing activity is normally taken away by the third party to its premise. However, there is no evidence that the third party has obtained any forms of authority to take away the used oil from the DOE.</p>		
<b>Corrections</b>	<ul style="list-style-type: none"> <li>i) Proper waste management conducted by estate management</li> <li>ii) Documented permission from DOE for handling used oil.</li> </ul>		
<b>Root Cause Analysis</b>	<ul style="list-style-type: none"> <li>i) There is no information circulated within estate management area regarding waste management</li> <li>ii) There is no communication between estate management with the third party (Bengkel Serting) to get the permission from DOE to take away used oil.</li> </ul>		
<b>Corrective Action</b>	<ul style="list-style-type: none"> <li>i) <ul style="list-style-type: none"> <li>a. Provide specific transport to handle waste from estate area</li> <li>b. Circulate information to the specific place (eg : Workers Housing area, Staff Housing area, Contractor Housing area)</li> <li>c. Signboard installation at Landfill, focused on type of waste that cannot be thrown at landfill</li> </ul> </li> </ul>		
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.		

Summary of Total Number of Nonconformity			
Nonconformity			
<b>NCR Ref #</b>	1627502-201804-N8	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 2.1.4 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	System for tracking any changes in the law was not effectively implemented.		
<b>Requirement Reference</b>	A system for tracking any changes in the law shall be implemented.		



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<b>Objective Evidence</b>	FGVPM Keratong 3 POM FMA (Exemption of Certificate of Fitness for Unfired Pressure Vessel) Order 2017, Employment Insurance System (EIS) 2017 and Minimum Wages Order 2016 was not updated in the register dated 25/12/18.  FGVPM Keratong 11 Estate Employment Insurance System (EIS) 2017 and Minimum Wages Order 2016 was not updated in the register dated 30/4/18
<b>Corrections</b>	i) Updated changes in the law applicable at Mill and estate ii) The FMA order 2017, EIS 2017, Minimum Wages order law are documented.
<b>Root Cause Analysis</b>	There is no appointed person in charge to update the applicable law.
<b>Corrective Action</b>	i) Appointed person in charge to update applicable law at mill and estate ii) Record of all applicable law being monitored every year.
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.

<b>Summary of Total Number of Nonconformity</b>			
<b>Nonconformity</b>			
<b>NCR Ref #</b>	1627502-201804-N9	<b>Clause &amp; Category (Major/Minor)</b>	Indicator 4.7.5 Minor
<b>Date Issued</b>	24/05/2018	<b>Due Date</b>	Next surveillance assessment
<b>Closed (Yes/No)</b>	No	<b>Date of nonconformity closure</b>	"Open"
<b>Statement of Nonconformity</b>	Emergency preparedness and response was not effectively implemented		
<b>Requirement Reference</b>	Emergency preparedness and response was not effectively implemented		
<b>Objective Evidence</b>	FGVPM Keratong 3 POM First aid box item was incomplete and not as per 4th Schedule of Safety Health and Welfare Regulation 1970. No item list and inspection record available. Location of first aid box checked: workshop, boiler and supervisor room. FGVPM Keratong 11 Estate First aid box item was incomplete and not as per 4th Schedule of Safety Health and Welfare Regulation 1970. No item list and inspection record available. Location of first aid box checked: spraying gang (PM00A, block 4)		
<b>Corrections</b>	i) First aid box was properly maintained ii) Items in the first aid box was sufficient iii) Inspection record for all first aid box that includes the usage of every items.		
<b>Root Cause Analysis</b>	First aid box record are not being monitored effectively		
<b>Corrective Action</b>	Appointed person in charge to monitor items in first aid box		
<b>Assessment Conclusion</b>	Corrective action plan is accepted. Continuous implementation will be further verified in the assessment.		

<b>Opportunity for Improvements</b>	
<b>OFI #</b>	<b>Description</b>
<b>Nil</b>	

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Positive Findings	
PF #	Description
PF 1	
PF 2	

**3.4.1 Status of Nonconformities Previously Identified and Observations**

Not applicable as this is Initial Assessment

Opportunity for Improvement	
OFI#	Description
OFI 1	

**3.4.2 Summary of the Nonconformities and Status**

CAR Ref.	CATEGORY (MAJOR/ MINOR)	ISSUED	STATUS & DATE (Closure)
1627502-201804-M1	Major – 6.1.3	24/05/2018	Closed out on 19/09/2018
1627502-201804-M2	Major – 2.1.1	24/05/2018	Closed out on 19/09/2018
1627502-201804-M3	Major – 4.6.11	24/05/2018	Closed out on 19/09/2018
1627502-201804-M4	Major – 4.7.1	24/05/2018	Closed out on 19/09/2018
1627502-201804-N1	Minor – 6.2.3	24/05/2018	“Open”
1627502-201804-N2	Minor – 6.6.2	24/05/2018	“Open”
1627502-201804-N3	Minor – 6.10.3	24/05/2018	“Open”
1627502-201804-N4	Minor – 4.5.2	24/05/2018	“Open”
1627502-201804-N5	Minor – 5.1.2	24/05/2018	“Open”
1627502-201804-N6	Minor – 5.1.3	24/05/2018	“Open”
1627502-201804-N7	Minor – 5.3.3	24/05/2018	“Open”
1627502-201804-N8	Minor – 2.1.4	24/05/2018	“Open”
1627502-201804-N9	Minor – 4.7.5	24/05/2018	“Open”

### 3.5. Stakeholders Consultation

Stakeholder consultation involved internal and external stakeholders. External stakeholders were contacted by telephone to arrange meetings at a location convenient to them to discuss FGVP (M) Keratong 3 Palm Oil Mill Certification Unit’s environmental and social performance, legal and any known dispute issues.



Meetings were conducted with stakeholders to seek their views on the performance of the company with respect to the RSPO 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 later was verified with the management team. Any comment which is not complying to the RSPO P&C requirements have been incorporated as an assessment finding.

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 below.

List of Stakeholders Contacted	
<b>Internal Stakeholders</b> Workers Representative Sprayer Manurer Harvester Mill Operator	<b>Union/Contractors/Local Communities</b> Contractors
<b>Government Departments</b> Wildlife Department Forestry Department Department of Environment Department of Safety and Health	<b>NGO</b> Tenaganita Wetlands International (Malaysia) Sahabat Alam Malaysia WWF Malaysia Malaysian Nature Society Greenpeace International Indigenous Peoples Network of Malaysia (JOAS) Amnesty Center of Orang Asli (COAC) Global Environmental Centre (GEC) Traffic South Asia

IS #	Description
1	<b>Feedbacks:</b> Contractor in POM – He informed that he has signed on the agreement with the company before they started their work. Payment was made promptly as per the <i>Surat Perintah Kerja</i> .
	<b>Management Responses:</b> The management will ensure payment made as per the SPK.
	<b>Audit Team Findings:</b> No further issue.
2	<b>Feedbacks:</b> KKD’s Representative (Female) – She informed that no sexual harassment or violence case reported so far. All of them were treated equally without discrimination.

	<p><b>Management Responses:</b> The management will continue to treat all the employees equally and will monitor if there is any case of sexual harassment reported.</p> <p><b>Audit Team Findings:</b> No other issue.</p>
3	<p><b>Feedbacks:</b> Workers' Committee Representative – They were paid accordingly to Minimum Wage Order 2016 where their wages were above RM 1000. No issue reported on their housing as the management will take action to rectify if there is any complaint.</p> <p><b>Management Responses:</b> The management will ensure they comply with all the legal requirements and take immediate action to rectify the issue raised by workers.</p> <p><b>Audit Team Findings:</b> No other issue.</p>
4	<p><b>Feedbacks:</b> Contractor in Keratong 11 Estate – He informed that he has requested the management before to construct proper workshop and storage area for him to store his lubricant and carry out service and maintenance of tractors. However, no any action has been taken from the management and therefore he has to store the lubricant and carry out service of tractor in the linesite area.</p> <p><b>Management Responses:</b> The current management has no idea with the request and will have discussion with the top management for further action to be taken.</p> <p><b>Audit Team Findings:</b> This will be verified during next audit.</p>
5	<p><b>Feedbacks:</b> - Contractors' Workers (Mill and Estate) – They have no issue on the wages as they were paid according to Minimum Wage Order 2016. PPE were provided to them for work.</p> <p><b>Management Responses:</b> - The management will ensure the wage of the workers are comply with legal requirements.</p> <p><b>Audit Team Findings:</b> No other issue.</p>

<b>Formal Signing-off of Assessment Conclusion and Recommendation</b>	
<p>The audit objectives have been achieved and the certificate scope remains appropriate. Based on the results of this audit, it is concluded that Keratong 3 Palm Oil Mill Certification Unit has complied with the RSPO P&amp;C MYNI 2014 &amp; RSPO Supply Chain Certification Standard (June 2017) and audit criteria identified within the audit report. It is deemed that the management system continues to achieve its intended outcomes. Therefore, it is recommended that the certification of Keratong 3 Palm Oil Mill Certification Unit is continued.</p>	
<b>Report prepared by</b>	<b>Acceptance of Assessment Conclusion</b>
<b>Name:</b> Valence Shem	<b>Name:</b> Norazam Abdul Hameed
<b>Company Name:</b> BSI Services Malaysia Sdn Bhd	<b>Company Name:</b> FGV Holdings Berhad
<b>Title:</b> Lead Auditor	<b>Title:</b> Senior General Manager
<b>Signature:</b>  	<b>Signature:</b> <i>(I the undersigned, being the most senior relevant management representative of the operation seeking or holding certification, agree with the contents of this report and accept the liability in execution of the procedure in the report.)</i>  
<b>Date: 15/2/2019</b>	<b>Date: 18/2/2019</b>

**Appendix A: Summary of Findings**

Criterion / Indicator		Assessment Findings	Compliance
<b>Principle 1: Commitment to Transparency</b>			
<b>Criterion 1.1:</b> Growers and millers provide adequate information to relevant stakeholders on environmental, social and legal issues relevant to RSPO Criteria, in appropriate languages and forms to allow for effective participation in decision making.			
1.1.1	There shall be evidence that growers and millers provide adequate information on (environmental, social and/or legal) issues relevant to RSPO Criteria to relevant stakeholders for effective participation in decision making. - Minor compliance -	There is evidence that the estate and mill provide adequate information on social and/or legal issues to relevant stakeholders. Comments or suggestions for improvement by the authorities were followed up by the management such as the mill daily report, OER rate and average FFB received were provided to MPOB	Complied
1.1.2	Records of requests for information and responses shall be maintained. -Major compliance	It was verified that each unit within the Keratong 3 Complex maintain records of requests and responses at the respective offices.	Complied
<b>Criterion 1.2:</b> Management documents are publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.			

Criterion / Indicator	Assessment Findings	Compliance	
1.2.1	<p>Publicly available documents shall include, but are not necessary limited to:</p> <ul style="list-style-type: none"> <li>• Land titles/user rights (Criterion 2.2);</li> <li>• Occupational health and safety plans (Criterion 4.7);</li> <li>• Plans and impact assessments relating to environmental and social impacts (Criteria 5.1, 6.1, 7.1 and 7.8);</li> <li>• HCV documentation (Criteria 5.2 and 7.3);</li> <li>• Pollution prevention and reduction plans (Criterion 5.6);</li> <li>• Details of complaints and grievances (Criterion 6.3);</li> <li>• Negotiation procedures (Criterion 6.4);</li> <li>• Continual improvement plans (Criterion 8.1);</li> <li>• Public summary of certification assessment report;</li> <li>• Human Rights Policy (Criterion 6.13).</li> </ul> <p>- Major compliance –</p>	<p>In accordance with the procedure known as Komunikasi Penglibatan dan Rundingan, Document No. FGV/ML-1A/L2-Pr12 which became effective on 1 June 2016, the list of documents which are publicly available are as follows:</p> <ul style="list-style-type: none"> <li>- Social Impact Assessment</li> <li>- Human Rights Policy</li> <li>- Negotiation procedures</li> <li>- Details of complaints and grievances</li> <li>- Negotiation procedures to check</li> <li>- Continuous improvement plans</li> </ul>	Complied
<p><b>Criteria 1.3:</b> Growers and millers commit to ethical conduct in all business operations and transactions.</p>			
1.3.1	<p>There shall be a written policy committing to a code of ethical conduct and integrity in all operations and transactions, which shall be documented and communicated to all levels of the workforce and operations.</p> <p>-Minor compliance</p>	<p>Felda Global Ventures Plantations (M) Sdn Bhd has implemented Code of Ethical Conduct and Integrity Policy dated 1/6/2014 which signed by President &amp; CEO of FGV. The company has to ensure all the employees as below:</p> <ol style="list-style-type: none"> <li><i>i. Menolak amalan rasuah, korupsi dan pecah amanah</i></li> <li><i>ii. Menghindarkan sebarang percanggahan kepentingan</i></li> <li><i>iii. Melaksanakan urusan perniagaan dengan telus, jujur dan adil</i></li> <li><i>iv. Melindungi kerahsiaan maklumat kumpulan selaras dengan etika penghebahan maklumat mengikut peraturan</i></li> <li><i>v. Meningkatkan tahap profesionalisma</i></li> </ol> <p>Policy was displayed at the notice board outside the office and was briefed to workers during morning muster on 2/2/2018.</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance
<b>Principle 2: Compliance with applicable laws and regulations</b>		
<b>Criterion 2.1:</b> There is compliance with all applicable local, national and ratified international laws and regulations.		



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<p>2.1.1</p>	<p>Evidence of compliance with relevant legal requirements shall be available. - Major compliance -</p>	<p>FGV Keratong 3 POM management unit 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 CDD team. FGV Keratong 3 POM management unit had obtained and renewed license and permits as required by the law. Sample of license Keratong 3 POM i) DOE License no. 001845, Compliance Schedule ref# S(B) A91/110/616/091, validity period 1/7/17 -30/6/18 ii) Akta Bekalan Elektrik 1990- License no: 2017/01363 valid until 30/6/18 for 4000 kW. iii) Certified Environmental professional in the treatment of POM-Pond Processes (CEPPOME; No: 16001) iv) Certified Environmental professional in Scheduled Waste Management - (CePSWaM/170429) v) Certificate of Fitness for Lifting Equipment, Unfired Pressure Vessel (UPV) and Steam Boiler (SB) - PH PMD 699 valid until 15/11/18 - PMT 45419 valid until 15/11/18 - PMT 45438 valid until 15/11/18 - PMT 45244 valid until 15/11/18 - PMA 12206 valid until 15/11/18 vi) MPOB License: 500194604000; expired 31 March 2019 vii) Natrium Hydroxide permit, Regulation 5 of Poison Ordinance (Natrium Hydroxide), permit no.: 003386 valid until 31/12/18. viii) Competent Person - Electrical charge man (EC), category: A4, license no.: PJ-T-4-B-0536-2017 - Electrical charge man (EC), category: A4, license no.: PJ-T-4-H-0010-2005 - Authorize entrant and standby person (AESP), serial no.: NW-NCC-AE-R-1088-C valid until 12/4/18</p>	<p>Major nonconformance</p>
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		<p>- Authorize entrant and standby person (AESP), serial no.: NW-NCC-AE-2962-C valid until 1/11/19          - Authorized gas tester, NW-NCC-AGt-0071-C dated 18/1/17 valid until 17/1/19.          - Steam Engineer, ref. no:111/2015 – 2<sup>nd</sup> grade steam engineer          - Engine driver, ref. no.:PA/51/2013 – 1<sup>st</sup> grade engine stim and boiler driver</p> <p><u>FGVPM Keraong 11 Estate</u>          i) MPOB license, 558962002000 valid until 28/02/19          ii) Diesel Permit, ref# PHG/RPN/045/98 SK (D), serial number: C026546, approved quantity: 10,920 liter. Valid until 11/9/18.          Non compliances found at visited operating units detailed out as per the following:  <u>Keratong 3 POM</u>          No evidence to ensure own treated water is suitable and safe for consumption based on National Drinking Water Quality Standard under Ministry of Health [ref.:Workers Minimum Housing Standard and Amenities Act 1990, Section 6 (3) : Water source other than public@government water supply]  <u>FGVPM Keratong 11 estate</u>          No approval on installation of electric fence under regulation 15 of Electricity Regulation 1994 by contractor Yakin Tinggi Enterprise. Refer to work order no. 53000001358 dated 23/6/16 (job scope: to supply and install electric fencing at PN10C for 4200 meter)</p> <p>Apart from that, some incompliances were also found with regardst to labour:          a. Linesite inspection was not carried out at Keratong 03 POM and Keratong 11 Estate as per the Workers’ Minimum Standard of Housing and Amenities Act 1990 for once a week.</p>	
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Criterion / Indicator	Assessment Findings	Compliance
	<p>b. Seen the payslip found that deduction of salary was implemented. Keratong 03 POM has deducted wages of employees for mosque fund, Khairat Kematian, corporative loans, welfare society funds, insurance and canteen loan. The mill has obtained approval from the workers to deduct the wages for the following items. However, permission from Labour Department has yet to be obtained as per the Employment Act 955.</p> <p>Thus, a major NC was raised.</p>	
<p>2.1.2</p>	<p>A documented system, which includes written information on legal requirements, shall be maintained. - Minor compliance -</p> <p>A documented system, which includes written information on legal requirements named "Register of legal and other requirements" [FPI/L2/QOHSE-2.0] dated 5/1/17 was made available during assessment. Relevant laws and regulations have been identified in the register e.g Factory Machinery Act 1967, OSHA 1994 and Electric Supply Act 1990 in the register dated 25/12/16.</p> <p><u>FGVPM Keratong 11 Estate</u> Legal register dated 30/4/18 was made available for review. Relevant laws and regulation have been identified in the register for example Factory and Machinery act 1967, OSHA 1994, Poison Act 1974, Immigration Act 1959, Passport Act 1966, Workers Minimum Standard Housing and Amenities Act 1990 and etc.</p> <p>The distribution of revisions is centralizing in HQ and email communication evidence for any changes / notification to all the operating units. The appointed QOHSEMR at mill and estate assistant manager are the responsible person to co-ordinate with HQ and other sources for any changes in the requirements as well to update the internal members on the revisions.</p>	<p>Complied</p>

