

**RSPO PRINCIPLE AND CRITERIA –
1st ANNUAL SURVEILLANCE ASSESSMENT (ASA1)
Public Summary Report**

FGV Holdings Berhad
Client company Address: Sustainability Compliance and Certification Department (SCCD) Level 20, Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur, Malaysia
Certification Unit: Kulai Palm Oil Mill and supply base Location of Certification Unit: Felda Global Ventures Plantations (M) Sdn Bhd Kulai Palm Oil Mill Felda Taib Andak 81000 Kulai Johor, Malaysia

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Section 1: Scope of the Certification Assessment

1. Company Details			
RSPO Membership Number	1-0225-16-000-00	Membership Approval Date	27/12/2016
Parent Company Name	FGV Holdings Berhad		
Address	Sustainability Compliance and Certification Department (SCCD) Level 20, Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur, Malaysia		
Subsidiary (Certification Unit Name)	Felda Global Ventures Plantations (M) Sdn Bhd Kulai Palm Oil Mill		
Address	Felda Taib Andak 81000 Kulai, Johor, Malaysia		
Contact Name	Ameer Izyanif Hamzah		
Website	http://www.fgvholdings.com	E-mail	ameer.h@fgvholdings.com
Telephone	+603 2859 1995	Facsimile	+603 2859 1311

2. Certification Information			
Certificate Number	RSPO 693237	Date of First Certification	19/02/2019
		Certificate Start Date	19/02/2019
		Certificate Expiry Date	18/02/2024
Scope of Certification	Palm oil and Palm Kernel Production		
Applicable Standards	RSPO P&C MY-NI 2014; RSPO Supply Chain Certification Standard 2017 (CPO Mill – Module E: Mass Balance)		

3. Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
MSPO 693238	MS 2530-4 Malaysian Sustainable Palm Oil (MSPO) Part 4	BSI Services Malaysia Sdn Bhd	11/06/2024
MSPO 693239	MS 2530-3 Malaysian Sustainable Palm Oil (MSPO) Part 3		11/06/2024

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4. Location(s) of Mill & Supply Bases			
Name (Mill / Supply Base)	Location [Map Reference #]	GPS Coordinates	
		Latitude	Longitude
FGVPISB Kulai Palm Oil Mill	FGV Palm Industries Sdn Bhd (FGVPISB) Kulai Palm Oil Mill, Felda Taib Andak 81000 Kulai, Johor, Malaysia	1° 44' 21" N	103° 38' 50" E
FGVASSB Bukit Besar Estate	FGV Agricultural Services Sdn Bhd, Stesen Penyelidikan Bukit Besar, 81450 Kulai, Johor, Malaysia	1° 44' 52" N	103° 38' 50" E

5. Description of Supply Base					
Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
FGVASSB Bukit Besar Estate	55.26	-	3.48	58.74	94.07

6. Plantings & Cycle							
Estate	Age (Years)					Mature** (ha)	Immature (ha)
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
FGVASSB Bukit Besar Estate	-	55.26	-	-	-	55.26	

7. Certified Tonnage of FFB (Own Certified Scope)			
Estate	Tonnage / year		
	Estimated (mt) (Feb 2019-Jan 2020)	Actual (mt) (Feb 2019 - Oct 2019)	Forecast (mt) (Feb 2020-Jan 2021)
FGVASSB Bukit Besar Estate	954.33	691.44	930

8. Certified Tonnage of FFB (from other certified unit(s)) if applicable *			
Estate	Tonnage / year		
	Estimated (mt) (Feb 2019-Jan 2020)	Actual (mt) (Feb 2019-Oct 2019)	Forecast (mt) (Feb 2020-Jan 2021)
Nil			

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Total			
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9. Non-Certified Tonnage of FFB (outside supplier – excluded from certificate) if applicable			
Independent FFB Supplier	Tonnage / year		
	Estimated (mt) (Feb 2019-Jan 2020)	Actual (mt) (Feb 2019-Oct 2019)	Forecast (mt) (Feb 2020-Jan 2021)
Smallholder	-	78,988.23	110000
Total	-	78,988.23	110000

10. Certified Tonnage				
Mill Capacity: 60 MT/hr SCC Model: MB	Estimated (mt) (Feb 2019-Jan 2020)	Actual (mt) (Feb 2019-Oct 2019)	Forecast (mt) (Feb 2020-Jan 2021)	
	*FFB	954.33	691.44	930.00
	*CPO (OER: 19.55%)	190.44	133.52	190.00
	*PK (KER: 5.89%)	56.29	39.83	55.00
	FFB			
	CPO (OER: 20.43%)			
PK (KER: 5.91%)				

*including volume extension CPO: 89.12 mt, PK: 26.41 mt, FFB: 434.73 mt

11. Actual Sold Volume (CPO)					
	RSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSB		
CPO (MT)	0	0	0	127.66	127.66

Conventional product = product that is produced using certified FFB but sold without RSPO claim.

12. Actual Sold Volume (PK)					
	RSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSB		
PK (MT)	17.65	0	0	13.85	31.50

Conventional product = product that is produced using certified FFB but sold without RSPO claim.

13. Actual Group certification Claims		
	Credit	Physical Volume (MT)
IS-CSPO	-	-
IS-CSPKO	-	-
IS-CSPKE	-	-

Section 2: Assessment Process

Certification Body:

BSI Services Malaysia Sdn Bhd,
(ASI Accreditation Number: ASI-ACC-067)
Suite 29.01 Level 29 The Gardens North Tower,
Lingkaran Syed Putra, Mid Valley City,
59200 Kuala Lumpur
Tel +60392129638 Fax +60392129639
Nicholas Cheong: Nicholas.Cheong@bsigroup.com
www.bsigroup.com

BSI is a leading global provider of management systems assessment and certification, with more than 80,000 certified locations and clients in over 180 countries. BSI Standards is the UK's National Standards Body. BSI provides independent, third-party certification of management systems. BSI is ASI Accredited (ASI-ACC-067) to conduct RSPO assessment since 31/10/2014 with accredited office located at Kuala Lumpur, Malaysia and an office at Jakarta and Australia which involve in RSPO Certification Program.

2.1 Assessment Methodology, Programme, Site Visits

The on-site assessment was conducted from 05-07/11/2019. The audit programme is included as Appendix D. 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 21/01/2020. 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 & Criterias 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.

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 minimum sample size is four estates. Sample size for certification unit with more than four (4) estates were determined based on formula $N = (0.8\sqrt{y}) \times (z)$ where y is the number of estates and where z is the multiplier defined by risk assessment
- 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.

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

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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.

For Annual surveillance assessment, the report was internally reviewed and approved by BSI qualified certification reviewer.

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

Assessment Program					
Name (Mill / Supply Base)	Year 1 (Initial Assessment)	Year 2 (ASA1)	Year 3 (ASA2)	Year 4 (ASA3)	Year 5 (ASA4)
FGVPISB Kulai Palm Oil Mill	✓	✓	✓	✓	✓
FGVASSB Bukit Besar Estate	✓	✓	✓	✓	✓

Tentative Date of Next Visit: October 14, 2020 – October 16, 2020

Total No. of Mandays: 7.0 mandays including one day SC audit for mill

2.2 BSI Assessment Team:

Team Member Name	Role <i>(Team Leader or Team member)</i>	Qualifications <i>(Short description of the team members)</i>
Muhamad Naqiuddin Mazeli	Team Leader	He graduated with Bachelor of Science Horticulture at University Putra Malaysia. He started his career in 2009 as Researcher at Sime Darby Research Seed Centre and manage for Quality control for seed production for paddy, chilli and corn with collaboration with Malaysian Agricultural Research and Development Institute (MARDI) for 4 years. During the period, he was also involved with Nestle project on Red Rice production. He later joins the Sime Darby Plantation Berhad

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		<p>Sustainability Team in 2013 as Sustainability Executive. Joining the sustainability team, he managed, implemented and monitored the RSPO, ISCC, MSPO and ISO 9001 and ISO 18001 certification requirements for the estates, mills, refineries and Smallholder scheme. He also support in providing training and internal audits related to RSPO, MSPO and other certifications where applicable to the operations within Sime Darby Plantation. He is a trained Safety Officer and he managed the Occupation Safety and Health of Northern Region Sime Darby Plantation Berhad operations. During this assessment, he assessed on the aspects of legal, mill best practices, safety and health and workers consultation.</p>
Hafriazhar Mokhtar	Mohd Team Member	<p>Hafriazhar Mohd. Mokhtar is a Chemical Engineer by qualification. He has more than five years of direct work experience in the upstream processes of palm oil within the plantation industry. He is a qualified Lead Auditor for CDM, ISO 14001, ISO 50001 and ISO 9001 and has accumulated more than 500 audit days throughout his current career as the auditor for multiple disciplines covering Malaysia, Indonesia and Thailand. He has been trained in the RSPO P&C and SCCS standards and recently completed his RSPO P&C Lead Assessor training and has been involved in RSPO audits within Malaysia, Papua New Guinea, Solomon Islands and Gabon. During assessment, he covered the legal issues, social issues, worker’s welfare and stakeholder consultation. He is fluent in Bahasa Malaysia and English languages</p>
Ronnie Tan	Team Member	<p>Ronnie Tan is a Social Compliance and Security Auditor for more than 15 years. He is a qualified Lead Auditor for SMETA 2 & 4 Pillar, Responsibility Business Alliance (RBA), C-TPAT, TAPA FSR & TSR and other code of conduct audits scheme. He is a National Social Compliance Manager during his past employment and manages a pool of social auditors on social and security audits. He has accumulated more than 400 audit days throughout his current career as the auditor for multiple disciplines covering Malaysia, Singapore, Vietnam and Philippines. He has been trained in the RSPO P&C standards, BSCI standard, RBA standards, McDonalds SWA, Disney ILS and has been actively involved in RSPO audits & 2nd party audits within Malaysia. During assessment, he covered the mill and estate best practices, legal issues, social issues, workers consultation, stakeholder consultation, environmental and occupational safety & health. He is fluent in Bahasa Malaysia and English languages.</p>
Hu Ning Shing	Team Member	<p>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 her 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 supply chain for the mill. She is fluent in Bahasa Malaysia and English languages.</p>

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Accompanying Persons:

No.	Name	Role
	Nil	

2.3 Assessment Plan

PRELIMINARY AGENDA (Revision 01)

Date	Time	Subjects	MN	RT	HM	NS
Tuesday, 5/11/2019	0800 - 1200	Travel from KL to Kulai and check in Creator Hotel.	√	√	√	√
Tuesday, 5/11/2019 Kulai Palm Oil Mill	1100 - 1200	Travel from Hotel to Kulai POM	√	-	-	√
	1200-1230	Kulai Palm Oil Mill: Opening Meeting: <ul style="list-style-type: none"> Opening Presentation by Audit team leader. Confirmation of assessment scope and finalize Audit plan (including stakeholder's consultation). 	√	-	-	√
	1230–1330	Lunch	√	-	-	√
	1330–1730	Kulai POM RSPO Supply Chain Site visit: Incoming of FFB and outgoing of CSPO & CSPK – 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.	√	-	-	√
	1730–1800	Interim Closing Briefing	√	-	-	√