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Criterion / Indicator		Assessment Findings	Compliance
2.1.3	A mechanism for ensuring compliance shall be implemented. - Minor compliance -	Evaluation of compliance was done minimum once a year by each respective sites. As per Evaluation of Compliance to Legal and Other Requirements procedure, FPI/L2/QOSHE/-17.0, result of evaluation will presented during management review meeting. Sampled of legal registers was verified and action plan has been established & implemented accordingly for any noncompliance found during the period of evaluation of compliance conducted. On top of self-evaluation monitoring by each respective sites, RSPO Internal Assessment carried out by the CDD to ensure overall conformance towards RSPO P&C requirements. The last internal audit for RSPO was carried out on 28/12/17. Total of 9 major and 10 minor NC raised during the last audit.	Complied
2.1.4	A system for tracking any changes in the law shall be implemented. - Minor compliance -	The identification of changes is the responsibility of corporate department [CDD] in HQ whom shall notify in written to the estate representatives of the changes. It then the respective operating unit's head to delegate the information among their team members. For example, as for the issues concerning to environment and OHS, it is the responsibility of EHS unit [under the arm of regional office] to update and implement the changes. However based on the evidence verification at visited operating units, the relevant laws and regulation was not updated in the list pertaining to; <u>FGVPM Keratong 3 POM</u> FMA (Exemption of Certificate of Fitness for Unfired Pressure Vessel) Order 2017, Employment Insurance System (EIS) 2017 and Minimum Wages Order 2016 was not updated in the register dated 25/12/18.  <u>FGVPM Keratong 11 Estate</u> Employment Insurance System (EIS) 2017 and Minimum Wages Order 2016 was not updated in the register dated 30/4/18  This was found not effective, thus a minor NC was raised.	Minor nonconformance

Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 2.2:</b>			
The right to use the land is demonstrated, and is not legitimately contested by local people who can demonstrate that they have legal, customary or user rights.			
2.2.1	Documents showing legal ownership or lease, history of land tenure and the actual legal use of the land shall be available. - Major compliance -	Keratong 11 Estate has 2 land titles i.e. H.S.(D): 3648, 567.70 Ha and H.S.(D): 3649, 628.70 Ha.  Keratong 3 POM has its own land title i.e. No. H.S.(D):3693, Lot No. PT 8122. Lease period is 66 years (26/8/1998 to 25/8/2064) for 61,840 sq.m.	Complied
2.2.2	Legal boundaries shall be clearly demarcated and visibly maintained. - Minor compliance -	Various methods have been used for demarcation of boundary such as trenching, red/white pegs, roads, etc. At Keratong 3 Estate, Estate boundary with Forest Reserve Lesong was visited and among the methods of demarcation seen were trenches, electrical fencing and pegs painted with red & white colour.	Complied
2.2.3	Where there are or have been disputes, additional proof of legal acquisition of title and evidence that fair compensation has been made to previous owners and occupants shall be available, and that these have been accepted with free, prior and informed consent (FPIC). - Minor compliance -	There is no land dispute in the Keratong 03 Certification Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMSB.	Complied
2.2.4	There shall be an absence of significant land conflict, unless requirements for acceptable conflict resolution processes (see Criteria 6.3 and 6.4) are implemented and accepted by the parties involved. -Major compliance	There is no land dispute in the Keratong 03 Certification Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMSB.	Complied

Criterion / Indicator		Assessment Findings	Compliance
2.2.5	For any conflict or dispute over the land, the extent of the disputed area shall be mapped out in a participatory way with involvement of affected parties (including neighbouring communities where applicable). -Minor compliance	There is no land dispute in the Keratong 03 Certification Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMBSB.	Complied
2.2.6	To avoid escalation of conflict, there shall be no evidence that palm oil operations have instigated violence in maintaining peace and order in their current and planned operations. -Major compliance	There is no land dispute in the Keratong 03 Certification Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMBSB.	Complied
<b>Criterion 2.3:</b>			
Use of the land for oil palm does not diminish the legal rights, customary or user right of other users without their free, prior and informed consent.			
2.3.1	Maps of an appropriate scale showing the extent of recognized legal, customary or user rights (Criteria 2.2, 7.5 and 7.6) shall be developed through participatory mapping involving affected parties (including neighbouring communities where applicable, and relevant authorities). - Major compliance -	Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMBSB.	Complied

Criterion / Indicator	Assessment Findings	Compliance
2.3.2	Copies of negotiated agreements detailing the process of free, prior and informed consent (FPIC) (Criteria 2.2, 7.5 and 7.6) shall be available and shall include: a) Evidence that a plan has been developed through consultation and discussion with all affected groups in the communities, and that information has been provided to all affected groups, including information on the steps that shall be taken to involve them in decision making; b) Evidence that the company has respected communities' decisions to give or withhold their consent to the operation at the time that this decision was taken; c) Evidence that the legal, economic, environmental and social implications for permitting operations on their land have been understood and accepted by affected communities, including the implications for the legal status of their land at the expiry of the company's title, concession or lease on the land. - Minor compliance -	Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMBS.
2.3.3	All relevant information shall be available in appropriate forms and languages, including assessments of impacts, proposed benefit sharing, and legal arrangements. -Minor compliance	Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMBS.
2.3.4	Evidence shall be available to show that communities are represented through institutions or representatives of their own choosing, including legal counsel. -Major compliance	Unit at the time of audit. The land ownership was verified and it belongs to Lembaga Kemajuan Tanah Persekutuan and Felda Palm Industries Sdn Bhd via verified with the land titles. The surrounding is owned by other plantations, FELDA and the settlers. Interviewed with the stakeholders confirmed that no encroachment of land by the FGVPMBS.
<b>Principle 3: Commitment to long-term economic and financial viability</b>		

Criterion / Indicator	Assessment Findings	Compliance
<b>Criterion 3.1:</b>		
There is an implemented management plan that aims to achieve long-term economic and financial viability.		
3.1.1	<p>A business or management plan (minimum three years) shall be documented that includes, where appropriate, a business case for scheme smallholders.</p> <p>- Major compliance -</p> <p>Annual business plan in the form of annual budget and the projection for 5 years prepared as guidance for future planning. The business plan contains FFB yield @ crop review, CPO, OER, and KER, OPEX, CAPEX etc. Felda Palm Industries Sdn Bhd - Wilayah Muadzam), "Rancangan 5 Tahun Syarikat" 2015 – 2019 was seen during assessment.</p> <p>CAPEX allocated for 2018:</p> <ul style="list-style-type: none"> <li>i) EFB plant – biomass waste management</li> <li>ii) Workers quarters – 23 new units of semi-detached house.</li> <li>iii) Pressing station – de-bottlenecking project for process improvement</li> </ul> <p>The estates also have their annual budgets with 3 years projection. The average operation cost was around RM200/mt/year or RM3,500/Ha/year. As to monitor the expenditure, the managers were required to submit their expenditure report to HQ on monthly basis with justification where necessary. Apart from that, there is also budget challenge meeting, where the managers present their expenditures to the top management to be reviewed.</p>	<p>Complied</p>



Criterion / Indicator		Assessment Findings	Compliance																
3.1.2	An annual replanting programme projected for a minimum of five years (but longer where necessary to reflect the management of fragile soils, see Criterion 4.3), with yearly review, shall be available. - Minor compliance -	<p>Keratong 3 Estate has the replanting programme in place with 5 year projection. The programme is as follows:</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Ha/year</th> </tr> </thead> <tbody> <tr> <td></td> <td>Keratong 11</td> </tr> <tr> <td>2018</td> <td>156.29 (expected to start in second half of the year)</td> </tr> <tr> <td>2019</td> <td>0</td> </tr> <tr> <td>2020</td> <td>225.22</td> </tr> <tr> <td>2021</td> <td>0</td> </tr> <tr> <td>2022</td> <td>0</td> </tr> <tr> <td>2023</td> <td>342.24</td> </tr> </tbody> </table>	Year	Ha/year		Keratong 11	2018	156.29 (expected to start in second half of the year)	2019	0	2020	225.22	2021	0	2022	0	2023	342.24	Complied
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<p><b>Principle 4: Use of appropriate best practices by growers and millers</b></p> <p><b>Criterion 4.1:</b> Operating procedures are appropriately documented, consistently implemented and monitored.</p>																			

<p>4.1.1</p>	<p>Standard Operating Procedures (SOPs) for estates and mills are documented - Major compliance -</p>	<ul style="list-style-type: none"> <li>- Standard Operating Procedures (Mill Advisory and a Planting Advisory inspect and report on the operations on annual basis. There were other audits by Group internal audit and CDD to ensure compliance against company policy and procedure with regards to operation, finance as well as safety, health and welfare requirements. Mill Advisory and a Planting Advisory inspect and report on the operations on annual basis. There were other audits by Group internal audit and CDD to ensure compliance against company policy and procedure with regards to operation, finance as well as safety, health and welfare requirements.1)</li> <li>- MLSL (Ed. 2); Vol. 1; Sec. 1-5; Controlled # 0871; Effective date: 1/6/2012</li> <li>- Manual Lestari (Sustainable Manual)1A; ML-1A/L3-GP1(0); Rev. 0; Eff. Date: 1/6/2016 (Garis Panduan - Pensampelan Air) (Water Sampling Guideline)</li> </ul> <p>Standard Operating Procedures (SOPs) for FGVP M Keratong 3 POM and estate are documented. Interview with staff and workers revealed that all working SOPs being consistently implemented among all employees and monitored by the management through daily muster briefing, training and etc. List sampled SOPs available during onsite assessment sighted as following: Mill:</p> <ul style="list-style-type: none"> <li>- Quality Occupational Health Safety and Environmental Management Manual; FPI/L1/QOHSE-1.0; Rev. 2; Date: 30/8/2017</li> <li>- Quality Occupational Health Safety and Environmental Management Procedure; Rev. 14; Date: 31/5/2017; Ref.: FPI/L2/QOHSE-1.0 - FPI/L2/QOHSE-25.0</li> <li>- Mass Balance - SOP for Mill RSPO SCCS; Doc. No.: FGVP M-RSPO SCC, issue:3 rev:2 dated 1/12/17Title: SOP Perkilangan untuk pematuhan Sistem Pensijilan RSPO SCCS (Mass Balance)</li> </ul>	<p>Complied</p>
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Criterion / Indicator	Assessment Findings	Compliance
	<p>Estate:</p> <ul style="list-style-type: none"> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Pengurusan Tapak Semaian Sawit (Oil Palm Nursery Management); Edisi II (Seksyen 1)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Pembangunan Semula Sawit (Oil Palm Replanting); Edisi II (Seksyen 2)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Pra Matang (Premature Oil Palm); Edisi II (Seksyen 3)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Matang (Mature Oil Palm); Edisi II (Seksyen 4)</li> <li>- Manual Ladang Sawit Lestari (Sustainable Oil Palm Manual) – Sawit Matang (Mature Oil Palm); Edisi II (Seksyen 1)</li> <li>- MLSL (Ed. 2); Vol. 1; Sec. 1-5; Controlled # 0871; Effective date: 1/6/2012</li> <li>- Manual Lestari (Sustainable Manual)1A; ML-1A/L3-GP1(0); Rev. 0; Eff. Date: 1/6/2016 (Garis Panduan - Pensampelan Air) (Water Sampling Guideline)</li> </ul>	
4.1.2	<p>A mechanism to check consistent implementation of procedures shall be in place. - Minor compliance -</p>	<p>Mill Advisory and a Planting Advisory inspect and report on the operations on annual basis. There were other audits by Group internal audit and CDD to ensure compliance against company policy and procedure with regards to operation, finance as well as safety, health and welfare requirements.</p> <p style="text-align: center;">Complied</p>

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Criterion / Indicator		Assessment Findings	Compliance
4.1.3	Records of monitoring and any actions taken shall be maintained and available, as appropriate. - Minor compliance -	The practices consistently monitored by mill and plantation advisors and recommendations for improvements are given to maintain the sustainable practices. Mill advisor, Operation Technical Officer, Regional General Manager visits the operating units to ensure implementations of procedures are consistent.  <u>FGV Keratong 3 POM</u> - Mill Advisor visit date: 12-13/3/18; Mill Advisory Visit Report; Report ref.: Keratong 3 POM/MOA/ARJ; Report # (21)2018) – sighted crop distribution: FGVPM 7%; Felda 33%; FTPSB 52%; External 8%.	Complied
4.1.4	The mill shall record the origins of all third-party sourced Fresh Fruit Bunches (FFB). - Major compliance -	Purchasing of third-party sourced FFB implemented as per established Procedure: Purchasing of FFB; Doc. no.: FGV/FGVPM/II/QOHSE/15/012.1; Rev. 2; Date: 31/5/2017.	Complied
<b>Criterion 4.2:</b>			
Practices maintain soil fertility at, or where possible improve soil fertility to, a level that ensures optimal and sustained yield.			
4.2.1	There shall be evidence that good agriculture practices, as contained in Standard Operating Procedures (SOPs), are followed to manage soil fertility to a level that ensures optimal and sustained yield, where possible. - Minor compliance -	Management of soil fertility is guided by FGV's "Manual Ladang Sawit Lestari" (Oil Palm Plantation Sustainability Manual), Third Edition (2017), Section V: Manuring. It covers the applications of fertiliser for various stages of palm age and techniques. Recommendation of type of fertilisers and dosage is given by the agronomy unit through analysis of foliar and soil.	Complied
4.2.2	Records of fertiliser inputs shall be maintained. - Minor compliance -	Straight, compound and mix fertilizer are used at both estates. Progress of fertiliser application is recorded in " <i>Buku Rekod Kerja Penaburan Baja</i> " (Manuring Records Book). Based on sampled records, the progress of manuring was in line with the programme. Based on the recommendation and manuring program, the average dosage of fertiliser recommended was around 6 kg/palm/year.	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.2.3	There shall be evidence of periodic tissue and soil sampling to monitor changes in nutrient status. - Minor compliance -	Leaf sampling is done by FASSB, Agronomy Advisory Dept., and reported in "Laporan Agronomi FGVP(M) Keratong 11". For 2018 recommendation, leaf analysis conducted in November 2016 together with soil analysis. The report was incorporated with the agronomist report which contains leaf & soil nutrient status, previous year's yield performance, previous years fertiliser recommendation and other evaluation criteria such as plant fertility, manuring quality, moisture conservation, canopy management, weeds management and P&D management.	Complied
4.2.4	A nutrient recycling strategy shall be in place, and may include use of Empty Fruit Bunches (EFB), Palm Oil Mill Effluent (POME), and palm residues after replanting. - Minor compliance -	Application of EFB was in place as part of the nutrient recycling strategy. Records of mulching was recorded in EFB Records where information such as quantity of EFB and Field number is available. Apart from that, the mill also sell its EFB to a local power plant.	Complied
<b>Criterion 4.3:</b> Practices minimise and control erosion and degradation of soils.			
4.3.1	Maps of any fragile soils shall be available. - Major compliance -	Soil maps were available at both visited estates. Based on the maps, 100% of the soil at both estates are of mineral type. There is no soils categorized as fragile.	Complied
4.3.2	A management strategy shall be in place for plantings on slopes above a certain limit (this needs to be soil and climate specific). - Minor compliance -	Generally, the terrain at the estates are of undulating to hilly. The management strategy for plantings on slopes is guided by the Manual Ladang Sawit Lestari. Based on the procedures, terrace to be constructed on terrain between 6°-25° slope. Observations from site visit showed that terraces were adequately constructed at hilly areas. Cover crops were also established mainly in slopes to minimise bare ground which can lead to soil erosion.	Complied
4.3.3	A road maintenance programme shall be in place. - Minor compliance -	Annual road maintenance programmes were available at the visited estate. Among the activities included in the road maintenance were road grading & compacting, pot holes patching and resurfacing. Based on progress report, the estates were in line with the program and budget.	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.3.4	Subsidence of peat soils shall be minimised and monitored. A documented water and ground cover management programme shall be in place. - Minor compliance -	Not applicable since there is no peat soil at the visited estate.	Complied
4.3.5	Drainability assessments shall be required prior to replanting on peat to determine the long-term viability of the necessary drainage for oil palm growing. - Minor compliance -	Not applicable since there is no peat soil at the visited estate.	Complied
4.3.6	A management strategy shall be in place for other fragile and problem soils (e.g. sandy, low organic matter, acid sulphate soils). - Minor compliance -	Not applicable since there is no fragile or problem soil at the visited estate.	Complied
<b>Criterion 4.4:</b> Practices maintain the quality and availability of surface and ground water.			

Criterion / Indicator	Assessment Findings	Compliance
<p>4.4.1 An implemented water management plan shall be in place. - Minor compliance -</p>	<p>Pelan Pengurusan Air Kilang Sawit Keratong dated 21/3/18 was sighted. The plan consists of the management of quality and availability of water which inclusive of identifying source of water used, efficiency of water usage, identifying of renewable water source and impact to water catchment area and stakeholders as well as action plan of water shortage in employee's housing area. Implementation can be seen with availability of records on the monitoring of water usage, monitoring of rainfall and water shortage contingency plan. Water management plan named "<i>Pelan Pengurusan Air Kilang Sawit Keratong</i>" dated 21/3/18 was verified.</p> <p><u>FGVPM Keratong 11 Estate</u> The plan for documented in "<i>Pelan Tindakan Pengurusan Air Ladang Felda Keratong Sebelas</i>". The water management plan involved quality and availability established for both plantation field and housing/office area. The contingency plan for availability of water in housing/office area are as following:</p> <ul style="list-style-type: none"> <li>• Reporting water supply shortage to nearest supplier (Water Supply Department-WSD)</li> <li>• Providing sufficient water storage tank – during</li> <li>• Requesting WSD to deliver water tank for housing/office use</li> </ul>	<p>Complied</p>

Criterion / Indicator		Assessment Findings	Compliance												
4.4.2	Protection of water courses and wetlands, including maintaining and restoring appropriate riparian and other buffer zones (refer to national best practice and national guidelines) shall be demonstrated. - Major compliance -	Protection of water course is guided by its established procedure [Ref.: <i>Pengenalpastian Kawasan Cerun dan Rizab Sungai</i> [ML-1A/L2-Pr8(0), pind. 0, 1/6/2016)]. Based on the procedure, the width of buffer zones to be established are as follows: <table border="1" data-bbox="1019 523 1870 805"> <thead> <tr> <th>River width (m)</th> <th>Buffer zones (m)</th> </tr> </thead> <tbody> <tr> <td>&gt; 40</td> <td>50</td> </tr> <tr> <td>20 – 40</td> <td>40</td> </tr> <tr> <td>10 – 20</td> <td>20</td> </tr> <tr> <td>5 – 10</td> <td>10</td> </tr> <tr> <td>&lt; 5</td> <td>5</td> </tr> </tbody> </table>	River width (m)	Buffer zones (m)	> 40	50	20 – 40	40	10 – 20	20	5 – 10	10	< 5	5	Complied
River width (m)	Buffer zones (m)														
> 40	50														
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4.4.3	Appropriate treatment of mill effluent to required levels and regular monitoring of discharge quality, especially Biochemical Oxygen Demand (BOD), shall be in compliance with national regulations (Criteria 2.1 and 5.6). - Minor compliance -	The mill applies the biological system with anaerobic lagoon and tertiary plant (membrane plant) in series for its treatment of effluent. The quality of discharged effluent was analysed every month and the parameters are T, pH, BOD, COD, TS, SS, O&G, AN and TN. Based on quarterly report to the DOE, generally the mill has complied the regulated limit.	Complied												
4.4.4	Mill water use per tonne of Fresh Fruit Bunches (FFB) (see Criterion 5.6) shall be monitored. - Minor compliance -	Mill has maintained monitoring of water usage for processing FFB which recorded every month. Water for processing is abstracted from water catchment by using pump. An average of 1.59 m <sup>3</sup> water is used to process per mt of FFB recorded from January to December 2017.	Complied												
<b>Criterion 4.5:</b> Pests, diseases, weeds and invasive introduced species are effectively managed using appropriate Integrated Pest Management techniques.															