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Date	Time	Subjects	MN	RT	HM	NS
Wednesday 6/11/2019 Kulai Palm Oil Mill	0830–1300	Kulai POM: Inspection: FFB receiving, warehouse, workshop, wastes management & Landfill, Effluent Ponds, OSH & ERP, Environment issues, POME application, water treatment, staff, workers and contractor interview, housing and facility inspection, clinic, meeting stakeholders, etc.	√	√	√	-
		Meeting with stakeholders (Government, village rep, smallholders, Union Leader, contractor etc.)	-	√	-	-
	1300 - 1400	Lunch Break	√	√	√	-
	1400-1630	Document review P1 – P8: (General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records, OSH records, review pay documents, records of communication with stakeholder/ workers representatives, new planting, CIP and implementation etc).	√	√	√	-
	1630-1700	Interim Closing Briefing	√	√	√	-
Thursday 7/11/2019 Bukit Besar Estate	0830–1300	Bukit Besar Estate: Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH & ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc.), agrochemical mixing area, Scheduled waste management, worker housing, clinic, Landfill, , etc.	√	√	√	-
	1300 - 1400	Lunch Break	√	√	√	
	1400-1630	Document review P1 – P8: (General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records	√	√	√	-
	1630-1700	Closing Meeting	√	√	√	√

Date	Time	Subjects	MN	RT	HM	NS
Friday 8/11/2019	0700-1200	Travelling back KL	√	√	√	√

Section 3: Assessment Findings

3.1 Normative requirement applied for this assessment:

- FGV Holdings Berhad Multiple Management Units / Time Bound Plan
- RSPO P&C 2013 Generic
- RSPO Group Certification Standard 2016
- RSPO Supply Chain Certification Standard 2017
- RSPO P&C GA-NIWG 2017
- RSPO P&C INA-NIWG 2016
- RSPO P&C MY-NIWG 2014
- RSPO P&C PNG-NIWG 2017

3.2 Time Bound Plan progress for multiple management units

Time Bound Plan		
Requirement	Remarks	Compliance
Does the plan include all current subsidiaries, estates and mills?	Yes, as per time bound plan 2018.	Yes
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, Aring A, Bukit Sagu, Lepar Utara 6, Selendang	Yes
Have there been any new acquisitions? If yes, the new acquisitions shall be certified within three-year from the date of acquisition. Certification plan for the new acquisition shall be available.	Challenge from the time bound plan is age of plantations and location. No new acquisitions as per 2019.	Yes
Have there been any changes to the time-bound plan since the last audit (both new acquisition and existing)? If yes, justification is required. Is this consistent with the ACOP reporting?	N/A	Yes
Have there been any isolated lapses in implementation of the plan? If yes	There is no lapses in implementation of the plan	Yes

a Minor non-compliance shall be raised																																						
Have there been any fundamental failure (e.g. unable to justify delay in planning the assessments) to proceed with implementation of the plan? If yes a Major non-compliance shall be raised	N/A	Yes																																				
Have there been any stakeholder comments?	Stakeholder comments are recorded in Stakeholder report 2018.	Yes																																				
Un-Certified Units or Holdings																																						
<p>No replacement after dates defined in NIs Criterion 7.3:</p> <ul style="list-style-type: none"> • Primary forest. • Any area required to maintain or enhance HCVs in accordance with RSP0 P&C criterion 7.3. 	<p>Summary of the Complaint</p> <p>There was a report issued by Chain Reaction which informed the fact of FGV in Kalimantan's concession had cleared 1600 Ha peat forest. On 25th April 2017 Secretariat had a meeting with FGV and they claimed that they only planted on less than 100 Ha on a shallow depth.</p> <p>COMPLAINT UPDATE</p> <table border="0"> <thead> <tr> <th>DATE</th> <th>UPDATE</th> <th>DOCUMENTS</th> </tr> </thead> <tbody> <tr> <td>19-Dec-18</td> <td>The CP to proceed with deliberation and decision.</td> <td></td> </tr> <tr> <td>24-Oct-18</td> <td>The Secretariat to prepare the briefing note to the CP for deliberation.</td> <td></td> </tr> <tr> <td>26-Sep-18</td> <td>The Secretariat to review the peat map.</td> <td></td> </tr> <tr> <td>23-Aug-18</td> <td>The Secretariat to follow up with the company.</td> <td></td> </tr> <tr> <td>25-Jul-18</td> <td>The CP to review all documents before it and proceed to deliberations.</td> <td></td> </tr> <tr> <td>18-Jun-18</td> <td>The Secretariat to complete review of information.</td> <td></td> </tr> <tr> <td>25-May-18</td> <td>CP to review the information submitted by the Company.</td> <td></td> </tr> <tr> <td>25-Apr-18</td> <td>To do one more cross referencing.</td> <td></td> </tr> <tr> <td></td> <td>Compare the moratorium and dates issued.</td> <td></td> </tr> <tr> <td></td> <td>Check the final hectarage through the GIS mapping.</td> <td></td> </tr> <tr> <td>28-Mar-18</td> <td>Secretariat to follow up with FGV on further information.</td> <td></td> </tr> </tbody> </table>	DATE	UPDATE	DOCUMENTS	19-Dec-18	The CP to proceed with deliberation and decision.		24-Oct-18	The Secretariat to prepare the briefing note to the CP for deliberation.		26-Sep-18	The Secretariat to review the peat map.		23-Aug-18	The Secretariat to follow up with the company.		25-Jul-18	The CP to review all documents before it and proceed to deliberations.		18-Jun-18	The Secretariat to complete review of information.		25-May-18	CP to review the information submitted by the Company.		25-Apr-18	To do one more cross referencing.			Compare the moratorium and dates issued.			Check the final hectarage through the GIS mapping.		28-Mar-18	Secretariat to follow up with FGV on further information.		Yes
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	<p>21-Feb-18 Secretariat to follow up with the Company for clarification.</p> <p>24-Jan-18 (CP Meeting) Secretariat to follow up with the Company for the required information.</p> <p>21-Dec-17 (CP Meeting) Secretariat to follow up with the Company for additional information before proceeding with the independent verification.</p> <p>21-Nov-17 (CP Meeting) Secretariat to proceed with the independent verification.</p> <p>10-Nov-17 FGV submitted all requested information.</p> <p>23-Oct-17 (CP Meeting) The Secretariat to identify expert to conduct verification. Additional documentations were requested from the company, including their peat map and related legal permits.</p> <p>12-Oct-17 The Secretariat had a meeting with FGV.</p> <p>4-Oct-17 Secretariat delivered the CP's formal request for the Company's verification reports and plans to proceed with the independent verification upon review of said report.</p> <p>26-Sep-17 (CP Meeting) Secretariat to send the letter.</p> <p>24-Aug-17 (CP meeting) Secretariat to initiate on site investigation.</p>							
<p>Any new plantings since January 1st 2010 shall comply with the RSPO New Plantings Procedure.</p>	<p>Company Group/ Holding Statement: There is new planting after 1st January 2010.</p> <p>Auditor Verification: 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="571 1765 1311 1912"> <thead> <tr> <th data-bbox="571 1765 708 1912">Estate</th> <th data-bbox="708 1765 842 1912">Hectarage Involves In NPP</th> <th data-bbox="842 1765 1311 1912">Status</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Estate	Hectarage Involves In NPP	Status				<p>Yes</p>
Estate	Hectarage Involves In NPP	Status						

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	Tembangau 05	45.84	March 2016 – May 2016, Cannot undergo development https://hcvnetwork.org/reports/hcv-chegar-perah-02-estate-bukit-sagu-08-estate-tembangau-05-estate-selendang-03-estate-malaysia/
	Chegar Perah	259.84	Proceed with land clearing Refer to FGVP Operation
	Selendang 03	97.14	
	Bukit Sagu 08	61.54	
	Pt CNP, Kalimantan	14,385	"Full assesment 22-29 Mac 2018 Public consultations 13-16 July 2018" "SEIA: Completed HCV: Completed" NPP Completed Nursery and Planting Development www.rspo.org/files/download/c085da6476b00a1
	PT TAA, Kalimantan	8,193	SEIA: Completed NPP process Development on some area but stop after the CP issue.
	Tawai 01	2740.11	"January, 24, 2018 - February, 02, 2018" Second resubmission by Aksenta First submission failed on 14 Nov 2018.
	Tawai 02	2745.58	https://hcvnetwork.org/reports/hcv-ladang-tawai-1-and-ladang-tawai-2-fgvp-malaysia/

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	Asian Plantation Limited	25,325.00	5 - 19 February 2015 HCVRN CLOSED Can proceed with Planting subjected to HCSA report for Grand Performance. https://hcvnetwork.org/reports/felda-global-venture-miri-division-sarawak-state-malaysia/	
<p>Any Land conflicts are being resolved through a mutually agreed process, such as RSPO Complaints System or Dispute Settlement Facility, in accordance with RSPO P&C criteria 2.2, 6.4, 7.5 and 7.6.</p> <p>The RSPO RaCP tracker shall be checked to confirm for any land conflicts/Liabilities https://www.rspo.org/certification/remediation-and-compensation/racp-tracker. The progress on the Liabilities shall be verified and reported.</p>	<p>Auditor Verification:</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 FGVM Sahabat 55 The issue still in progress.</p> <p>From the RSPO RaCP tracker 7 management unit already complete the Land used change analysis.</p>			Yes
<p>Any Labor disputes are being resolved through a mutually agreed process, in accordance with RSPO P&C criterion 6.3.</p>	<p>Synopsis</p> <p>On the 26th 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>Remarks</p> <p>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 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. RSPO release the following statement on its website: 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</p>			Yes

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	<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 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</p> <p>24 August 2017 (CP Meeting)</p> <p>1) CP to wait for the report of the Review of FGV Action Plan;</p> <p>2) Secretariat to work with the Technical department to develop a formula for identifying the number of units for verification;</p> <p>3) Secretariat to start identifying a team of experts for the verification exercise.</p> <p>26 September 2017 (CP Meeting) -Secretariat to follow up with FGV on the 2 reports.</p> <p>23 October 2017 (CP Meeting) - Secretariat to send CP's</p>	
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	<p>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. Further details, please refer to https://www.rspo.org/members/complaints/status-of-complaints/view/85</p>	
<p>Any Legal non- compliance is being addressed through measures consistent with the requirements of RSPO P&C criteria 2.1</p>	<p>Auditor Verification: 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. Auditor Verification: 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. Fixed for Trial on 01.03.2017, 02.03.2017 and 03.03.2017. All process still in progress and CB will verify this issue in nextaudit or during audit in this mill.</p>	<p>Yes</p>
<p>Did the company conduct internal audit against the uncertified management units requirement? If yes, a positive assurance statement shall be available.</p>	<p>Company Group/Holding Statement: Yes, there have positive assurance statement from internal certification unit. Auditor Verification: Yes, at the current status all 67 complexes already have internal audit in year 2017/2018/2019. Seen the internal audit done by Certification & 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>Yes</p>

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

Progress of scheme smallholders or outgrowers towards compliance with relevant standards		
Requirement	Remarks	Compliance

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<p>Has 100% of scheme smallholders and/or scheme outgrowers comply with the standard within three years of the mill's initial certification?</p> <p>OFI shall be raised if after one year where 100% of the scheme smallholders and scheme outgrowers are not in compliance, a minor NC after two years, and a major NC if this requirement is not met after three years.</p>	<p>Not applicable.</p>	
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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 1st annual surveillance assessment there were nine (9) Major Nonconformities raised. The FGVPISB Kulai 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. The implementation of the Corrective Actions for the Major Nonconformity(ies) has been verified for its effectiveness and closed accordingly.