Criterion / Indicator		Assessment Findings	Compliance
4.5.1	Implementation of Integrated Pest Management (IPM) plans shall be monitored. - Major compliance -	IPM plan monitoring was implemented as per <i>Arahan Penguatkuasaan Penanaman Tumbuhan Berfaedah Untuk Kawalan Jangka Panjang Ulat Pemakan Daun</i> ; Ref.: (019) FGVPM/Zon1/3-1-1; Date: 21/8/2017. Barn owl and beneficial plants were observed during the field visit. Records of barn owl population census were also maintained at the office.	Complied
4.5.2	Training of those involved in IPM implementation shall be demonstrated. - Minor compliance -	There is no evidence that training of those involved in IPM implementation has been conducted. Thus a minor NC was assigned due to this lapse.	Minor non-conformance
<b>Criterion 4.6:</b>			
Pesticides are used in ways that do not endanger health or the environment			
4.6.1	Justification of all pesticides used shall be demonstrated. The use of selective products that are specific to the target pest, weed or disease and which have minimal effect on non-target species shall be used where available. - Major compliance -	Justification of pesticides applied is available in the agriculture manual ; "Manual Ladang Sawit Lestari" (MLSL) edition 3 dated 1/9/17. Refer to MLSL Section 4 (2.0): Appendix 1: <i>Panduan Racun Mengikut Jenis Rumpai</i> . The use of pesticide is specific to the target pest, weed and disease. Justification of chemical used has considered target to minimize effect on non-target species. Blanket spray application is not allowed in the plantation.	Complied

Criterion / Indicator		Assessment Findings	Compliance												
4.6.2	Records of pesticides use (including active ingredients used and their LD50, area treated, amount of active ingredients applied per ha and number of applications) shall be provided. - Major compliance -	Records of pesticides use (including active ingredients used and their LD50, area treated, amount of active ingredients applied per ha and number of applications) was provided during assessment. Summary of Ai/Ha at FGVPM Keratong 11 for 2017as per below: <table border="1" data-bbox="1019 539 1653 935"> <thead> <tr> <th>Trade name</th> <th>Active ingredient</th> <th>Ai/Ha</th> </tr> </thead> <tbody> <tr> <td>Supersate 41</td> <td>Glyphosate Isopropylamine</td> <td>0.588</td> </tr> <tr> <td>Garlon 250</td> <td>Triclopyr butoxy ethyl ester</td> <td>0.49</td> </tr> <tr> <td>Roundup Rain Guard</td> <td>Acid N-Fosfometil Glisin</td> <td>0.018</td> </tr> </tbody> </table>	Trade name	Active ingredient	Ai/Ha	Supersate 41	Glyphosate Isopropylamine	0.588	Garlon 250	Triclopyr butoxy ethyl ester	0.49	Roundup Rain Guard	Acid N-Fosfometil Glisin	0.018	Complied
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4.6.3	Any use of pesticides shall be minimised as part of a plan, and in accordance with Integrated Pest Management (IPM) plans. There shall be no prophylactic use of pesticides, except in specific situations identified in national Best Practice guidelines. - Major compliance -	The management encourage establishing biological control as per IPM plan. No prophylactic type of pesticide used in the estate. The implementation in the field is consistent with the MLSL.	Complied												

Criterion / Indicator		Assessment Findings	Compliance												
4.6.4	Pesticides that are categorised as World Health Organisation Class 1A or 1B, or that are listed by the Stockholm or Rotterdam Conventions, and paraquat, are not used, except in specific situations identified in national Best Practice guidelines. The use of such pesticides shall be minimised and eliminated as part of a plan, and shall only be used in exceptional circumstances. - Minor compliance -	Paraquat was eliminated. Alternatives such as Glyphosate were used with the elimination of Paraquat. Based on the latest chemical register only class III & IV chemical used at FGVPM Keratong 11 Estate.	Complied												
4.6.5	Pesticides shall only be handled, used or applied by persons who have completed the necessary training and shall always be applied in accordance with the product label. Appropriate safety and application equipment shall be provided and used. All precautions attached to the products shall be properly observed, applied, and understood by workers (see Criterion 4.7). - Major compliance -	<p>Pesticides were handled, used or applied by trained workers applied in accordance with the product label. Latest training for pesticides handler was conducted on 22/3/18. Appropriate safety and application equipment were provided and used, i.e 3M 3200/3200F, anti-fog goggles, apron and wellington boots. Sample of chemical safety data sheet (SDS) checked and available during site visit:</p> <table border="1"> <thead> <tr> <th>Chemical/trade name</th> <th>Active ingredient</th> <th>Chemical Class</th> </tr> </thead> <tbody> <tr> <td>Supersate 41</td> <td>Glyphosate Isopropylamine</td> <td>III</td> </tr> <tr> <td>Garlon 250</td> <td>Triclopyr butoxy ethyl ester</td> <td>III</td> </tr> <tr> <td>Roundup Rain Guard</td> <td>Acid N-Fosfometil Glisin</td> <td>III</td> </tr> </tbody> </table> <p>All precautions attached to the products (SDS, notice board etc) were properly observed, applied, and understood by workers based on the interview with staff and workers at visited estates.</p>	Chemical/trade name	Active ingredient	Chemical Class	Supersate 41	Glyphosate Isopropylamine	III	Garlon 250	Triclopyr butoxy ethyl ester	III	Roundup Rain Guard	Acid N-Fosfometil Glisin	III	Complied
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Garlon 250	Triclopyr butoxy ethyl ester	III													
Roundup Rain Guard	Acid N-Fosfometil Glisin	III													
4.6.6	Storage of all pesticides shall be according to recognised best practices. All pesticide containers shall be properly disposed of and not used for other purposes (see Criterion 5.3). - Major compliance -	The operating units comply with Regulation 9 of the Pesticides Act 1974 requiring balance of remaining solution to be kept under lock and key. During visit it was noted that all the remaining pesticides are kept in the store and securely locked and comply with regulation.	Complied												

Criterion / Indicator		Assessment Findings	Compliance												
4.6.7	Application of pesticides shall be by proven methods that minimise risk and impacts. - Minor compliance -	The quantity of agrochemicals required for various field conditions are documented and justified in; "Manual Ladang Sawit Lestari" (MLSL) edition 2 dated 1/6/12. The implementation in the field is consistent with the manual. For weeding activities, knapsack spray pump and low volume CDA spray are used for selective and circle spraying in field. Observed circle spray activity at block 4, field PM00A using low volume (10 liter) CDA @ battery operated nozzle spray.	Complied												
4.6.8	Pesticides shall be applied aerially only where there is documented justification. Communities shall be informed of impending aerial pesticide applications with all relevant information within reasonable time prior to application. - Major compliance -	No aerial spray at FGVPM Keratong 11 Estate	Complied												
4.6.9	Maintenance of employee and associated smallholder knowledge and skills on pesticide handling shall be demonstrated, including provision of appropriate information materials (see Criterion 4.8). - Minor compliance -	<p>No smallholders associated to management unit. Employees demonstrate knowledge and skills on pesticide handling. MSDS/SDS was displayed in local Bahasa Malaysia language at the agrochemical store for each chemical stored as well as the use of safety pictorial poster for the easy understanding of the agrochemical handlers. Refresher training carried in 2018 as per below:</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Training</th> <th>Trainer</th> </tr> </thead> <tbody> <tr> <td>24/3/18</td> <td>PPE training</td> <td>Estate Assistant</td> </tr> <tr> <td>26/3/18</td> <td>Chemical handling</td> <td>Estate Assistant</td> </tr> <tr> <td>5/3/18</td> <td>Safe Work Campaign</td> <td>Estate Assistant</td> </tr> </tbody> </table>	Date	Training	Trainer	24/3/18	PPE training	Estate Assistant	26/3/18	Chemical handling	Estate Assistant	5/3/18	Safe Work Campaign	Estate Assistant	Complied
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Criterion / Indicator		Assessment Findings	Compliance
4.6.10	Proper disposal of waste material, according to procedures that are fully understood by workers and managers shall be demonstrated (see Criterion 5.3). - Minor compliance -	Pesticide empty containers, waste oil, used filters, etc. was seen to be kept in locked designated waste store. Disposal of waste material are in accordance with procedure and legal requirement.	Complied
4.6.11	Specific annual medical surveillance for pesticide operators, and documented action to treat related health conditions, shall be demonstrated. - Major compliance -	Last medical surveillance was done on 17 <sup>th</sup> November 2017 by registered OHD (DOSH Reg. No.: HQ/08/DOC/00/614(0) under Klinik Syed Badaruddin Kuantan. A few group of chemical handler (mixer and sprayer) and store keeper were sent for annual surveillance monitoring. All workers send for medical surveillance are fit to work with no detrimental of health.  However, there is one new worker joined on 4/11/17, passport# BE0634862 was not included in the medical annual surveillance programme. Thus, a major NC was issued.	Major non-conformance
4.6.12	No work with pesticides shall be undertaken by pregnant or breast-feeding women. - Major compliance -	Based on manning list and field observation, no female workers work with pesticides (mixing operator/ sprayer) FGVPM Keratong 3 Estate.	Complied
<b>Criterion 4.7:</b> An occupational health and safety plan is documented, effectively communicated and implemented. The health and safety plan shall cover the following:			

<p>4.7.1</p>	<p>A health and safety policy shall be in place. A health and safety plan covering all activities shall be documented and implemented, and its effectiveness monitored. - Major compliance -</p>	<p>Safety policy is combined under Quality, Occupational Safety &amp; Health and Environment, signed by FPISB CEO, FGVPM subsidiary dated 1/2/17( rev;9) and FGVPM EHS policy, signed by Group President/CEO dated 15/10/16 displayed prominently on notice boards in English and local language Bahasa Malaysia. The Policy is implemented through the OSH activities by the on-site safety officers and monitored by OSH Manager from Head Office.</p> <p>Example of OSH programme implementation for 2018:</p> <p>i) Medical surveillance – The latest medical surveillance was carried out on 5/4/18 by OHD, HQ/08/DOC/00/545 under by Klinik Segamat. Total of 31 workers from workshop, laboratory and boiler were sent for checking. The report is still pending and to be further verified in the next audit.</p> <p>New workshop apprentice, workers ID1211245 was not sent for medical surveillance. Date join April 2017.</p> <p>ii) Audiometric testing – The last annual audiometric testing was done on 31/3/18 by Specialist Mobile Safety Supplies Sdn Bhd. Total of 80 workers were involved in the report is still pending and to be further verified in the next audit</p> <p>iii)ESH training programme Effluent Treatment Plant (ETP) Training – 9-10-4/18 Authorized Entrant and Standby Person (AESP) Training – 10-11/4/18 Hydraulic System Training – 27-29/3/18</p> <p>iv) Local Exhaust Ventilation (LEV) Monitoring was last done on 3<sup>rd</sup> June 2017 by competent Industrial Hygiene Technician (IHT), JKPP HIE 127/171-3/2(144. Monthly inspection was done by lab technician. The latest inspection for April 2018 was sighted.</p>	<p>Major nonconformance</p>
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Criterion / Indicator	Assessment Findings	Compliance
	<p>Month workplace inspection was carried on month basis using "Borang Semak Keselamatan Stesen" based on procedure FPI-PK-029, issue:3 dated 27/6/2017.</p> <p><u>FGVPM Keratong 3 POM:</u></p> <p>Monthly workplace inspection was carried out by ESH commitee. Observed during site visit unsafe act/dangerous occurrence pertaining to:</p> <ul style="list-style-type: none"> <li>i)Eye wash and shower not in order (water treatment plant)</li> <li>ii) Safety device/features malfunction - bobcat used at marshalling/capstan line</li> <li>iii) Manual handling for heavy lifting activity during sludge separator cleaning and maintenance.</li> <li>iv) Steam pipe leakages (possible source from steam trapping/drainage system) found at engine room and near to electrical panel.</li> <li>v) Medical surveillane programme has yet to include new workshop apprentice, workers ID: 1211245, date join: April 2017. The worker has exposed to welding fumes and required to undergo medical surveillane programme as per recommendation by CHRA assessor.</li> </ul> <p>Thus, a major NC was issued.</p>	

<p>4.7.2</p>	<p>All operations where health and safety is an issue shall be risk assessed, and procedures and actions shall be documented and implemented to address the identified issues. All precautions attached to products shall be properly observed and applied to the workers. - Major compliance -</p>	<p>FGVPM Keratong 3 POM and estate had identified and reviewed significant hazards and risks and determined appropriate risk control measures. The hazard identification, risk assessment and risk control (HIRARC) records, as well as CHRA reports were verified during the assessment. Refer to revisited CHRA report for Keratong 3 POM, (JKKP HIE 127/171-2(85) dated 8<sup>th</sup> April 2015. CHRA assessor's recommendation as per below:</p> <table border="1" data-bbox="1019 619 1653 820"> <thead> <tr> <th>Work unit</th> <th>Recommendation</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>Workshop</td> <td>Medical surveillance</td> <td>12 month interval</td> </tr> <tr> <td>Laboratory</td> <td>LEV monitoring and medical surveillance</td> <td>12 month interval</td> </tr> </tbody> </table> <p>Latest HIRARC under FPI/L4/QOSHE-1.6 Pind 1 dated 15/10/17 has include all operation starting from fruit reception, laboratory and despatch, Maintenance (Electrical and Mechanical), Production (Sterilizer, Press, K/plant, Oil Room), Boiler and Engine Room, Confined Space, Water Treatment Plant and Effluent Treatment Plant.</p> <p>Verified revised HIRARC for the recent incident involving prime movers at loading ramp. Revised HIRARC dated 15/10/17 was sighted.</p> <p>Hazard Identification Risk Assessment Risk Control (HIRARC) for all estate activities registered under FGVPM/L4/PP-1.2 Pind.0. The latest version of HIRARC dated 15/2/17 was sighted. Activities such as land preparation, replanting, harvesting, up keep and maintenance, crop evacuation and other non-production area such as premix area, chemical and fertilizer store. For FGVPM Keratong 11 Estate, Chemical Hazard and Risk Assessment (CHRA) dated 13/3/18 by JKKP HIE 127/171-(8) was newly revisited after 5 years. Report is still in draft</p>	Work unit	Recommendation	Frequency	Workshop	Medical surveillance	12 month interval	Laboratory	LEV monitoring and medical surveillance	12 month interval	<p>Complied</p>
Work unit	Recommendation	Frequency										
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Criterion / Indicator		Assessment Findings	Compliance												
		format and submission of action plan to DOSH will be done once report has been finalized. This will be further verified in the next audit.													
4.7.3	<p>All workers involved in the operation shall be adequately trained in safe working practices (see Criterion 4.8). Adequate and appropriate protective equipment shall be available to all workers at the place of work to cover all potentially hazardous operations, such as pesticide application, machine operations, and land preparation, harvesting and, if it is used, burning.</p> <p>- Minor compliance -</p>	<p>Awareness and training programme had been carried out. All workers involved had been adequately trained in safe working practices. The objective was to ensure all workers involved have been adequately trained in understanding MSDS, safe working practices and the correct use of PPE. PPE standard and compliance based on CHRA recommendation and PPE matrix PPE/FGVPM dated 2015 rev:1</p> <table border="1"> <thead> <tr> <th>Work Unit</th> <th>PPE type</th> </tr> </thead> <tbody> <tr> <td>Laboratory</td> <td>Respirator: 3M 6003 Rubber/nitrile glove Goggle: Anti-fog</td> </tr> <tr> <td>Workshop</td> <td>Welding shield Respirator N95</td> </tr> <tr> <td>Boiler</td> <td>Face shield Respirator N95 Leather glove</td> </tr> <tr> <td>Sprayer/Weeder</td> <td>Respirator: 3M 3301CN Organic Solvent Cartridge Rubber/nitrile glove Wellington boots Apron</td> </tr> <tr> <td>Manurer</td> <td>Respirator: N95 Rubber/nitrile glove Apron Wellington boots</td> </tr> </tbody> </table>	Work Unit	PPE type	Laboratory	Respirator: 3M 6003 Rubber/nitrile glove Goggle: Anti-fog	Workshop	Welding shield Respirator N95	Boiler	Face shield Respirator N95 Leather glove	Sprayer/Weeder	Respirator: 3M 3301CN Organic Solvent Cartridge Rubber/nitrile glove Wellington boots Apron	Manurer	Respirator: N95 Rubber/nitrile glove Apron Wellington boots	Complied
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Criterion / Indicator		Assessment Findings	Compliance

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Criterion / Indicator	Assessment Findings	Compliance
<p>4.7.4</p>	<p>The responsible person/persons shall be identified. There shall be records of regular meetings between the responsible person/s and workers. Concerns of all parties about health, safety and welfare shall be discussed at these meetings, and any issues raised shall be recorded.</p> <p>- Major compliance -</p> <p>Assistant manager at each operating units are appointed as Safety and Health Committee Secretary. OSH Committees meeting conducted quarterly and meeting minutes includes issues raised and action taken from work place inspection report etc. Workplace inspection carried out on monthly basis. Refer to latest workplace inspection record on 28/4/18.</p> <p>The latest meeting was conducted on 23/4/18 at FGVPK Keratong 3 POM. All members has attended the meeting with discussion on the accident review, safety improvement plan, issues from workers has been discussed and action to be taken.</p> <p><u>FGVPK Keratong 11 Estate</u> SHC meeting : 1/2018 ; 28/2/18 Appointed SHC secretary – Estate Assistant. Letter dated 10/1/18 Workplace inspection – (safety checklist)</p>	<p>Complied</p>