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M1	Clause & Category (Major / Minor)	Indicator 2.1.1 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	Evidence of incompliance with maximum hour worked per day per Employment Act 1955.		
Requirement Reference:	Evidence of compliance with relevant legal requirements shall be available.		
Objective Evidence:	FGV Kulai POM "Borang Arahan/ Kebenaran Kerja Lebih Masa, Kerja Pada Hari Cuti Rehat dan Kerja Pada Hari Cuti Umum" for Employee No.: 1203228 found that he has worked more than 12 hours in a day not in accordance to the Employment Act 1955 in a day as below: (total of overtime hours worked excluding 8 ordinary work hours) Emp. No.: 1203228 - 12.05.2019 worked from 2200 to 0500 (7 hours) - 26.05.2019 worked from 2200 to 0512 (7 hours) - 06.01.2019 worked from 2200 to 0600 (8 hours) - 09.01.2019 worked from 2200 to 0700 (9 hours) - 20.01.2019 worked from 2200 to 0500 (7 hours) - 21.01.2019 worked from 2200 to 0600 (8 hours) - 23.01.2019 worked from 2200 to 0500 (7 hours) Note: Process of FFB due to Boiler Charge man on leave		

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Corrections:	<p>The SCCD has been in contact with representatives of JTKSM En. Ban (03-88865192) and JTKWP representative Mrs. Fatin and Mrs. Haslinda, Assistant Director S41 (03-41414600).</p> <p>Referring to the reply by the assistant director of the JTK and the work act 1955 are as follows.</p> <ul style="list-style-type: none"> • Under the Employment Act 1955 (Act 265), section 60A (1a), if the management obtains permission from the JTK chief executive to work for up to 130 hours / month, then the employee is generally allowed to work more than 4 hours a day • The factory management complies with the act 1955 (act 265), section 60A (1).
Root Cause Analysis:	<p>Palm oil workers relied on approval by the JTK chief executive regarding the exceptional of working over 130 hours / month.</p> <p>Expertise of individual is limited and necessary.</p> <p>Lack of clear understanding between auditors and auditee regarding work permits over time by JTKSM.</p>
Corrective Actions:	<p>The mill will notify all work-related workers over the allowed time of day.</p> <p>The Executive Assistant of the mill will monitor continuously regarding OT of worker.</p>
Assessment Conclusion:	<p>Major NC onsite verification:</p> <p>The permit from JTK for overtime work was available dated 22 September 2015. Management also appoint office admin as per letter (08)840A/4004/KL.4/PT.5 dated 10 November 2019 to ensure the overtime was followed as per JTK letter. NC was close accordingly.</p>

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M2	Clause & Category (Major / Minor)	Indicator 6.1.1 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	Social impacts identified in a participatory way, and plans to mitigate the negative impacts not documented in SIA report.		
Requirement Reference:	A social impact assessment (SIA) including records of meetings shall be documented.		
Objective Evidence:	Foreign worker (Bangladesh) states that they are paying recruitment fee of approx. 3 lakhs to recruiter/agency at the origin country was not identified in SIA assessment. Based on documented "Perjanjian Kontrak Kerja" section 10.1; states that FGV is responsible on cost in relates to recruitment of foreign workers. No objective evidence sighted that facility monitor the hiring of foreign workers agencies to prevent such fees incurred throughout the recruiting process		
Corrections:	Inform estate on the FGV management plan and status regarding this issue		
Root Cause Analysis:	This issue has been identified by FGV's top management and is in the process of comprehensive action plans at the FGV level, not at the project level. SIA does not include this in order that the action taken does not conflict with the FGV management level action plan.		
Corrective Actions:	The authority of the FGV is in the process of hiring to follow the procedure set. Examine the source country on costs incurred on employees by designated agents as the costs of admission have been fully covered by FGV.		