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Criterion / Indicator	Assessment Findings	Compliance
<p>4.7.5</p>	<p>Accident and emergency procedures shall exist and instructions shall be clearly understood by all workers. Accident procedures shall be available in the appropriate language of the workforce. Assigned operatives trained in First Aid should be present in both field and other operations, and first aid equipment shall be available at worksites. Records of all accidents shall be kept and periodically reviewed. - Minor compliance -</p>	<p>Emergency procedures established and combined with QOSHE procedure, FPI/L2/QOSHE-14 issue:2 dated 28/11/16. Emergency response plan established for fire evacuation, accident and chemical spillage. Scenario of emergency situation, emergency contact number detailed out under attachment 14.1 to 14.6. Assigned operatives trained in First Aid were present at visited work sites (engine room, workshop and boiler) and harvesting/spraying/manuring block. However, it was found that first aid box item was incomplete and not as per 4<sup>th</sup> Schedule of Safety Health and Welfare 1970. No item list and inspection records available for review. Thus, a minor NC was issued.</p> <p>Trained first aider – Supervisor (First Aid Treatment and CPR) valid until 27/9/20.</p> <p>Records on all accidents kept and summary sent to Head Office. Quarterly review on accident cases carried out during OSH quarterly meeting. Verified incident investigation meeting dated 30/9/17 together with the JKPP 6 notification to DOSH pertaining to the said incident on 2/10/17 All operating units keeping all the JKPP 6 &amp; 8 forms. The latest JKPP 8 was submitted to DOSH on 5/1/18.</p>

Criterion / Indicator		Assessment Findings	Compliance									
4.7.6	All workers shall be provided with medical care, and covered by accident insurance. - Minor compliance -	All 84 workers provided with medical care, and covered by accident insurance under Social Security Act @ SOCCO and verified through payslip and proof of payment. Payment made by FGVP headquarter.  <u>FGVPM Keratong 11 Estate</u> Labour statement –insurance documented under sheet9(A). Sample of workers insurance checked: i)Passport# AP095589, Policy# W5023829, valid until 17/12/18 under Etiqa Takaful Berhad. ii)Passport# AT448107: Policy# W5021017, valid until 19/6/18 under Etiqa Takaful Berhad. iii) Passport# AT547302: Policy# W5023828, valid until 23/12/18 under Etiqa Takaful Berhad.  15 local workers covered under SOSCO and verified deduction schedule (Borang 8A) for April 2018 , refer to company code F7400002959X	Complied									
4.7.7	Occupational injuries shall be recorded using Lost Time Accident (LTA) metrics - Minor compliance -	Records on Lost Time Accident (LTA) metrics recorded under annual. Sample of accident statistic as shown below:  <table border="1" data-bbox="1021 1011 1653 1262"> <thead> <tr> <th>Year</th> <th>FGVPM Keratong 3 POM</th> <th>FGVPM Keratong 11 Estate</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>4 cases (17 LTA)</td> <td>0 case</td> </tr> <tr> <td>2018 to date</td> <td>0 case</td> <td>0 case</td> </tr> </tbody> </table>	Year	FGVPM Keratong 3 POM	FGVPM Keratong 11 Estate	2017	4 cases (17 LTA)	0 case	2018 to date	0 case	0 case	Complied
Year	FGVPM Keratong 3 POM	FGVPM Keratong 11 Estate										
2017	4 cases (17 LTA)	0 case										
2018 to date	0 case	0 case										
<b>Criterion 4.8:</b> All staff, workers, smallholders and contract workers are appropriately trained.												

Criterion / Indicator		Assessment Findings	Compliance
4.8.1	A formal training programme shall be in place that covers all aspects of the RSPO Principles and Criteria, and that includes regular assessments of training needs and documentation of the programme. - Major compliance -	A formal training programme was in place that covers all aspects of the RSPO Principles and Criteria. The plan is combined with relevant ISO and EHS related training in 2017 and 2018.	Complied
4.8.2	Records of training for each employee shall be maintained. - Minor compliance -	Record of training was maintained available for review. Sample of training records checked: <u>Keratong 3 POM</u> i) Boiler Defect and Trouble Shooting – 15-16/5/18 ii) Effluent Treatment Plant (ETP) Training – 9-10/4/18 iii) Authorized Entrant and Standby Person Training – 9 – 10/4/18 iv) Hydraulic System Training – 10-11/4/18 <u>FGVPM Keratong 11 Estate</u> i) Chemical spray training by MyCrop – 22/8/17 ii) SOP training – 16/6/17	Complied
<b>Principle 5: Environmental responsibility and conservation of natural resources and biodiversity</b>			
<b>Criterion 5.1:</b> Aspects of plantation and mill management, including replanting, that have environmental impacts are identified, and plans to mitigate the negative impacts and promote the positive ones are made, implemented and monitored, to demonstrate continual improvement.			
5.1.1	An environmental impact assessment (EIA) shall be documented. - Major compliance -	Based on <i>Polisi Perlindungan dan Penjagaan Alam Sekitar</i> , Dated 1/6/2014. Procedure of EIA covered normal, abnormal and emergency situation with determination significance through Probability/Frequency and Severity matrix. Impacts with score more than 12 are considered significant which related to legal requirement and positive impacts.	Complied

Criterion / Indicator		Assessment Findings	Compliance
5.1.2	<p>Where the identification of impacts requires changes in current practices, in order to mitigate negative effects, a timetable for change shall be developed and implemented within a comprehensive management plan. The management plan shall identify the responsible person/persons.</p> <p>- Minor compliance -</p>	<p>Mitigation measure is established based on identified significant aspect from the environmental aspect and impact evaluation. In general, among the examples of mitigation measures are:</p> <ul style="list-style-type: none"> <li>• Implementation of standard and/or safe operating procedure</li> <li>• Implementation of emergency response plan</li> <li>• Provision of premix area</li> <li>• Construction of oil trap</li> <li>• Recycling wastes</li> </ul> <p>Keratong 11 Estate has provided Perniagaan Maju Bera (FFB Transport contractor) an area in the estate for them to carry out their activities such as repair &amp; maintenance of machines and storage of diesel &amp; lubricants. Based on the site visit, it was observed that there were some environmental risks have not appropriately mitigated e.g.</p> <ul style="list-style-type: none"> <li>- diesel skid tank has no secondary containment</li> <li>- scheduled wastes such as used oil and contaminated lubricants containers were not handled in accordance to EQ (SW) Regulations</li> </ul> <p>Thus, a minor NC was assigned due to this lapse.</p>	<p>Minor nonconformance</p>

Criterion / Indicator		Assessment Findings	Compliance
5.1.3	<p>This plan shall incorporate a monitoring protocol, adaptive to operational changes, which shall be implemented to monitor the effectiveness of the mitigation measures. The plan shall be reviewed as a minimum every two years to reflect the results of monitoring and where there are operational changes that may have positive and negative environmental impacts.</p> <p>- Minor compliance -</p>	<p>The mill and estates were consistently monitoring its effectiveness of mitigation measures through various mechanism such as analysis of ETP final discharge, analysis of monsoon drain discharge, scheduled wastes movements and monitoring of smoke emissions through CEMS and stack sampling, to name a few. Based on its Environmental Aspect and Impact Evaluation procedure [FPI/L2/QOSHE-1.0C], the evaluation will be reviewed should there be any changes of the organization’s activity. The review of the effectiveness of the mitigation plan is done from time to time through various mechanism such as management review meeting and as at when the monitoring results are obtained.</p> <p>However, there was no evidence that the following requirements stipulated in DOE's Jadual Pematuhan (compliance schedule) have been carried out</p> <ul style="list-style-type: none"> <li>- Item 36: Elements of Environmental Mainstreaming Tolls (EMT) to be sent to DOE once in every 6 months</li> <li>- Item 37: Compliance audit of license conditions to be conducted by third party, and the DOE has to be notified 30 days prior to the compliance audit</li> </ul> <p>Thus, a minor NC was assigned due to this lapse.</p>	<p>Minor nonconformance</p>
<p><b>Criterion 5.2:</b> The status of rare, threatened or endangered species and other High Conservation Value habitats, if any, that exist in the plantation or that could be affected by plantation or mill management, shall be identified and and operations managed to best ensure that they are maintained and/or enhanced.</p>			
5.2.1	<p>Information shall be collated in a High Conservation Value (HCV) assessment that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors).</p> <p>- Major compliance -</p>	<p>Assessment on biodiversity value was conducted by CCD Unit, FGVH Bhd on 2/9/2014 – updated by Amir Hamzah Dollah @ Abdullah 27/12/2017. Based on the report, HCV or RTE were reported to be absence at Keratong 11 Estate. Nonetheless, since the estate is located next to FR Lesong, there is a potential of encroachment of wildlife especially elephant.</p>	<p>Complied</p>



Criterion / Indicator	Assessment Findings	Compliance
5.2.2	Where rare, threatened or endangered (RTE) species, or HCVs, are present or are affected by plantation or mill operations, appropriate measures that are expected to maintain and/or enhance them shall be implemented through a management plan. - Major compliance -	Complied
5.2.3	There shall be a programme to regularly educate the workforce about the status of these RTE species, and appropriate disciplinary measures shall be instigated in accordance with company rules and national law if any individual working for the company is found to capture, harm, collect or kill these species. - Minor compliance -	Complied
5.2.4	Where a management plan has been created there shall be ongoing monitoring: • The status of HCV and RTE species that are affected by plantation or mill operations shall be documented and reported; • Outcomes of monitoring shall be fed back into the management plan. - Minor compliance -	Complied
5.2.5	Where HCV set-asides with existing rights of local communities have been identified, there shall be evidence of a negotiated agreement that optimally safeguards both the HCVs and these rights. - Minor compliance -	Complied

Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 5.3:</b> Waste is reduced, recycled, re-used and disposed of in an environmentally and socially responsible manner.			
5.3.1	All waste products and sources of pollution shall be identified and documented. - Major compliance -	The types of wastes were generally identified through the evaluation of environmental aspect and impact as mentioned in 5.1.1. Thereafter, documented in " <i>Pelan Pengurusan Sisa Domestik dan Bahan Buangan</i> " (Management Plan for Domestic Wastes and Waste Products) form. The form has the information about: <ul style="list-style-type: none"> <li>Type of wastes – e.g. fertilizer bags, plastic, glass, iron, paper, used PPE, HDPE containers, organic wastes, POME, EFB, shell, fibre, used oil, used oil filter</li> <li>Method of disposal – generally to reduce, reuse and recycle</li> </ul>	Complied
5.3.2	All chemicals and their containers shall be disposed of responsibly. - Major compliance -	Empty chemical containers at the mill were managed through wcheduled wastes management. Whereas at Keratong 11, empty chemical containers wer sent to a vendor after there were triple rinsed in accordance to clause 8.0 of " <i>Perlaksanaan Kitar Semula</i> " procedure [FGV/ML-1A/L2-Pr4, issue 1, rev. 0, 1/6/2016]. Records of disposal were well maintained.	Complied

Criterion / Indicator	Assessment Findings	Compliance
5.3.3 A waste management and disposal plan to avoid or reduce pollution shall be documented and implemented. - Minor compliance -	<p>Apart from the document mentioned in 5.3.1, there is also a procedure entitled "<i>Pelupusan Sisa Domestik</i>" (Domestic Wastes Disposal) [FGV/ML-1A/L2-Pr23, issue 1, rev. 0, 1/6/2016] and "<i>Garis Panduan Pembinaan Lubang Sampah</i>" (Guideline for Landfill Preparation" (ML-1A/L3-GP2(0), rev. 0, 1/6/2016) used as guidance to avoid or reduce pollution. Based on site visit at the landfill at Keratong 3 Estate, it was observed that the rubbish pit is located far from residential area and natural waterway. However, it was observed that scheduled wastes (such as oil filters &amp; empty lubricants containers) and recyclable wastes (such as plastic bottles) were inside the rubbish pits.</p> <p>Keratong 11 Estate has also appointed a third party (Bengkel Serting) to carry out repair/servicing of its machinery. The used oil (SW305/306) from the servicing activity is normally taken away by the third party to its premise. However, there is no evidence that the third party has obtained any forms of authority to take away the used oil from the DOE.</p>	Minor nonconformance
<p><b>Criterion 5.4:</b> Efficiency of fossil fuel use and the use of renewable energy is optimised.</p>		
5.4.1 A plan for improving efficiency of the use of fossil fuels and to optimise renewable energy shall be in place and monitored. - Minor compliance -	<p>The mill and estates consistently monitored their fossil fuel consumption and kept records in order to get the information about efficient consumption. Among the management plans to improve efficiency were to ensure mill operation is running smoothly without interruption, therefore maximise the usage of turbine and eventually minimise the usage of generator set; to practice maintenance of machinery (such as tractors, vehicles and shovel) on schedule and continuous education to operators who handle the machinery so that the unnecessary running hours can be minimised.</p>	Complied
<p><b>Criterion 5.5:</b> Use of fire for preparing land or replanting is avoided, except in specific situations as identified in the ASEAN guidelines or other regional best practice.</p>		

Criterion / Indicator		Assessment Findings	Compliance
5.5.1	There shall be no land preparation by burning, other than in specific situations as identified in the 'Guidelines for the Implementation of the ASEAN Policy on Zero Burning' 2003, or comparable guidelines in other regions. - Major compliance -	There was no use of fire observed for land preparation at the newly replanted field. The oil palm trunks were felled, chipped and windrowed.	Complied
5.5.2	Where fire has been used for preparing land for replanting, there shall be evidence of prior approval of the controlled burning as specified in 'Guidelines for the Implementation of the ASEAN Policy on Zero Burning' 2003, or comparable guidelines in other regions. - Minor compliance -	Not applicable since no fire was used for preparing land for replanting.	Complied
<b>Criterion 5.6:</b> Plans to reduce pollution and emissions, including greenhouse gases, are developed, implemented and monitored.			

Criterion / Indicator	Assessment Findings	Compliance	
5.6.1	<p>An assessment of all polluting activities shall be conducted, including gaseous emissions, particulate/soot emissions and effluent (see Criterion 4.4).</p> <p>- Major compliance -</p>	<p>Assessment of all polluting activities was conducted under Environmental Aspect Impact for identifying activities that contributes significant impact to environment</p> <p>As prescribed under "Jadual Pematuhan, license# 001845, air emission from boiler stack have to be monitored twice per year. The emissions of all parameters tested were complied with their respective limits as stipulated in the EQ (Clean Air) Regulations 1978.</p> <p>Smoke emission was monitored using online system (CEMS-DIS) to DOE based on the transmitted data from boiler smoke density indicator and recorder. Emission result was found in compliance with the regulatory limit.</p> <p>For effluent discharge, regular monitoring was conducted as per requirement. Monthly and quarterly report was submitted to DOE. Refer to Indicator 4.4.3 for details.</p>	Complied
5.6.2	<p>Significant pollutants and greenhouse gas (GHG) emissions shall be identified, and plans to reduce or minimise them implemented.</p> <p>- Major compliance</p>	<p>Identification of significant pollutants and greenhouse gas (GHG) emissions has been done e.g. POME, diesel/fuel and fertilizer. Their usage have been recorded and documented at each of the operating units. The plan to reduce or minimise the GHG emission is in progress. This will be followed up during the next surveillance assessment.</p>	Complied

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5.6.3	A monitoring system shall be in place, with regular reporting on progress for these significant pollutants and emissions from estate and mill operations, using appropriate tools. - Minor compliance -	Monitoring and reporting of the significant pollutants to water, gaseous emissions to air and contamination on land are in place. Tools and systems used include the DOE online CEMS monitoring for air emissions, water quality at discharge points as per DID regulations and SW disposal were adhering to DOE requirements. Water samples were regularly taken every month and tested by mill environment officer in charge and analysed to ensure compliance to DOE requirements at final discharge points.  Monitoring of the GHG quantity was done through RSPO PalmGHG Calculator Version 3.0.1 is used and the management opted for full version was applied.	Complied
<b>Principle 6: Responsible consideration of employees and of individuals and communities affected by growers and millers.</b>			
<b>Criterion 6.1:</b> Aspects of plantation and mill management that have social impacts, including replanting, are identified in a participatory way, and plans to mitigate the negative impacts and promote the positive ones are made, implemented and monitored, to demonstrate continual improvement.			
6.1.1	A social impact assessment (SIA) including records of meetings shall be documented. - Major compliance -	Social Impact Assessment was carried out on 26/12/2017 in Keratong 03 POM and 28/12/2017 in Keratong 11 Estate by Certification & Due Diligence (CDD), Sustainability & Environment Department from Head Office through interviewed with the relevant internal and external stakeholder. Seen the attendance list of stakeholders involved and meeting minutes in the SIA process.	Complied

Criterion / Indicator		Assessment Findings	Compliance
6.1.2	There shall be evidence that the assessment has been done with the participation of affected parties. - Major compliance -	The SIA process was involved the participation of relevant stakeholders such as internal workers, settlers and government authorities. Seen the attendance list and meeting minutes for the SIA process.  Stakeholder meeting was carried out on 8/8/2017 for the whole complex of Keratong 03, Keratong 02 and Keratong 09 with the participation of relevant parties such as neighboring plantations, government authorities, local communities, internal workers. Meeting minutes was sighted and no issue was raised.	Complied
6.1.3	Plans for avoidance or mitigation of negative impacts and promotion of the positive ones, and monitoring of impacts identified, shall be developed in consultation with the affected parties, documented and timetabled, including responsibilities for implementation. - Major compliance -	Keratong 03 POM has developed a management plan where the plan has included the mitigation of negative impacts and also promotion of positive impacts as per the procedure "Penilaian Impak Sosial" dated 1/6/2016. Besides, specific timeline for the management to rectify the issue and person to be responsible were included into the plan. For eg:  <ul style="list-style-type: none"> <li>a. Negative Impact: Gate in front of the mill is too heavy. Action to be taken: Replacement of rail. Person in charge: Manager</li> <li>b. Positive Impact: Employment opportunity for the children of settlers. (FELSCO) Action to be taken: Job advertisement will be displayed. Person in charge: Manager</li> </ul> <p><b>Social Management Plan was developed with the negative and positive impacts identified in Keratong 11 Estate. Mitigation of negative impacts were clearly stated with the person to be responsible and the time frame to resolve. However, the action to promote the positive impacts have yet to be identified.</b></p>	Major nonconformance

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6.1.4	The plans shall be reviewed as a minimum once every two years and updated as necessary, in those cases where the review has concluded that changes should be made to current practices. There shall be evidence that the review includes the participation of affected parties. - Minor compliance -	Since this is Initial Assessment, no review of plan will be carried out. The plan was developed on 28/12/2017 for the mill and 28/12/2017 for Keratong 11 Estate.	Complied
6.1.5	Particular attention shall be paid to the impacts of smallholder schemes (where the plantation includes such a scheme). - Minor compliance -	No scheme smallholders involved in the certification unit.	Not applicable
<b>Criterion 6.2:</b> There are open and transparent methods for communication and consultation between growers and/or millers, local communities and other affected or interested parties.			
6.2.1	Consultation and communication procedures shall be documented. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Communication Policy dated 1/6/2014 to communicate with internal and external parties related to quality, environmental issues, safety and health. Besides, FGV has established " <i>Komunikasi, Penglibatan dan Rundingan</i> " procedure with Doc. No. ML-1A/L2-Pr12(0) dated 1/6/2016. The procedure has clearly outlined the process to handle with different type of communication such as communication with external party, communication with head office and communication with internal stakeholder. The time frame to response to external communication is 2 weeks from the date of receiving information.	Complied
6.2.2	A management official responsible for these issues shall be nominated. - Minor compliance -	Finance Clerk of Keratong 3 POM has been appointed as Head of Communication to handle any social issues and appointment letter dated 20/9/2017 were sighted. Assistant Manager of Keratong 11 Estate has been appointed as Officer of Communication to handle any social issues and appointment letter dated 1/8/2017 were sighted.	Complied



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Criterion / Indicator	Assessment Findings	Compliance
<p>6.2.3 A list of stakeholders, records of all communication, including confirmation of receipt and that efforts are made to ensure understanding by affected parties, and records of actions taken in response to input from stakeholders, shall be maintained. - Minor compliance -</p>	<p>Stakeholder list was developed where smallholders, neighboring schools, contractor, government authorities and local communities has included in the list. <b>However, government department such as Labour Department and NGO was not included in the list of Keratong 03 POM and Keratong 11 Estate.</b> Stakeholder meeting was carried out on 8/8/2017 for the whole complex of Keratong 03, Keratong 02 and Keratong 09 with the participation of relevant parties such as neighboring plantations, government authorities, local communities, internal workers. Meeting minutes was sighted and no issue was raised. Besides, Kelab Keluarga Dayabudi (KKD) was established in Keratong 03 POM and Keratong 11 Estate to build the relationship within members through social activities, welfare and sport. The meeting frequency stated in the Guideline of KKD established by FGV was at least once a month or anything which is urgent. <b>However, the last meeting conducted in Keratong 03 POM was on 11/5/2018 and 5/10/2017 and 20/1/2018 in Keratong 11 Estate where the meeting did not carry out as per the frequency stated in the Guideline of KKD.</b></p>	<p>Minor nonconformance</p>
<p><b>Criterion 6.3:</b> There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all effected parties.</p>		
<p>6.3.1 The system, open to all affected parties, shall resolve disputes in an effective, timely and appropriate manner, ensuring anonymity of complainants and whistleblowers, where requested. - Major compliance -</p>	<p>FGV Plantations (M) Sdn Bhd has established "<i>Menangani Aduan dan Rungutan</i>" procedure with Doc. No. ML-1A/L2-Pr13(0) dated 1/6/2016. Scope of the procedure covered all the complaints related to Project issues, damage or broken of housing, settlers issue under FELDA and social welfare of workers. The time taken to initiate the investigation shall be carried out within 7 days from the date of complaint lodged. The maximum time taken to resolve any issue was 2 months.</p>	<p>Complied</p>

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6.3.2	Documentation of both the process by which a dispute was resolved and the outcome shall be available. - Major compliance –	<p>The complaint book was implemented for external issues and housing repair form (Form RK 3) was implemented for internal workers in Keratong 03 POM. Maintenance order was issued to the contractor and the description of work, start date and end date was clearly stated in the order. Seen the Maintenance Order# 2402568089 dated 9/2/2018 for the issues raised on 9/2/2018.</p> <p>Keratong 11 Estate has implemented Complaint Book to record any complaints related to workers and housing issues. Besides, Form for Defects in Housing was implemented for the workers to lodge their complaint related to housing repair. Seen the form dated 10/4/2018 reported on the issues such as the lighting in the toilet. Repair works have been carried out by contractor verified through the <i>Surat Perintah Kerja</i>.</p>	Complied
<p><b>Criterion 6.4:</b> Any negotiations concerning compensation for loss of legal, customary or user rights are dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions.</p>			
6.4.1	A procedure for identifying legal, customary or user rights, and a procedure for identifying people entitled to compensation, shall be in place. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed procedure on " <i>Pengenalpastian dan penyelesaian pertikaian tanah</i> " with Doc. No. ML-1A/L2-Pr10 dated 1/6/2016. The objective of the procedure is to handle and monitor issue raised from local communities on customary or user rights. Procedure on the compensation to the people entitled and monitoring of boundary stone was detailing in the procedure. Compensation will be paid according to basic cost/ acre and market land price and handled by Legal Department in FGV.	Complied

Criterion / Indicator	Assessment Findings	Compliance
6.4.2	A procedure for calculating and distributing fair compensation (monetary or otherwise) shall be established and implemented, monitored and evaluated in a participatory way, and corrective actions taken as a result of this evaluation. This procedure shall take into account: gender differences in the power to claim rights, ownership and access to land; differences of transmigrants and long-established communities; and differences in ethnic groups' proof of legal versus communal ownership of land. - Minor compliance -	Procedure as per the criteria 6.4.1.  Complied
6.4.3	The process and outcome of any negotiated agreements and compensation claims shall be documented, with evidence of the participation of affected parties, and made publicly available. - Major compliance -	No issues related to loss of legal customary rights with indigenous peoples, local communities, settlers and other stakeholders reported during the time of audit through interviewed with the settlers.  Complied
<b>Criterion 6.5:</b> Pay and conditions for employees and for contract workers always meet at least legal or industry minimum standards and are sufficient to provide decent living wages.		

<p>6.5.1</p>	<p>Documentation of pay and conditions shall be available. - Major compliance -</p>	<p>FGV Plantations (M) Sdn Bhd has developed a guideline on the payment rate of work for workers in plantations [<i>"Panduan Kadar Upah Kerja Pekerja Pentadbiran dan Operasi Ladang (KUK Bil 5) dated 1/1/2017"</i>] by Operation Department of FGVPM.</p> <p>The mill and estates consist of local workers, foreign workers and contract workers. The management has included basic pay, net pay, gross pay and deduction of salary on the pay slip. Payslip for January 2018, February 2018 and April 2018 based on the crop summary for direct employment workers was sampled as below:</p> <ul style="list-style-type: none"> <li>a. Employee No.: 1204039 (K3POM)</li> <li>b. Employee No.: 1211020 (K3POM)</li> <li>c. Employee No.: 1200978 (K3POM)</li> <li>d. Employee No.: 1209031 (K3POM)</li> <li>e. Employee No.: 1204031 (K3POM)</li> <li>f. ID No.: 770520-06-56XX (K3POM Contractor's Worker) – March &amp; April 2018</li> <li>g. ID No.: 980605-06-52XX (K3POM Contractor's Worker) – March &amp; April 2018</li> <li>h. ID No.: 960423-01-70XX (K3POM Contractor's Worker) – March &amp; April 2018</li> <li>i. Employee No.: FW04830298 (K11E)</li> <li>j. Employee No.: FW04830108 (K11E)</li> <li>k. Employee No.: FW04830296 (K11E)</li> <li>l. Employee No.: LW04830020 (K11E)</li> <li>m. Employee No.: LW04830045 (K11E)</li> <li>n. Employee No.: FW04830344 (K11E)</li> <li>o. Passport No.: AU 127350 (Contractor's Worker in K11E) (February – April 2018)</li> <li>p. Passport No.: B 1955669 (Contractor's Worker in K11E) (February – April 2018)</li> </ul> <p>The sampled workers have achieved Minimum Wage order 2016.</p>	<p>Complied</p>
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Criterion / Indicator	Assessment Findings	Compliance
	Keratong 11 Estate has obtained approval from Labour Office with Ref. No. (22) dlm BHG. PU/9/129 Jld 23 dated 26/4/2016 to deduct the wages for electricity and water bill and the medical fees that exceeded limit.	

<p>6.5.2</p>	<p>Labour laws, union agreements or direct contracts of employment detailing payments and conditions of employment (e.g. working hours, deductions, overtime, sickness, holiday entitlement, maternity leave, reasons for dismissal, period of notice, etc.) shall be available in the languages understood by the workers or explained carefully to them by a management official. - Major compliance -</p>	<p>A Collective Agreement was made between FGV Plantations (M) Sdn Bhd and Workers' Association for FGV Plantations (Malaysia) Sdn Bhd (<i>Semenanjung</i>) which effective from 1/1/2016 – 31/12/2018. The collective agreement has detailed out all the wages, annual leave, welfare and amenities and discipline.</p> <p>Employment contracts/ Offer letters are available in language that understood by workers. The contract has detailing the payments whereas the employment conditions such as period of working, medical assistance, transportation provided and termination of services was referring to "<i>Perjanjian Bersama Antara Felda Palm Industries Sdn Bhd dengan Kesatuan Pekerja-Pekerja Felda Palm Industries Sdn Bhd Semenanjung</i>" which valid from 1/1/2016 – 31/12/2018 for mill workers. The offer letter/ contract was signed by the workers and sampled as below:</p> <ul style="list-style-type: none"> <li>a. Employee No.: 1211386 (K3POM)</li> <li>b. Employee No.: 1204039 (K3POM)</li> <li>c. Employee No.: 1204005 (K3POM)</li> <li>d. Employee No.: 1200978 (K3POM)</li> <li>e. Employee No.: 1209031 (K3POM)</li> <li>f. ID No.: 770520-06-56XX (K3POM Contractor's Worker)</li> <li>g. ID No.: 980605-06-52XX (K3POM Contractor's Worker)</li> <li>h. ID No.: 960423-01-70XX (K3POM Contractor's Worker)</li> <li>i. Employee No.: FW04830298 (K11E)</li> <li>j. Employee No.: FW04830438 (K11E)</li> <li>k. Employee No.: FW04830289 (K11E)</li> <li>l. Employee No.: FW04830296 (K11E)</li> <li>m. Employee No.: LW04830045 (K11E)</li> <li>n. Employee No.: FW04830344 (K11E)</li> <li>o. Passport No.: AU 127350 (Contractor's Worker in K11E)</li> <li>p. Passport No.: B 1955669 (Contractor's Worker in K11E)</li> </ul>	<p>Complied</p>
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Criterion / Indicator		Assessment Findings	Compliance
		Keratong 03 POM has obtained Exceeded Overtime Limit Permit from Pejabat Tenaga Kerja Pekan with Ref. No. PMT10605/2014/0002 dated 29/42014 was sighted. The maximum overtime per month is 130 hours and other terms and conditions were clearly stated in the per	
6.5.3	Growers and millers shall provide adequate housing, water supplies, medical, educational and welfare amenities to national standards or above, where no such public facilities are available or accessible. - Minor compliance –	The management has provided free housing for all the employees. Water and electricity was supplied by government and subsidized by the management for RM 3/ person and capped to maximum RM15 per household. The employees have provided with AIA Medical Card where they are allowed to visit any panel clinic without paying the medical fees. New hostel and 6 doors single storey terrace of new housing will be constructed in Keratong 11 Estate to be expected to complete on September 2018. Contract has been awarded to contractor and seen the Letter of Award. This will be further verify on the completion during next audit.	Complied
6.5.4	Growers and millers shall make demonstrable efforts to monitor and improve workers’ access to adequate, sufficient and affordable food. - Minor compliance –	Sundry shops were found at the housing complex compound. The workers are able to access to adequate, sufficient and affordable foods and goods.	Complied
<b>Criterion 6.6:</b> The employer respects the rights of all personnel to form and join trade unions of their choice and to bargain collectively. Where the right to freedom of association and collective bargaining are restricted under law, the employer facilitates parallel means of independent and free association and bargaining for all such personnel.			
6.6.1	A published statement in local languages recognising freedom of association shall be available. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Freedom to Voice and Freedom of Association Policy dated 1/6/2014. The company does not prohibit the employees to join any registered association approved by FGV. Interviewed with the workers confirmed that they are allowed to join any association and have freedom to voice out their issues.	Complied

Criterion / Indicator		Assessment Findings	Compliance
6.6.2	Minutes of meetings with main trade unions or workers representatives shall be documented. - Minor compliance -	Felda Palm Industries Sdn Bhd Keratong 3 POM branch has established a Workers' Committee and meeting was last conducted on 20/11/2017. Meeting minutes was sighted. No issue was raised.	Minor nonconformance
<b>Criterion 6.7:</b> Children are not employed or exploited.			
6.7.1	There shall be documentary evidence that minimum age requirements are met. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Child Labour Policy dated 1/6/2014 where the company will not recruit any individual who less than 18 years old to work in plantations. Besides, " <i>Mengelak Penggajian Buruh Kanak-kanak</i> " procedure with Doc. No. ML-1A/L2-Pr18(0) dated 1/6/2016 was developed to ensure no child labour was recruited. Records of each worker should be maintained. Document reviewed on the list of workers confirmed that no employee under 18 years old was recruited. Interviewed with the workers confirmed that no child labour was employed.	Complied
<b>Criterion 6.8:</b> Any form of discrimination based on race, caste, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation, or age, is prohibited.			
6.8.1	A publicly available equal opportunities policy including identification of relevant/affected groups in the local environment shall be documented. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has established Equal Opportunity Policy with Doc. No. ML-1A/L1-Po2(0) dated 1/6/2014. The company was committed to ensure all the employees were treated equally. Policy was displayed at the notice board outside the office and was briefed to workers during morning muster on 2/2/2018.	Complied



Criterion / Indicator		Assessment Findings	Compliance
6.8.2	Evidence shall be provided that employees and groups including local communities, women, and migrant workers have not been discriminated against. - Major compliance -	Through document reviewed on the list of employees found that the composition of workers are local, foreign workers and contract workers, male and female workers. Interviewed with the sampled female and male workers from different nationalities confirmed that no discrimination was happened. They are allowed to transfer work station by getting approval from management if they felt unfit on the station assigned. Overtime was offered fairly to the workers without any prejudice or bias.	Complied
6.8.3	It shall be demonstrated that recruitment selection, hiring and promotion are based on skills, capabilities, qualities, and medical fitness necessary for the jobs available. - Minor compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Recruitment of Foreign Workers Policy dated 1/6/2014 where the company will comply with the Minimum Wage Order and will not discriminate on the selection of workers. Besides, the company has generated procedure on "Kemasukan Pekerja Asing Ke Ladang" with Doc. No. ML-1A/L5-AP10(0) and "Penempatan Pekerja Asing" with Doc. No. ML-1A/L5-AP11(0) dated 1/6/2016. Process of recruitment was based on medical fitness, qualities and capabilities. In addition, a procedure titled "Manual Pengurusan Tenaga Kerja Ladang Felda Global Ventures Holding" with Doc. No. FGV/JTK/POL/001 dated 1/3/2017 was developed to explain the process of recruitment of foreign workers based on the medical fitness and physical capabilities.	Complied
<b>Criterion 6.9:</b> There is no harassment or abuse in the work place, and reproductive rights are protected.			
6.9.1	Policy to prevent sexual and all other forms of harassment and violence shall be implemented and communicated to all levels of the workforce. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Sexual Harassment, Violence and Reproductive Rights Policy dated 1/6/2014. The company is committed to protect the rights of women on the reproductive and family planning. Discrimination is not allowed in the company. Policy was displayed at the notice board outside the office and was briefed to workers during morning muster. Interviewed with the female employees found that they were aware of the function of KKD and all the policies.	Complied

Criterion / Indicator		Assessment Findings	Compliance
6.9.2	A policy to protect the reproductive rights of all, especially of women, shall be implemented and communicated to all levels of the workforce. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Sexual Harassment, Violence and Reproductive Rights Policy dated 1/6/2014. The company is committed to protect the rights of women on the reproductive and family planning. Discrimination is not allowed in the company. The women employees were given rights to breast-feeding to their babies. Policy was displayed at the notice board outside the office and was briefed to workers during morning muster. Besides, it was also briefed during KKD meeting conducted on 11/5/2018. Interviewed with the female employees found that they were aware of the function of KKD and all the policies.	Complied
6.9.3	A specific grievance mechanism which respects anonymity and protects complainants where requested shall be established, implemented, and communicated to all levels of the workforce. - Minor compliance -	FGV Plantations (M) Sdn Bhd has developed procedure on " <i>Menangani Aduan Melalui Jawatankuasa Wanita</i> " with Doc. No. ML-1A/L2-Pr14(0) dated 1/6/2016. Flowchart to handle any sexual harassment or violence case reported was established. Gender Committee was established to monitor and handle any issue related to sexual harassment, violence and reproductive rights.  Kelab Keluarga Dayabudi (KKD) was established in Keratong 03 POM and Keratong 11 Estate to build the relationship within members through social activities, welfare and sport. The meeting frequency stated in the Guideline of KKD established by FGV was at least once a month or anything which is urgent. Seen the meeting minutes dated 11/5/2018 in Keratong 03 POM and 20/1/2018 in Keratong 11 Estate and briefing of sexual harassment procedure and policy was conducted during the meeting. Interviewed with the female workers confirmed that no case of sexual harassment and violence reported so far.	Complied
<b>Criterion 6.10:</b> Growers and mills deal fairly and transparently with smallholders and other local businesses.			
6.10.1	Current and past prices paid for Fresh Fruit Bunches (FFB) shall be publicly available. - Minor compliance -	The current price and past price for May 2018 was displayed at the weighbridge's counter as per MPOB pricing.	Complied

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6.10.2	Evidence shall be available that growers/millers have explained FFB pricing, and pricing mechanisms for FFB and inputs/services shall be documented (where these are under the control of the mill or plantation). - Major compliance -	Keratong 03 POM was receiving FFB from internal supply bases and outsider crops. Interviewed with the settler confirmed that they were explained on pricing mechanism.	Complied
6.10.3	Evidence shall be available that all parties understand the contractual agreements they enter into, and that contracts are fair, legal and transparent. - Minor compliance -	Contract of agreement for the contractors were verified and sampled as below: a. Company Name: Tinta Bumi Enterprise for supplying workers to carry out grading of FFB which valid from 1/3/2018 to 31/5/2018. b. Company Name: Bengkel Sening for supplying workers to service the sterilizer on ad-hoc basis.  <b>The contractor, Perniagaan Maju Bera has ran sundry shop business inside the estate. However, no agreement between the company and the contractor was sighted to allow him to run the business.</b>	Minor nonconformance
6.10.4	Agreed payments shall be made in a timely manner. - Minor compliance -	In the Surat Perintah Kerja (SPK), it stated the payment will be due in 30 days. The contractor has issued invoice to the company and the company have cross-checked with the work complete form and will issued Good Receipt to the contractors. Payment vouchers issued to the contractor once the payment is done. Sampled the payment records for supplying workers for grading of FFB found that the payment was made within 7 days from the date of invoice submitted to the company. Interviewed with sampled contractors confirmed that payment was made promptly.	Complied
<b>Criterion 6.11:</b> Growers and millers contribute to local sustainable development where appropriate.			