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Assessment Conclusion:	Major NC onsite verification: The management already conducted SIA assessment regarding this matter on 6 nov 2019. The issue already input in the action plan for SIA and action have been taken accordingly. The action taken was accepted and NC was close accordingly.
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Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M3	Clause & Category (Major / Minor)	Indicator 6.5.1 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	1. Pay and legal entitlement of contractors workers are not verifiable as at time of audit. 2. 1 out of 7 selected Taib Andak Estate worker not paid at minimum wage.		
Requirement Reference:	Documentation of pay and conditions shall be available		
Objective Evidence:	1. POM uses 2 contractors for domestic waste collector, sorting/grading and grass cutting. As at time of audit, contractor's worker's payslip is not made available for review. Worker interview states that they are not contributing to SIP / EIS and do not entitle to annual leave according to the legal requirement. All leaves applied is considered as unpaid / deducted from their basic salary. 2. One of the worker (Employee No.: PB001919012) was found did not achieve Minimum Wage Order 2018 on January 2019 where he has worked 26 days. The wages he obtained was RM 1067.64 which short of RM 32.36. Verified with the Assistant confirmed that this was due to low crop on January 2019		
Corrections:	Direct all contractors working in the mill to provide employment contracts and pay slips. The mill management will keep one copy for record. The estate management is reviewing the salary calculations and getting confirmation from the workers as evidence of a mistake in the calculation.		
Root Cause Analysis:	-There is no enforcement by the factory regarding the need for contractors to provide work contract and pay slip. -The estate management provided additional work to the worker within 8 working days, but misplaced in the system to the extent that the quantity of work was put into overtime and was not taken into account for the minimum wage rate.		
Corrective Actions:	- FGV has issued directives to all relevant mill starting in 2020, FGVT will be responsible for all contractors carrying out the sorter activities. - Require contractor to provide copy to mill management for a copy. -The estate management will ensure that the check roll is carefully reviewed before it is included in the workers' compensation system.		
Assessment Conclusion:	Major NC onsite verification: As per sampling payslip for Oct 2019, employer(Ahmad Hashim) as per payslip have indicate the EIS and no deduction on for leave as per document review and interview with workers. The major NC was close accordingly		

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Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M4	Clause & Category (Major / Minor)	Indicator 6.3.2 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	Documentation of process by which internal stakeholder request / complaint raised not being resolved timely according to the procedure		
Requirement Reference:	Documentation of both the process by which a dispute was resolved and the outcome shall be available.		
Objective Evidence:	<p>For internal stakeholder communication; the mill has implemented Housing Defect Complaint Form to record complaints and requests reported by the internal workers. Records of complaint forms were sighted and evidence to show that the mill has implemented the actions as per the contractor's Surat Perintah Kerja, invoices and payment evidence. However, the request for repair work as shown in the form have no reporting date, that allow traceability of time taken to complete the repair against the procedure.</p> <p>Seen the Complaint Book for internal workers found that the complaint was not resolved in timely manner. The worker, Sultan has reported on the doorframe was rot on 29/7/2019. Inspection was carried out on 31/7/2019 and waiting for tendering the job to contractor. As to date, there was no tender sighted. The complaint was not resolved in 2 months as per the SOP above.</p>		
Corrections:	Provides a more conclusive complaint record format. Apply SPK application related to complaint.		
Root Cause Analysis:	The existing complaint record system is less efficient because there is no room to enter the date of complaint. Complaints have been investigated and are in the process of action, but require financial approval to make a comprehensive repair.		
Corrective Actions:	Ensure new formats are used and reviewed periodically by management. The estate management should periodically review, ensure that action is taken and recorded.		
Assessment Conclusion:	Major NC onsite verification: As per site verification at the housing complex, the complaint already been take care and action taken was accordingly. The NC was close as per site and document verification.		

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M5	Clause & Category (Major / Minor)	Indicator 6.5.2 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020

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Statement of Nonconformity:	Employment contract for mill contractor’s workers not available for review.
Requirement Reference:	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.
Objective Evidence:	Employment contract for contractor’s worker employed by Ahmad Hashim and Ajis Enterprise is not available for review.
Corrections:	Instruct all contractors working with the mill to prepare contract for work.
Root Cause Analysis:	There is no enforcement by the factory regarding the requirement for contractors to provide employment contract.
Corrective Actions:	FGVT has issued directives to all relevant mill starting in 2020, FGVT will be responsible for all contractors carrying out the sorter activities. To appoint responsible people to ensure contractor to provide copy to mill management for a copy and require contractors to provide copies of their employees to mill management for a copy.
Assessment Conclusion:	Major NC onsite verification: As per letter (469)010/810/HQ/JAB OP19 the management already inform all contractor to ensure all contract for workers must be available. As per interview with contractor all contractor was aware and the latest employment contract was available for all workers. Major NC was close accordingly.

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M6	Clause & Category (Major / Minor)	Indicator 4.6.11 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	The annual medical surveillance for pesticide operator was not demonstrated		
Requirement Reference:	Specific annual medical surveillance for pesticide operators, and documented action to treat related health conditions, shall be demonstrated.		
Objective Evidence:	The latest medical surveillance by Dr Halim Bin Ishak (JKKP HQ/08/DOC/00/387) was done last on 26 April 2018 however no medical surveillance been conducted for year 2019 thus Major NC been raised.		
Corrections:	The estate management needs to carry out medical surveillance using the old CHRA, as the farm activities are the same as before.		
Root Cause Analysis:	The management is not conducting Medical surveillance because the new CHRA has not yet been received for reference		
Corrective Actions:	- Includes enforcement of CHRA and Medical Surveillance employee in safety and health plans.		
Assessment Conclusion:	Major NC onsite verification: Medical surveillance already been done 26 November 2019 by Dr Halim (JKKP HQ/08/DOC/00/387, the safet management plan already include for next medical surveillance. The Major NC was close accordngy.		

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Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M7	Clause & Category (Major / Minor)	RSPO SCCS 5.3.2 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	The internal audit was not carried out comprehensively		
Requirement Reference:	The site shall have documented procedures for receiving and processing certified and non-certified FFBs.		
Objective Evidence:	The latest internal audit was carried out on 26/9/2019 in Kulai POM by Sustainability Compliance & Certification Department. 3 non-conformities were raised for RSPO SCCS. However, the audit was incomprehensive where the requirements for Module E: Mass Balance was not audited.		
Corrections:	Review the SCCS RSPO checklist and include elements that include module E. Training is provided to the internal auditors for the use of the new checklist		
Root Cause Analysis:	The SCCS RSPO checklist used during the internal audit does not include the E: Mass balance module. This is because the checklist has not been updated by the year it was not involved with the purchase of the product. The indicators of internal audit are unclear for third-party understanding		
Corrective Actions:	Ensure the SCCS RSPO checklist is in the future for any amend. Ensure that internal auditors are trained before being allowed to conduct SCCS RSPO internal audits.		
Assessment Conclusion:	Major NC onsite verification: The checklist for SCCS RSPO was already been updated by management. Training also for the new checklist already been done by management dated 21 Nov 2019. Thus Major NC was close accordingly.		