Criterion / Indicator		Assessment Findings	Compliance
6.11.1	Contributions to local development that are based on the results of consultation with local communities shall be demonstrated. - Minor compliance –	Keratong 3 POM has made contribution to the local communities and society upon request from the stakeholders. For eg: <i>Majlis Ugama Islam dan Adat Resam Melayu Pahang</i> has requested for donation from the company for some religion event through formally wrote in to the management. The management has donated and seen the receipt of donation and acknowledgement by the stakeholder. Besides, <i>Tabung Kebajikan Felda</i> has offered scholarship to the children of employees to further tertiary studies. Seen the application form from the worker dated 17/5/2017. Keratong 11 Estate has organized Labour Day and sport day and seen the photo evident of the activities have been conducted. Farewell party was held to the staff that completed their service in the estate.	Complied
6.11.2	Where there are scheme smallholders, there shall be evidence that efforts and/or resources have been allocated to improve smallholder productivity. - Minor compliance –	No scheme smallholders involved in the certification unit.	Not applicable
<b>Criterion 6.12:</b> No forms of forced or trafficked labour are used.			

Criterion / Indicator		Assessment Findings	Compliance
6.12.1	There shall be evidence that no forms of forced or trafficked labour are used. - Major compliance -	<p>The company has recruited all the employees with legal identification for local and valid passport and work permit for foreign workers. Contract of employment was signed by the workers prior to work. Sampled of foreign workers with valid work permit as below:</p> <ul style="list-style-type: none"> <li>a. Permit No.: PD 9237363 valid until 12/10/2018 (K11E)</li> <li>b. Permit No.: PD 8926490 valid until 8/10/2018 (K11E)</li> <li>c. Permit No.: PD 8704848 valid until 28/10/2018 (K11E)</li> <li>d. Permit No.: PD 7922627 valid until 19/6/2018 (K11E)</li> <li>e. Permit No.: PD 8925020 valid until 8/10/2018 (K11E)</li> </ul> <p>Passport of the workers were kept by the management by signed the consent letter by the workers. The workers surrendered the passport voluntarily for safe keeping verified through interviewed with the sampled workers. They are allowed to get back passport anytime. For eg: when they travelled back to home country for holiday.</p> <p>2 of the workers (Passport No.: AU 127350 and B 1955669) from contractor in Keratong 11 Estate has yet to obtain the work permit since 12/8/2016. Payment was made by the contractor on 14/9/2017 and follow-up was done.</p>	Complied
6.12.2	Where applicable, it shall be demonstrated that no contract substitution has occurred. - Minor compliance –	Interviewed with the foreign workers confirmed that no contract substitution has occurred. Besides, FGV has also developed a policy where they are committed with no practice of substitution of contract.	Complied

Criterion / Indicator		Assessment Findings	Compliance
6.12.3	Where temporary or migrant workers are employed, a special labour policy and procedures shall be established and implemented. - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Recruitment of Foreign Workers Policy dated 1/6/2014 where the company will not discriminate on the selection of workers and no substitution of contract. Besides, orientation program on the language, safety, labour law and cultural practices were included into the policy. The company also will provide decent living condition and insurance to all the workers. Interviewed with the workers confirmed that they will be allocated at Nilai One Stop Centre for induction training prior send to individual estates. Besides, AIA medical card was provided to all the workers.	Complied
<b>Criterion 6.13:</b> Growers and millers respect human rights.			
6.13.1	A policy to respect human rights shall be documented and communicated to all levels of the workforce and operations (see Criteria 1.2 and 2.1). - Major compliance -	Felda Global Ventures Plantations (M) Sdn Bhd has developed Human Rights dated 1/6/2014. FGV is committed and support human rights. Policy was displayed at the notice board outside the office and was briefed to workers during morning muster on 2/2/2018.	Complied
6.13.2	As long as children of foreign workers in Sabah and Sarawak are ineligible to attend government school, the plantation companies should engage in a process to secure these children access to education as a moral obligation.	Not applicable for the certification unit.	Not applicable
<b>Principle 7: Responsible development of new plantings</b>			
FGVP(M) Keratong 3 Palm Oil Mill Certification Unit and supply base did not carry out any new plantings since November 2005. Therefore, Principle 7 is not applicable during this initial assessment. The immature areas are replanted area.			
<b>Principle 8: Commitment to continual improvement in key areas of activity</b>			
<b>Criterion 8.1:</b> Growers and millers regularly monitor and review their activities, and develop and implement action plans that allow demonstrable continual improvement in key operations.			

Criterion / Indicator	Assessment Findings	Compliance
<p>8.1.1</p>	<p>The action plan for continual improvement shall be implemented, based on a consideration of the main social and environmental impacts and opportunities of the grower/mill, and shall include a range of Indicators covered by these Principles and Criteria.</p> <p>As a minimum, these shall include, but are not necessarily be limited to:</p> <ul style="list-style-type: none"> <li>• Reduction in use of pesticides(Criterion 4.6);</li> <li>• Environmental impacts (Criteria 4.3, 5.1 and 5.2);</li> <li>• Waste reduction (Criterion 5.3);</li> <li>• Pollution and greenhouse gas (GHG) emissions (Criteria 5.6 and 7.8);</li> <li>• Social impacts (Criterion 6.1);               <ul style="list-style-type: none"> <li>• Optimising the yield of the supply base.</li> </ul> </li> </ul> <p>- Major compliance -</p>	<p>Continual improvement plans at the mill were incorporated with the ISO management system which covering the aspects of quality, occupational safety and environment objectives and target. Verification of the established programme to achieve the set target showed that the implementation of action plan was effective.</p> <p>At the estates, continual improvement was focusing mainly on reduction of pesticides consumption through implementation of IPM and reduction of wastes through recycling programme.</p> <p>Complied</p>

**Appendix B: Approved Time Bound Plan**

Time Bound Plan Forecast For RSPO Certification of All FGV Palm Oil Mills & Supply Bases					
	Palm Oil Mill	Supply bases (estates, plantations, associations)			
		Internal			
		FFB Supplier	Certification Year	Certification standard	Status
1	KS Selancar 2B	FGVPM Selancar 06	2017	MYNI 2014	Certified
		FGVPM Selancar 08	2017	MYNI 2014	
		FGVPM Selancar 09	2017	MYNI 2014	
2	KS Aring A	FGVPM Aring 02	2017	MYNI 2014	Certified
		FGVPM Aring 03	2017	MYNI 2014	
		FGVPM Aring 04	2017	MYNI 2014	
		FGVPM Aring 05	2017	MYNI 2014	
		FGVPM Aring 06	2017	MYNI 2014	
		FGVPM Aring 08	2017	MYNI 2014	
		FGVPM Aring 10	2017	MYNI 2014	
		FGVPM Aring 11	2017	MYNI 2014	
3	KS Selendang	FGVPM Selendang 3	2017	MYNI 2014	Certified
		FGVPM Selendang 4	2017	MYNI 2014	
		FGVPM Selendang 5	2017	MYNI 2014	
		FGVPM Berabong 1	2017	MYNI 2014	
4	KS Bukit Sagu	FGVPM Bukit Sagu 04	2017	MYNI 2014	Certified
		FGVPM Bukit Sagu 06	2017	MYNI 2014	
		FGVPM Bukit Sagu 07	2017	MYNI 2014	
		FGVPM Bukit Sagu 08	2017	MYNI 2014	
5	KS Keratong 9	FGVPM Bera Selatan 05	2017	MYNI 2014	Certified
		FGVPM Bera Selatan 07	2017	MYNI 2014	
		FGVPM Merchong	2017	MYNI 2014	
		FGVPM Keratong Timur	2017	MYNI 2014	
		FASSB Merchong	2017	MYNI 2014	
6	KS Lepar Utara 6	FGVPM Lepar Utara 07	2017	MYNI 2014	Certified
		FGVPM Lepar Utara 08	2017	MYNI 2014	
		FGVPM Lepar Utara 09	2017	MYNI 2014	
		FGVPM Lepar Utara 11	2017	MYNI 2014	



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7	KS Maokil	FGVPM Maokil 6	2018	MYNI 2014	Certified
		FGVPM Maokil 7	2018	MYNI 2014	
8	KS Kemasul	FGVPM Mengkarak 1	2018	MYNI 2014	Certified
		FGVPM Mengkarak 2	2018	MYNI 2014	
9	KS Krau	FGVPM Krau 2	2018	MYNI 2014	Certified
		FGVPM Krau 4	2018	MYNI 2014	
10	KS Lepar Hilir	FGVPM Lepar Hilir 5	2017	MYNI 2014	Certified
		FGVPM Lepar Hilir 6	2017	MYNI 2014	
		FGVPM Lepar Hilir 8	2017	MYNI 2014	
11	KS Triang	FGVPM Triang 2	2017	MYNI 2014	Certified
		FGVPM Triang Selatan 1	2017	MYNI 2014	
		FGVPM Triang 4	2017	MYNI 2014	
12	KS Kechau B	FGVPM Kechau 02	2017	MYNI 2014	Certified
		FGVPM Kechau 03	2017	MYNI 2014	
		FGVPM Kechau 06	2017	MYNI 2014	
		FGVPM Kechau 07	2017	MYNI 2014	
		FGVPM Kechau 08	2017	MYNI 2014	
		FGVPM Kechau 09	2017	MYNI 2014	
		FGVPM Kechau 10	2017	MYNI 2014	
		FGVPM Kechau 11	2017	MYNI 2014	
		FGVPM Telang 01	2017	MYNI 2014	
		FGVPM Chegar Perah 02	2017	MYNI 2014	
FASSB Telang	2017	MYNI 2014			
13	KS Palong Timur	FGVPM Palong Timur 4/5	2018	MYNI 2014	Certified
		FGVPM Palong Timur 6	2018	MYNI 2014	
14	Besout	FGVPM Besout 06	2018	MYNI 2014	Certified
		FGVPM Besout 07	2018	MYNI 2014	
15	KS Neram	FGVPM Cherul 03	2018	MYNI 2014	Certified
16	KS Chini 3	FGVPM Terapai 1	2018	MYNI 2014	Certified
		FGVPM Chini Timur 4	2018	MYNI 2014	
17	KS Chiku	FGVPM Ciku 4	2018	MYNI 2014	Main Audit
		FGVPM Ciku 8	2018	MYNI 2014	
18	KS Keratong 2	FGVPM Bera Selatan 3	2018	MYNI 2014	Main Audit
19	KS Serting	FGVPM Palong 17	2018	MYNI 2014	Certified
		FGVPM Palong 18	2018	MYNI 2014	
		FGVPM Palong 21	2018	MYNI 2014	

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		FGVPM Serting Hilir 08	2018	MYNI 2014	
20	KS Keratong 3	FGVPM Keratong 11	2019	MYNI 2014	Main Audit
21	KS Kerteh	FASSB Kerteh	2019	MYNI 2014	Main Audit
		FGVPM Semaring 01	2019	MYNI 2014	
22	KS Kota Gelanggi	FASSB PPTR	2018	MYNI 2014	Main Audit
		FASSB Kota Gelanggi 5/6	2018	MYNI 2014	
23	KS Jengka 21	FASSB Jengka 24/25	2018	MYNI 2014	Main Audit
24	KS Penggeli	FGVPM Inas Selatan	2018	MYNI 2014	Main Audit
25	KS Belitong	FASSB Ulu Belitong	2019	MYNI 2014	Main Audit
		FGVPM Bukit Tongkat B	2019	MYNI 2014	
26	KS Kulai	FASSB Bkt Besar/Taib Andak	2019	MYNI 2014	Main Audit
27	KS Adela	FGVPM Kledang 2	2018	MYNI 2014	Main Audit
28	KS Serting Hilir	FGVPM Tembangau 03	2018	MYNI 2014	Main Audit
		FGVPM Tembangau 05	2018	MYNI 2014	
		FGVPM Tembangau 06	2018	MYNI 2014	
		FGVPM Tembangau 07	2018	MYNI 2014	
		FGVPM Tembangau 08	2018	MYNI 2014	
		FGVPM Tembangau 09	2018	MYNI 2014	
		FGVPM Serting Hilir 8	2018	MYNI 2014	
		FGVPM Serting Hilir 9	2018	MYNI 2014	
		FASSB Serting Hilir	2018	MYNI 2014	
29	KS Bukit Kepayang	FGVPM Terapai 3	2018	MYNI 2014	Main Audit
30	KS Jerangau Baru	FGVPM Rantau Abang 1	2018	MYNI 2014	Certified
		FGVPM Rantau Abang 2	2018	MYNI 2014	
		FGVPM Chador 1	2018	MYNI 2014	
31	KS Tenggaroh	FGVPM Tenggaroh 9	2018	MYNI 2014	Main Audit
		FGVPM Tenggaroh 11	2018	MYNI 2014	
		FGVPM Tenggaroh 13	2018	MYNI 2014	
32	KS Nitar	FGVPM Nitar Timur	2018	MYNI 2014	Main Audit
33	KS Chalok	FGVPM Setiu 1	2018	MYNI 2014	Main Audit
34	KS Waha	FGVPM Bukit Aping Selatan	2019	MYNI 2014	Main Audit
35	KS Sampadi	FGVPM Sampadi 1	2018	MYNI 2014	Internal Audit
		FGVPM Sampadi 3	2018	MYNI 2014	
		FGVPM Sampadi 4	2018	MYNI 2014	
		FGVPM Sampadi 5	2018	MYNI 2014	
		FGVPM Sampadi 6	2018	MYNI 2014	

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36	KS Mempaga	n/a	n/a	n/a	Internal Audit
		n/a	n/a	n/a	
37	KS Kalabakan	FGVPM Kalabakan Utara 01	2019	MYNI 2014	Internal Audit
		FGVPM Kalabakan Selatan	2019	MYNI 2014	
38	KS Kembara Sakti	FGVPM Sahabat 30	2019	MYNI 2014	Internal Audit
		FGVPM Sahabat 35	2019	MYNI 2014	
		FGVPM Sahabat 40	2019	MYNI 2014	
		FGVPM Sahabat 41	2019	MYNI 2014	
		FGVPM Sahabat 42	2019	MYNI 2014	
		FGVPM Sahabat 30	2019	MYNI 2014	
39	KS Nilam Permata	FGVPM Sahabat 50	2019	MYNI 2014	Internal Audit
		FGVPM Sahabat 51	2019	MYNI 2014	
		FGVPM Sahabat 52	2019	MYNI 2014	
		FGVPM Sahabat 53	2019	MYNI 2014	
		FGVPM Sahabat 54	2019	MYNI 2014	
40	KS Hamparan Badai	FGVPM Sahabat 23	2019	MYNI 2014	Internal Audit
		FGVPM Sahabat 24	2019	MYNI 2014	
		FGVPM Sahabat 26	2019	MYNI 2014	
		FGVPM Sahabat 28	2019	MYNI 2014	
		FGVPM Sahabat 31	2019	MYNI 2014	
		FGVPM Sahabat 33	2019	MYNI 2014	
		FGVPM Sahabat 34	2019	MYNI 2014	
		FASSB Tambisan Sahabat 59	2019	MYNI 2014	
		FGVPM Sahabat 21	2019	MYNI 2014	
		FGVPM Sahabat 22	2019	MYNI 2014	
41	KS Mercu Puspita	FGVPM Sahabat 07	2019	MYNI 2014	Internal Audit
		FGVPM Sahabat 46	2019	MYNI 2014	
		FGVPM Sahabat 48	2019	MYNI 2014	
		FASSB Sahabat 06	2019	MYNI 2014	
42	KS Lancang Kemudi	FGVPM Sahabat 10	2019	MYNI 2014	Internal Audit
		FGVPM Sahabat 36	2019	MYNI 2014	
		FGVPM Sahabat 38	2019	MYNI 2014	
		FGVPM Sahabat 39	2019	MYNI 2014	
		FGVPM Sahabat 44	2019	MYNI 2014	
		FGVPM Sahabat 45	2019	MYNI 2014	
43	KS Embara Budi	FGVPM Sahabat 11	2019	MYNI 2014	Internal Audit

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		FGVPM Sahabat 12	2019	MYNI 2014	
		FGVPM Sahabat 17	2019	MYNI 2014	
		FGVPM Sahabat 56	2019	MYNI 2014	
		FGVPM Sahabat 20	2019	MYNI 2014	
		FGVPM Sahabat 25	2019	MYNI 2014	
		FASSB Sahabat 17	2019	MYNI 2014	
44	KS Baiduri Ayu	FGVPM Sahabat	2019	MYNI 2014	Internal Audit
		FGVPM Sahabat	2019	MYNI 2014	
		FGVPM Sahabat	2019	MYNI 2014	
45	KS Umas	FGVPM Sahabat	2019	MYNI 2014	Internal Audit
		FGVPM Sahabat	2019	MYNI 2014	
46	KS Tenggaroh Timur	FGVPM Tenggaroh 12	2019	MYNI 2014	Internal Audit
		FGVPM Tenggaroh Timur 2	2019	MYNI 2014	
47	KS Selancar 2A	n/a	n/a	n/a	Internal Audit
48	KS Bukit Mendi	n/a	n/a	n/a	Internal Audit
49	KS Jengka 8	n/a	n/a	n/a	Internal Audit
50	KS Jengka 18	n/a	n/a	n/a	Internal Audit
51	KS Jengka 3	n/a	n/a	n/a	Internal Audit
52	KS Padang Piol	n/a	n/a	n/a	Internal Audit
53	KS Tersang	n/a	n/a	n/a	Internal Audit
54	KS Pontian Fico	Pontian Fico	2017	MYNI 2014	Internal Audit
		Pontian Subok	2017	MYNI 2014	
		Pontian Orico	2017	MYNI 2014	
		Pontian Pendirosa	2017	MYNI 2014	
		Pontian Kuril	2017	MYNI 2014	
		Pontian Hilco	2017	MYNI 2014	
		Rawajaya Sdn Bhd	2017	MYNI 2014	
		Blossom	2017	MYNI 2014	
55	KS Tementi	FGVPM Bera Selatan 1	2018	MYNI 2014	Internal Audit
		FGVPM Bera Selatan 4	2018	MYNI 2014	
56	KS Kemahang	n/a	n/a	n/a	Internal Audit
57	KS Chini 2	n/a	n/a	n/a	Internal Audit
58	KS Jerangau Barat	n/a	n/a	n/a	Internal Audit
59	KS Trolak	n/a	n/a	n/a	Internal Audit
60	KS Semenchu	n/a	n/a	n/a	Internal Audit
61	KS Panching	n/a	n/a	n/a	Internal Audit

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62	KS Air Tawar	n/a	n/a	n/a	Internal Audit
63	KS Lok Heng	n/a	n/a	n/a	Internal Audit
64	KS Sg Tenggi	n/a	n/a	n/a	Internal Audit
65	KS Pasoh	n/a	n/a	n/a	Internal Audit
66	KS Kahang	n/a	n/a	n/a	Internal Audit
67	Asian Plantation Milling Sdn Bhd	Incosetia Sdn Bhd	2021	Group Cert	Internal Audit
		Kronos Plantations Sdn Bhd	2021	Group Cert	
		Fortune Plantation Sdn Bhd	2021	Group Cert	
		BJ Corporation Sdn Bhd	2021	Group Cert	
68	Tanah Emas Oil Palm Processing	Tanah Emas Corporation Berhad (TECB)	2021	Group Cert	Internal Audit
		Ladang Kluang	2021	Group Cert	
		Yapidmas D	2021	Group Cert	
		Sri Mosta 1	2021	Group Cert	
		Sri Mosta 2	2021	Group Cert	
		Sri Mosta 3	2021	Group Cert	
		Cepat Ringgit A	2021	Group Cert	
		Cepat Ringgit B	2021	Group Cert	
		Cepat Ringgit D	2021	Group Cert	
		Karamuak	2021	Group Cert	
		Sg Milian	2021	Group Cert	
		Sg Imbak	2021	Group Cert	
Kuamut	2021	Group Cert			
69	PT Citra Niaga Perkasa	TBA	2021	INA-NIWG	Internal Audit
70	PT Temilia Agro Abadi	TBA	2021	INA-NIWG	Internal Audit
71	FGV estate without mill (Paloh)	Paloh	2021	INA-NIWG	Internal Audit

n/a – not applicable

tbd – to be determined

Individual External FFB Supplier will be listed from time to time within the time bound plan period

Lit of External FFB Suppliers are based on 2016 active supplier list

Certification Standard for Felda/FTP, Independent Settlers and Third Party FFB suppliers are subject to change.

**Appendix C: GHG Reporting Executive Summary**

The GHG emissions that were produced in 2017 for Keratong 3 Palm Oil Mill and supply base was calculated using the PalmGHG Calculator version 3.0.1. The assessment team had verified the data input in the PalmGHG Calculator against operations records. PalmGHG Calculation Options selected 'Full version' and 'Exclude LUC Emission' calculation option is not applied. The records verified includes:

- i. Estates area planted data
- ii. Fuel consumed
- iii. Mill datas include CPO produced, PKO Produced and FFB Processed
- iv. Fertilizer consumed data for both estates and smallholders.

The summary of the Net GHG emitted in 2017 for Keratong 3 Palm Oil Mill and supply base are as following:

Emission per product	tCO <sub>2</sub> e/tProduct
CPO	8.21
PKO	0

Extraction	%
OER	18.80
KER	4.79

Production	t/yr
FFB Process	11998.09
CPO Produced	2255.64
PKO Produced	574.70

Land Use	Ha
OP Planted Area	984.24
OP Planted on peat	-
Conservation (forested)	-
Conservation (non-forested)	-
<b>Total</b>	<b>984.24</b>

**Summary of Field Emission and Sink**

	Own Crop*		Group		3 <sup>rd</sup> Party		Total	
	tCO <sub>2</sub> e	tCO <sub>2</sub> e / FFB	tCO <sub>2</sub> e	tCO <sub>2</sub> e / FFB	tCO <sub>2</sub> e	tCO <sub>2</sub> e / FFB	tCO <sub>2</sub> e	tCO <sub>2</sub> e / FFB
<b>Emission</b>								
Land Conversion	2,892.96	0.22						
CO <sub>2</sub> Emission from fertilizer	651.04	0.05						
NO <sub>2</sub> Emmision	970.19	0.07						
Fuel Consumption	41.09	-						
Peat Oxidation	-	-						
<b>Sink</b>								
Crop Sequestration	-2,742.15	-0.21						
Conservation Sequestration	-	-						
<b>Total</b>	<b>1,813.13</b>	<b>1.84</b>						

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*\*Note: Includes both estates and smallholders*

**Summary of Mill Emission and Credit**

	tCO <sub>2</sub> e	tCO <sub>2</sub> e/tFFB
<b>Emission</b>		
POME	44915.15	3.42
Fuel Consumption	307.71	0.02
Grid Electricity Utilisation	306.65	0.02
<b>Credit</b>		
Export of Grid Electricity	-	-
Sales of PKS	-21934.44	-1.67
Sales of EFB	-	-
<b>Total</b>	<b>23595.07</b>	<b>1.80</b>

**Summary of Kernel Crusher Emission and Credit (if applicable)**

Emissions	tCO <sub>2</sub> e
PK from own mill	5159.17
PK from other source	-
Fuel Consumptions	-
<b>Total Crusher emissions</b>	<b>0</b>

\*This mill has no kernel crusher operation.

<b>Palm Oil Mill Effluent (POME) Treatment:</b>	
Divert to Compost (%)	0
Divert to anaerobic diversion (%)	100

<b>POME Diverted to Anaerobic Digestion:</b>	
Divert to anaerobic pond (%)	0
Divert to methane captured (flaring) (%)	100
Divert to methane captured (energy generation) (%)	0

**Appendix D : General Chain of Custody Requirements for the Supply Chain**

<b>5.1 Applicability of the general chain of custody requirements for the supply chain</b>			
	<b>Requirement</b>	<b>Evidence</b>	<b>Compliance</b> (Yes / No or N/A) For any N/A raised, justification is required.
5.1.1	The General Chain of Custody requirements of the RSPO Supply Chain Standard shall apply to any organization throughout the supply chain that takes legal ownership and physically handles RSPO Certified Sustainable oil palm products at a location under the control of the organization including outsourced contractors. After the end product manufacturer, there is no further requirement for certification.	FGVPM Keratong 3 Palm Oil Mill takes legal ownership and physically handles its RSPO certified oil palm products i.e. CPO and PK.	Complied
5.1.2	Traders and distributors require a licence obtained from RSPO Secretariat to sell RSPO certified product but do not themselves require certification. When selling RSPO certified products, a licensed trader and/or distributor shall pass on the certification number of the product manufacturer and the applicable supply chain model.	FGVPM Keratong 3 Palm Oil Mill is not a trading company. Therefore, this requirement is not applicable.	NA
5.1.3	Either the operator at site level or its parent company seeking certification shall be a member of the RSPO and shall register on the RSPO IT platform.	The membership of FGVPM is under FGVPM (RSPO membership no.: 1-0225-16-000-00) – <i>at the time of the assessment the membership number is still applicable.</i> RSPO palm trace ID:RSPO_PO1000001915	Complied
5.1.4	Processing aids do not need to be included within an organization’s scope of certification.	There is no processing aid involve in the productions.	NA
<b>5.2 Supply chain model</b>			
5.2.1	The site can only use the same supply chain model as its supplier or go to a less strict system. Declassification/downgrading can only be done in the following order: Identity Preserved -> Segregated -> Mass Balance.	The FFB suppliers are RSPO certified estate and FELDA scheme and FTPSB (non-certified). Mix of FFB source which contributes to module E classification. Declassification of the CPO or PK only to non-certified as the highest possible module is mass balance	Complied
5.2.2	The site can use one (1) or a combination of supply chain models as audited and certified by the CB.	FGVPM Keratong 3 Palm Oil Mill will be using one module MB or conventional only.	Complied
<b>5.3. Documented Procedures</b>			



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5.3.1	<p>The site shall have written procedures and/or work instructions or equivalent to ensure the implementation of all elements of the applicable supply chain model specified. This shall include at minimum the following:</p> <ul style="list-style-type: none"> <li>• Complete and up to date procedures covering the implementation of all the elements of the supply chain model requirements.</li> </ul>	<p>A procedure has been established entitled "SOP for Mill RSPO SCC", FGVP-MSPO SCC, issue:3 rev:2 dated 1/12/17. Among the topics covered were:</p> <ul style="list-style-type: none"> <li>• Roles &amp; responsibilities</li> <li>• Purchasing and goods in</li> <li>• Sales and goods out</li> <li>• Supply chain verification</li> <li>• Records</li> <li>• Claims</li> <li>• Complaints cross reference to " <i>Prosedur Menangani Aduan dan Rungutan</i>"</li> <li>• Training</li> <li>• Non-conformance material handling (mill to mill diversion if any)</li> </ul>	Complied
	<ul style="list-style-type: none"> <li>• Complete and up to date records and reports that demonstrate compliance with the supply chain model requirements (including training records).</li> </ul>	<p>Among the records to be maintained according to the procedure include:</p> <ul style="list-style-type: none"> <li>• FFB Receipt summary from MPR and SAP</li> <li>• Weighbridge ticket</li> <li>• Dispatch of CPO/PK – delivery instruction/sales order, weighbridge ticket, delivery order</li> <li>• Daily production report @ daily figure from MPR and SAP</li> <li>• Internal audit report</li> <li>• Minutes of management review meeting</li> <li>• Training records</li> </ul>	Complied
	<ul style="list-style-type: none"> <li>• Identification of the role of the person having overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person shall be able to demonstrate awareness of the organization's procedures for the implementation of this standard.</li> </ul>	<p>Addressed under management functions and job description, the procedure which describes overall responsibility is assigned to the Mill Manager. The responsible is to implement and monitor the FGVP Keratong 3 POM RSPO Supply Chain Certification programme. Based on interview with the person in-charged, he was able to demonstrate awareness of the organization's procedures for the implementation of this standard.</p>	Complied
5.3.2	<p>The site shall have a written procedure to conduct annual internal audit to determine whether the organization;</p> <p>i) conforms to the requirements in the RSPO Supply Chain Certification Standard and the</p>	<p>Combined internal audit procedure is referred to; Procedure number - FGV/ML-IA/L2-PR11, issue:1 dated 1/6/16. The procedure has explained on internal audit process (pre and post</p>	Complied

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	RSPO Market Communications and Claims Documents.	audit activity) including timeline for NC closure and verification.	
	ii) effectively implements and maintains the standard requirements within its organization	Last internal audit was conducted on 27/12/2017 by Executive from CDD Department, HQ. RSPO SCC Standard checklist was utilised to record the audit findings. The coverage of the internal audit was found to be sufficient to reflect the current RSPO SCC conformity status of the facility.	Complied
<b>5.4. Purchasing and goods in</b>			
5.4.1	<p>The receiving site shall ensure that purchases of RSPO certified oil palm products are in compliance and the following minimum information for RSPO certified products is made available by the supplier in document form:</p> <ul style="list-style-type: none"> <li>• The name and address of the buyer;</li> <li>• The name and address of the seller;</li> <li>• The loading or shipment/delivery date;</li> <li>• The date on which the documents were issued;</li> <li>• A description of the product, including the applicable supply chain model (Identity Preserved, Segregated or Mass Balance or the approved abbreviations);</li> <li>• The quantity of the products delivered;</li> <li>• Any related transport documentation;</li> <li>• Supply Chain certificate number of the seller;</li> <li>• A unique identification number</li> </ul>	<p>When FFB delivered to the mill from estate, the transporters presented delivery order to the mill weighbridge clerk in order the FFB to be received by the mill. E.g. of information available in the delivery order @ "<i>nota hantaran BTB</i>" is as follows:</p> <ul style="list-style-type: none"> <li>• Project code</li> <li>• Supplier (FELDA/ FGVP) <ul style="list-style-type: none"> <li>- Lorry</li> <li>- field/block</li> </ul> </li> <li>• Date of delivery – e.g. 21/5/2018</li> <li>• Delivery note number. e.g 59668</li> </ul> <p>The weighbridge operator issues weighbridge ticket which has the information about:</p> <ul style="list-style-type: none"> <li>• Weighbridge ticket no. e.g. 01375538</li> <li>• Grading information</li> <li>• Delivery date – e.g. 21/5/2018</li> <li>• Supplier information <ul style="list-style-type: none"> <li>- Lorry, driver</li> <li>- KPA/KPG</li> </ul> </li> </ul>	Complied
	<ul style="list-style-type: none"> <li>• Information shall be complete and can be presented either on a single document or across a range of documents issued for RSPO certified oil palm products (for example, delivery notes, shipping documents and specification documentation).</li> </ul>	The information was available in various documents as mentioned above.	Complied
	<ul style="list-style-type: none"> <li>• The site receiving RSPO certified oil palm products shall ensure that the products are verified as being RSPO certified. For sites that are required to announce and confirm trades in the RSPO IT platform, this shall include making Shipping Announcements/Announcements and Confirmations on the RSPO IT platform</li> </ul>	Not applicable as this is and initial audit.	NA

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	per shipment or group shipments. Refer to section 5.7.1 of this document for further guidance.		
	<ul style="list-style-type: none"> <li>A check of the validity of the Supply Chain Certification of suppliers is required for all sites that are SC certified. This shall be checked via the list of RSPO Supply Chain Certified sites on the RSPO website (<a href="http://www.rspo.org">www.rspo.org</a>) at least annually or through the RSPO IT Platform by confirmation of (shipping) announcements.</li> </ul>	Validity will be check if there is any diversion from other certified group estate's or mill. Information such as copy of certificate will be kept for reference at mill.	NA
	<ul style="list-style-type: none"> <li>The validity of license for traders and distributors shall also be checked via the RSPO website at least annually or through the RSPO IT platform by confirmation of shipping announcements / announcements.</li> </ul>	Not applicable. The facility is a palm oil mill.	NA
5.4.2	The site shall have a mechanism in place for handling non-conforming oil palm products and/or documents.	Addressed under SOP for Mill RSPO SCC", FGVPM-RSPO SCC, issue:3 rev:2 dated 1/12/17, section non-conformance material which reads non-certified or contaminated FFB shall be segregated from certified oil palm products via segregation at mill ramp. In case of contamination with non-conforming material (mixed FFB from mill diversion), if unable to be segregated at source supported with traceability record, the consignment shall be downgraded as conventional.	Complied
<b>5.5. Outsourcing activities</b>			
5.5.1	<p>In cases where an operation seeking or holding certification outsources activities to independent third parties (e.g. subcontractors for storage, transport or other outsourced activities), the operation seeking or holding certification shall ensure that the independent third party complies with the requirements of the RSPO Supply Chain Certification Standard. A CPO mill and independement mil cannot outsource processing activities like refining or crushing.</p> <p>This requirement is not applicable to outsourced storage facilities where the management of the oil palm product(s) and instructions for tank movements are</p>	Not applicable. No outsourcing activity.	NA

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	controlled by the certified organization (not the tank farm manager).		
5.5.2	Sites which include outsourcing within the scope of their RSPO Supply Chain certificate shall ensure the following: a. The site has legal ownership of all input material to be included in outsourced processes;	Not applicable. No outsourcing activity.	NA
	b. The site has an agreement or contract covering the outsourced process with each contractor through a signed and enforceable agreement with the contractor. The onus is on the site to ensure that certification bodies (CBs) have access to the outsourcing contractor or operation if an audit is deemed necessary.	Not applicable. No outsourcing activity.	NA
	c. The site has a documented control system with explicit procedures for the outsourced process which is communicated to the relevant contractor.	Not applicable. No outsourcing activity.	NA
	d. The site seeking or holding certification shall furthermore ensure (e.g. through contractual arrangements) that independent third parties engaged provide relevant access for duly accredited CBs to their respective operations, systems, and any and all information, when this is announced in advance.	Not applicable. No outsourcing activity.	NA
5.5.3	The site shall record the names and contact details of all contractors used for the processing or physical handling of RSPO certified oil palm products.	Not applicable. No outsourcing activity.	NA
5.5.4	The site shall at its next audit inform its CB of the names and contact details of any new contractor used for the processing or physical handling of RSPO certified oil palm products.	Not applicable. No outsourcing activity.	NA
<b>5.6. Sales and goods out</b>			
5.6.1	The supplying site shall ensure that the following minimum information for RSPO certified products is made available in document form. <ul style="list-style-type: none"> <li>The name and address of the buyer;</li> <li>The name and address of the seller;</li> <li>The loading or shipment/ delivery date;</li> </ul>	<u>Crude Palm Oil</u> Sampled Contract: 33601569, Shipping Instruction (SI): 30001526, quantity: 1,500 mt dated 20/5/18 <ul style="list-style-type: none"> <li>Buyer: name and address were stated in sales contract (<i>but not disclosed in this report</i>)</li> <li>Seller: FPI-Keratong 3 - stated in sales contract</li> </ul>	Complied

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	<ul style="list-style-type: none"> <li>• The date on which the documents were issued;</li> <li>• A description of the product, including the applicable supply chain model (Identity Preserved, Segregated or Mass Balance or the approved abbreviations);</li> <li>• The quantity of the products delivered;</li> <li>• Any related transport documentation;</li> <li>• Supply chain certificate number of the seller;</li> <li>• A unique identification number</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery order: H00001541</li> <li>• Tanker weight: 37.89 mt</li> <li>• Commodity: non-certified Certificate number: triggered in the system using check box (as for now only for non-certified)</li> <li>• Unique identification number – shipping instruction/confirmation (once certified)</li> </ul> <p><u>Palm Kernel</u>  Sampled Contract: 21506965,  Shipping Instruction (SI): 30001765,  quantity: 1,300 mt dated 27/4/18</p> <ul style="list-style-type: none"> <li>• Buyer: name and address were stated in sales contract (<i>but not disclosed in this report</i>)</li> <li>• Seller: FPI-Keratong 3 - stated in sales contract</li> <li>• Delivery order: L00000357</li> <li>• Cargo weight: 43.79 mt</li> <li>• Commodity: non-certified 100%</li> <li>• Certificate number: triggered in the system using check box (as for now only for non-certified)</li> <li>• Unique identification number – shipping instruction/confirmation (once certified)</li> </ul>	
	<ul style="list-style-type: none"> <li>• Information shall be complete and can be presented either on a single document or across a range of documents issued for RSPO certified oil palm products (for example, delivery notes, shipping documents and specification documentation).</li> </ul>	<p>The information was available in various documents as mentioned above.</p>	<p>Complied</p>
	<ul style="list-style-type: none"> <li>• For sites that are required to announce and confirm trades in the RSPO IT platform, this shall include making Shipping Announcements / Announcements and Confirmations on the RSPO IT platform per shipment or group of shipments. Refer to section 5.7.1 of this document for further guidance.</li> </ul>	<p>Shipping announcements will be made once certified.</p>	<p>Complied</p>
<p><b>5.7. Registration of transactions</b></p>			
<p>5.7.1</p>	<p>Supply chain actors who:</p> <ul style="list-style-type: none"> <li>• are mills, traders, crushers and refineries and;</li> </ul>	<p>No registration of transaction as the POM not yet certified.</p>	<p>Complied</p>