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M8	Clause & Category (Major / Minor)	RSPO SCCS 5.8.2
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	Training for RSPO SCCS was ineffective.		
Requirement Reference:	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.		

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Objective Evidence:	Interviewed with Assistant Manager found that the training conducted on 24/9/2019 was ineffective where he does not know who is the person to be responsible if there is any overproduction issue.
Corrections:	The SCCD will re-train the relative person on SCCS RSPO especially when any transaction/production happens
Root Cause Analysis:	The mill management was trained on 24.09.2019 by the SCCD, but did not conduct a review of the effectiveness / understanding of the factory on the training
Corrective Actions:	The mill management will conduct a review of the effectiveness / understanding after training the plant.
Assessment Conclusion:	Major NC onsite verification: The manual for SCCS already been revised dated 21 Nov 2019 for ensure all training must be review and ensure all critical control point was aware regarding to SCCS. Record of evaluation of training was available. Thus Major NC was close accordingly.

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1847973-201906-M9	Clause & Category (Major / Minor)	RSPO SCCS E.4 Major
Date Issued	07/11/2019	Due Date	04/02/2020
Closed (Yes / No)	Yes	Date of nonconformity Closure	21/01/2020
Statement of Nonconformity:	Found the management not inform CB regarding to overproduction		
Requirement Reference:	The site shall inform the CB immediately if there is a projected overproduction.		
Objective Evidence:	Verification on-site confirmed that the relevant person-incharge of supply chain not aware of this procedure and found overproduction for CPO 120.08MT, PK 35.2MT and FFB 628.15MT than the RSPO Certificate.		
Corrections:	The mill management will need to review production for one year of the audit and promptly report to the SCCD to notify CB.		
Root Cause Analysis:	The SOP provided by the SCCD in relation to overproduction is less clear in the event of overproduction		
Corrective Actions:	Review all SOPs related to overproduction for clarity (1.1 RSPO SCCS Manual_Mass Balance (isu 3.5) Revised 110919).		
Assessment Conclusion:	Major NC onsite verification: The extension of production already been updated by RSPO. The SOP also been revise and during interview the Critical control point and managent was aware regarding to overproduction. Thus Major NC was close accordingly.		

Opportunity for Improvements	
OFI #	Description
OFI 1	

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Positive Findings	
PF #	Description
PF 1	

3.4.1 Status of Nonconformities Previously Identified and Observations

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1683545-201808-M1	Clause & Category (Major / Minor)	Indicator 4.7.2 Major
Closed (Yes / No)	Yes	Date of nonconformity Closure	25/11/2018
Statement of Nonconformity:	The health and safety issue was not assessed and implemented effectively.		
Requirement Reference:	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.		
Objective Evidence:	FGVASSB Bukit Besar Estate: The activity for transportation of workers was not identified in the HIRADC register (FPM/P/24; Dated 10/3/2018). Furthermore, The tractor (Reg. plate WRD xxxx) used for that activity was not in good condition, eg: no tyre thread for front tyres, tractor fender was broken, ribbed side for trailer too low for passengers.		
Corrective Actions:	Periodical monitoring of the HIRARC assessment by the estate management		
Assessment Conclusion:	ASA1 verification: The HIRARC already been updated for all activity in estate dated 10 Jan 2019 including transportation and construction. Thus Major NC was close accordingly.		

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1683545-201808-N1	Clause & Category (Major / Minor)	Indicator 4.2.1 Minor
Closed (Yes / No)	No	Date of nonconformity Closure	N/A
Statement of Nonconformity:	The Standard Operating Procedures (SOPs), are followed to manage soil fertility to a level that ensures optimal and sustained yield are not effectively implemented		
Requirement Reference:	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		

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Objective Evidence:	FGVASSB Bukit Besar Estate: During site visit in block 5 noted the evidence of over spraying as the area was covered with algae. There was also evidence of spraying at the terrace area which cause area eroded. According to Sustainable Palm Oil Manual Procedure, document no MLSL (Ed. 2) Section 4 stated that the area of spraying is at 1.0 to 1.5 meter from the palm basal while for the area adjacent to jungle, area of spraying is at 2.0 meter.
Corrective Actions:	The estate management will monitored the spraying activities periodically
Assessment Conclusion:	ASA1 verification: During site verification at filed at field block 5 the area was maintain accordingly no trace of over spraying. Thus Minor NC was close accordingly.

Summary of Total Number of Nonconformity			
Nonconformity			
NCR Ref #	1683545-201808-N2	Clause & Category (Major / Minor)	Indicator 4.6.10 Minor
Closed (Yes / No)	No	Date of nonconformity Closure	N/A
Statement of Nonconformity:	Disposal of waste material were not properly demonstrated		
Requirement Reference:	Proper disposal of waste material, according to procedures that are fully understood by workers and managers shall be demonstrated (see Criterion 5.3).		
Objective Evidence:	Kulai POM Housing Area: House no. 15-A & 15-B: - Paint drum been used as dustbin - Storage of lubricants drum at the back of house without proper pollution prevention control measures - Trace of open burning of wastes next to house Adjacent to house no. A-1 & 7-A & 7-B - Waste been dumped inside pit/hole at vacant plot		
Corrective Actions:	The estate management will monitored the domestic waste periodically		
Assessment Conclusion:	ASA1 verification: During site visit at Housing complex, no trace of Shceduled waste and trace of burning. The housing complex was maintain accordingly. Minor NC was close accordingly.		