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	<ul style="list-style-type: none"> <li>take legal ownership and/or physically handle RSPO Certified Sustainable oil palm products that are available in the yield scheme of the RSPO IT Platform (Figure 2 and 3, Refer Annex 1) shall register their transaction in the RSPO IT platform and confirm upon receipt where applicable.</li> </ul>		
5.7.2	<p>The involved supply chain actors mentioned in 5.7.1 shall do the following actions in the RSPO IT Platform:</p> <ul style="list-style-type: none"> <li>Shipping Announcement / Announcement: When RSPO certified volume is sold as certified, the volumes of products that are in the yield scheme (Figure 2 and 3, refer Annex 1) shall be registered as a Shipping Announcement / Announcement in the RSPO IT Platform. The declaration time to do Shipping announcement / Announcement is based on members' own standard operating procedures.</li> </ul>	<p>No registration of transaction as the POM not yet certified.</p> <p>Based on procedure, responsibility is under POM for shipping announcement</p>	Complied
	<ul style="list-style-type: none"> <li>Trace: When RSPO certified volumes are sold as RSPO certified to actors in the supply chain beyond the refinery, the volume shall be traced at least annually. Tracing triggers the generation of a trace document with a unique traceability number. Tracing can be done in a consolidated way at least annually.</li> </ul>	No registration of transaction as the POM not yet certified.	NA
	<ul style="list-style-type: none"> <li>Remove: RSPO certified volumes sold under other scheme or as conventional, or in case of underproduction, loss or damage shall be removed.</li> </ul>	No registration of transaction as the POM not yet certified.	Complied
	<ul style="list-style-type: none"> <li>Confirm: Acknowledge the purchase of RSPO certified volume by confirming Shipping Announcements / Announcements.</li> </ul>	No registration of transaction as the POM not yet certified.	Complied
<b>5.8. Training</b>			
5.8.1	The organization shall have a training plan on RSPO Supply Chain Standards requirements, which is subject to on-going review and is supported by records of the training provided to staff.	Training plans for 2017 and 2018 was made available – incorporation with other training plans.	Complied
5.8.2	Appropriate training shall be provided by the organization for personnel carrying out the tasks critical to the effective implementation of the supply chain certification standard requirements. Training shall be specific and relevant to the task(s) performed.	Relevant personnel to supply chain implementation as defined by the CU are the personnel that involve in supply chain implementation - weighbridge operators, mill engineer,	Complied

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		lab and production supervisor and mill manager.  Based on training records, last training was conducted 26/12/17, entitled "Awareness of RSPO Supply Chain Certification Standard 2017", conducted by CDD executive attended by relevant personnel for RSPO SCC implementation.	
<b>5.9. Record Keeping</b>			
5.9.1	The organization shall maintain accurate, complete, up-to-date and accessible records and reports covering all aspects of these RSPO Supply Chain Certification Standard requirements.	FGVPM Keratong 3 POM has maintained accurate, complete, up-to-date and accessible records and reports covering all aspects of these RSPO Supply Chain Certification Standard requirements.	
5.9.2	Retention times for all records and reports shall be a minimum of two (2) years and shall comply with legal and regulatory requirements and be able to confirm the certified status of raw materials or products held in stock.	Addressed SOP for Mill RSPO SCC", FGVPM-RSPO SCC, issue:3 rev:2 dated 1/12/17 retention of records for RSPO SCC is minimum 2 years.	Complied
5.9.3	The organization shall be able to provide the estimate volume of palm oil/palm kernel oil content (separate categories) in the RSPO certified oil palm product and keep an up to date record of the volume purchased (input) and claimed (output) over a period of twelve (12) months.	Not applicable. The product of the facility is containing 100% palm oil.	NA
<b>5.10. Conversion factors</b>			
5.10.1	Where applicable a conversion rate shall be applied to provide a reliable estimate for the amount of certified output available from the associated inputs. Organizations may determine and set their own conversion rates which shall be based upon past experience, documented and applied consistently. Guidance on conversion rates is published on the RSPO website ( <a href="http://www.rspo.org">www.rspo.org</a> ); RSPO Rules for Physical Transition of Oleochemicals and its Derivaties. This is relevant for derivatives of Palm Oil and Palm Kernel Oil, as used in the oleochemical and personal care industries.	Conversion factor of CPO and PK production is depending on the actual OER and KER.	Complied
5.10.2	Conversion rates shall be periodically updated to ensure accuracy against actual performance or industry average if appropriate.	The facility is using the actual extraction rate and therefore updating of rates is not necessary.	Complied
<b>5.11. Claims</b>			

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5.11.1	The site shall only make claims regarding the use of or support of RSPO certified oil palm products that are in compliance with the RSPO Rules on Market Communications and Claims.	RSPO trademark was not use as POM producing raw product (CPO and PK) Nonetheless, the facility is aware with the requirements of the RSPO Rules on Market Communications and Claims.	Complied
<b>5.12. Complaints</b>			
5.12.1	The organization shall have in place and maintain documented procedures for collecting and resolving stakeholder complaints.	Addressed in SOP for Mill RSPO SCC", FGVPM-RSPO SCC, issue:3 rev:2 dated 1/12/17 and complaints cross reference to " Prosedur Menangani Aduan dan Rungutan" There have been no complaint regarding supply chain from any stakeholders so far.	Complied
<b>5.13. Management Review</b>			
5.13.1	The organization is required to hold management reviews annually at planned intervals, appropriate to the scale and nature of the activities undertaken.	Last MRM was conducted on 28/5/2017, attended by RSPO SCC committee.	Complied
5.13.2	The input to management review shall include information on: <ul style="list-style-type: none"> <li>• Results of internal audits covering RSPO Supply Chain Certification Standard.</li> <li>• Customer feedback.</li> <li>• Status of preventive and corrective actions.</li> <li>• Follow-up actions from management reviews.</li> <li>• Changes that could affect the management system.</li> <li>• Recommendations for improvement.</li> </ul>	Based on verification of minutes of meeting, the following agenda had been recorded: <ul style="list-style-type: none"> <li>• Results of internal audits covering RSPO Supply Chain Certification Standard</li> <li>• Customer feedback</li> <li>• Status of preventive and corrective actions</li> <li>• Follow-up actions from management reviews</li> <li>• Changes that could affect the management system</li> <li>• Recommendations for improvement</li> </ul>	Complied
5.13.3	The output from the management review shall include any decisions and actions related to: <ul style="list-style-type: none"> <li>• Improvement of the effectiveness of the management system and its processes.</li> <li>• Resource needs.</li> </ul>	The decisions and actions related to: <ul style="list-style-type: none"> <li>• Improvement of the effectiveness of the management system and its processes.</li> <li>• Resource needs were also recorded in the minutes of meeting.</li> </ul>	Complied



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**Appendix E: CPO Mill Supply Chain Assessment Report (Module *E* - CPO Mills: *Mass Balance*)**

Requirements	Compliance
<b>E.1 Definition</b>	
<p>E.1.1 Certification for CPO mills is necessary to verify the volumes of certified and uncertified FFB entering the mill and sales volume of RSPO certified products. A mill may be taking delivery of FFB from uncertified growers, in addition to those from its own and 3<sup>rd</sup> party certified supply base. In that scenario, the mill can claim only the volume of oil palm products produced from processing of the certified FFB as MB.</p>	<p>Keratong 3 Palm Oil Mill receives and process both FFB supplied from Keratong 11 Estate (own supply base) and other third parties. Since this is the initial assessment, all FFBs were treated as non-certified. Roughly, the FFB received from its own supply base is around 6% to 8%.</p>
<b>E.2 Explanation</b>	
<p>E.2.1 The estimated tonnage of CPO and PK products that could potentially be produced by the certified mill shall be recorded by the CB in the public summary of the P&amp;C certification report. For an independent mill, the estimated tonnage of CPO and PK products shall be recorded in the RSPO IT platform, supply chain certificate and public summary audit report. This figure represents the total volume of certified oil palm product (CPO and PK) that the certified mill is allowed to deliver in a year. The actual tonnage produced shall then be recorded in each subsequent annual surveillance report.</p>	<p>The estimated tonnage of CPO and PK products that could potentially be produced by the certified mill is recorded in this public summary report.</p>
<p>E.2.2 The mill shall also meet all registration and reporting requirements for the appropriate supply chain through the RSPO supply chain managing organization (RSPO IT platform).</p>	<p>The mill has met all registration and reporting requirements for the appropriate supply chain through the RSPO supply chain managing organization (RSPO IT platform or book and claim).</p>
<b>E.3 Documented procedures</b>	
<p>E.3.1 The site shall have written procedures and/or work instructions to ensure the implementation of all the elements specified in these requirements. This shall include at minimum the following:</p> <p>a) Complete and up to date procedures covering the implementation of all the elements in these requirements;</p>	<p>Standard Operating Procedure for Mill RSPO SCC [FGVPM-RSPO SCC, issue 3, rev. 2, 1/12/2017] has been developed based on the RSPO SCCS July 2017. The mill manager has the responsibility to ensure implementation assisted by the on-site compliance executive.</p>
<p>b) The name of the person having overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person shall be able to demonstrate awareness of the site procedures for the implementation of this standard.</p>	<p>The mill manager is the appointed person to have overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements [ref. FGVPM-RSPO SCC, page 4, Management Functions &amp; Job Description].</p>
<p>E.3.2 The site shall have documented procedures for receiving and processing certified and non-certified FFBs.</p>	<p>The receiving and processing certified and non-certified FFBs procedure is addressed in the same procedure mentioned in E.3.1.</p>
<b>E.4 Purchasing and goods in</b>	

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<p>E.4.1 The site shall verify and document the volumes of certified and non-certified FFBs received.</p>	<p>The accompanying documents of incoming FFB from own estate are estate’s weighing bridge tickets which has the info about name of estate, RSPO certificate number, weighbridge ticket number, seal number, date of delivery, field number, number of bunches. Upon arrival at the mill, the mill issues its weighbridge ticket as confirmation of receipt. The estate’s ticket number is recorded in the mill’s ticket number.</p>
<p>E.4.2 The site shall inform the CB immediately if there is a projected overproduction of certified tonnage.</p>	<p>Based on interview with the staff, the facility is aware of this procedure.</p>
<p><b>E.5 Record keeping</b></p>	
<p>E.5.1 a) The site shall record and balance all receipts of RSPO certified FFB and deliveries of RSPO certified CPO and PK on a real-time basis and/ or three-monthly basis.</p>	<p>Mass balance recording is done through utilization of “Lembaran Mass Balance” (Mass Balance Sheet)</p>
<p>(b) All volumes of palm oil and palm kernel oil that are delivered are deducted from the material accounting system according to conversion ratios stated by RSPO.</p>	<p>Computerized system in place with the delivery deducted accordingly.</p>
<p>c) The site can only deliver Mass Balance sales from a positive stock. Positive stock can include product ordered for delivery within three (3) months. However, a site is allowed to sell short.(ie product can be sold before it is in stock.)</p>	<p>Based on verification of MB accounting which the mill opt for three-monthly basis recording, it was found that the certified CPO was always delivered from positive stock.</p>

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**Supply Chain Declaration** *(Applicable For Appendix E)*

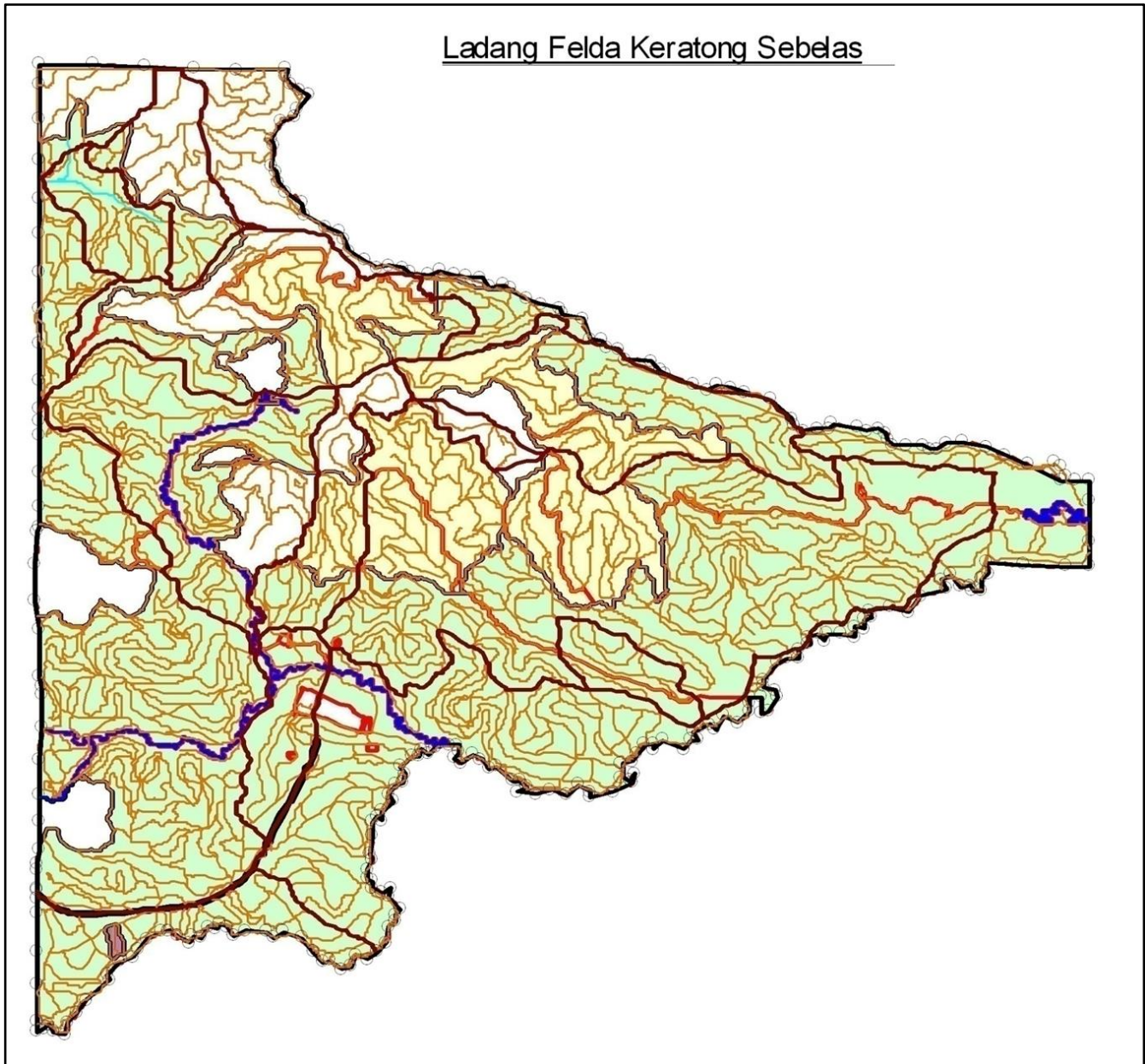
<b>A. Monthly Records of Certified and Uncertified FFB Received since the last audit</b>				
No.	Month - Year	Volume of FFB from certified supply bases (MT)	Volume of FFB from uncertified supply bases (MT)	Total FFB/Month (mt)
N/A				

<b>B. Monthly Records of Certified CPO &amp; PK since the last audit</b>			
No.	Month - Year	Certified CPO (MT)	Certified PK (MT)
N/A			

<b>C. Records of Certified CPO &amp; PK Sold under PalmTrace to Buyers since the last audit (if any)</b>				
No.	Buyers Name	Palmtrace Trading No	Certified CPO Sold (MT)	Certified PK Sold (MT)
N/A				

<b>D. Records of Certified CPO &amp; PK Sold under RSPO Credits to Buyers since the last audit (if any)</b>			
No.	Buyers Name	PalmTrace Trading No	RSPO Credits of Certified CPO Sold (MT)
N/A			

**Appendix F: Location Map of FGVP (M) - Keratong 3 Certification Unit and Supply bases**



**Appendix H: List of Smallholder Sampled**

Not applicable

## Appendix I: List of Abbreviations

BOD	Biochemical Oxygen Demand
CB	Certification Bodies
CHRA	Chemical Health Risk Assessment
COD	Chemical Oxygen Demand
CPO	Crude Palm Oil
CSPO	Certified Sustainable Palm Oil
CSPKO	Certified Sustainable Palm Kernel Oil
EFB	Empty Fruit Bunch
EHS	Environmental, Health and Safety
EIA	Environmental Impact Assessment
EMS	Environmental Management System
FELDA	Federal Land Development Authority
FFB	Fresh Fruit Bunch
FGVPMBSB	Felda Global Ventures Plantation (Malaysia) Sdn Bhd
FPIC	Free, Prior, Informed and Consent
FTP	Felda Techno Plant
GAP	Good Agricultural Practice
GHG	Greenhouse Gas
GMP	Good Manufacturing Practice
GPS	Global Positioning System
HCV	High Conservation Value
IPM	Integrated Pest Management
IP	Identity Preserved
IS - CSPO	Independent Smallholder Certified Sustainable Palm Oil
IS – CSPKO	Independent Smallholder Certified Sustainable Palm Kernel Oil
IS – CSPKE	Independent Smallholder Certified Sustainable Palm Kernel Expeller
ISCC	International Sustainable Carbon Certification
LD50	Lethal Dose for 50 sample
MB	Mass Balance
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
RSPO	Roundtable on Sustainable Palm Oil
P&C	Principles & Criteria
RTE	Rare, Threatened or Endangered species
SCCS	Supply Chain Certification Standard
SEIA	Social & Environmental Impact Assessment
SIA	Social Impact Assessment
SOP	Standard Operating Procedure