Opportunity for Improvements	
OFI #	Description
OFI 1	
OFI 2	
OFI 3	
OFI 4	

3.4.2 Summary of the Nonconformities and Status

CAR Ref.	Category (Major / Minor)	P&C Indicator	Issued Date	Status & Date (Closure)
1683545-201808-M1	Major	4.7.2	21/09/2018	Closed out on 25/11/2018
1683545-201808-N1	Minor	4.2.1	21/09/2018	Closed on 5/11/2019
1683545-201808-N2	Minor	4.6.10	21/09/2018	Closed on 5/11/2019
1847973-201906-M1	Major	2.1.1	07/11/2019	Closed on 21/01/2020
1847973-201906-M2	Major	6.1.1	07/11/2019	Closed on 21/01/2020
1847973-201906-M3	Major	6.5.1	07/11/2019	Closed on 21/01/2020
1847973-201906-M4	Major	6.3.2	07/11/2019	Closed on 21/01/2020
1847973-201906-M5	Major	6.5.2	07/11/2019	Closed on 21/01/2020
1847973-201906-M6	Major	4.6.11	07/11/2019	Closed on 21/01/2020
1847973-201906-M7	Major	SCCS 5.3.2	07/11/2019	Closed on 21/01/2020
1847973-201906-M8	Major	SCCS 5.8.2	07/11/2019	Closed on 21/01/2020
1847973-201906-M9	Major	SCCS E.4	07/11/2019	Closed on 21/01/2020

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 FGVPISB Kulai 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	
Internal Stakeholders Field workers Mill workers NUPW representative	Union/Contractors/Local Communities Eng Huat Sdn Bhd Ahmad Hashim Enterprise

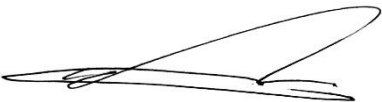
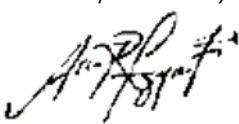
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Gender committee General workers	
Government Departments Sekolah LKTP Bukit Besar	NGO Nil

IS #	Description
1	Feedbacks: Vendors & contractors – Have served FGV for more than 10 years. Payments are made promptly; i.e. within 2 weeks of the following month, according to the terms as stipulated in SPK. Receive invitation and attended meeting organized by FGV. Aware of how to lodge complaint should there be any through verbal or complaint forms.
	Management Responses: Noted on the positive comment and continue to ensure payment is made promptly.
	Audit Team Findings: No further action. Reviewed payment history for selected contractor and supplier confirmed payments are made promptly.
2	Feedbacks: Gender committee - Well verse with the procedure to lodge complain if there is any case of sexual harassment. No sexual abuse / harassment issue raised or received from any of their members and workers. They were treated equally disregards of gender and status. Meeting held with the committee yearly to discuss on any potential issues, activities and briefing on reporting channels should there be any issues.
	Management Responses: Will continue to support the gender committee. Received no complain from the gender committee.
	Audit Team Findings: No further action. Meeting minutes, gender committee organization chart and appointment letter sighted.
3	Feedbacks: School representative (SK LKTP Bkt Besar) - No issue with estate and mill. FGV management is supportive and provides contribution whenever requested (e.g. use of vehicle to transport students). Students are from estate, village and nearby town area. No negative feedback or complaint received from any parents related to FGV management. Based on communication and daily observation done by teachers, there is no signs that students is working after school or during school break.
	Management Responses: Noted on the positive comment and will continue to support the school request.
	Audit Team Findings: No further action. Reviewed the official letter received from school.
4	Feedbacks: Mill and Estate Workers – No issue in relates to housing / accommodation condition. PPE provided at management cost including replacement of PPE that is worn out or damaged. Contract agreement / letter of Employment are provided to all workers in understandable language; and terms and conditions were fully explained by management. No discrimination and forced labour practices imposed by the FGV management. They were treated equally and increment / bonus is awarded based on performance review. Payslip is provided to them, while monthly wage is paid to them through bank account (mill) and cash (estate) end of month. No late payment ever encountered.
	Management Responses:

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	<p>Will continue to ensure worker’s wage is paid promptly. Any updates and changes made on the employment terms and conditions will be made informed to workers during rollcall and a copy if provided to them.</p>
	<p>Audit Team Findings: No further action. Wages paid records sighted and contract agreement signed with workers are in place.</p>
<p>5</p>	<p>Feedbacks: Estate foreign workers - They have full custody of their passport, and work permit is renewed yearly at management cost. Selected foreign workers for interview, states that they are paying approx. 3 lakhs of fees to their agencies in origin country in order to secure a job in Malaysia.</p>
	<p>Management Responses: Not aware of the fees paid by the foreign workers to agencies as FGV has Jabatan Tenaga Kerja that deals with the agency directly, and has extended the policy prohibiting of collecting fees from workers to them.</p>
	<p>Audit Team Findings: Recruitment fees paid to undeclared agencies at the origin country evidenced through workers interview. Issue has been raised in indicator 6.1.1 as an social issue and implementation plan to be introduced to prevent reoccurrence. The last batch recruited is approx. 2 years from the date of audit.</p>

Formal Signing-off of Assessment Conclusion and Recommendation	
<p>The audit objectives have been achieved and the certificate scope remains appropriate. Based on the results of this audit, it is concluded that FGVPIB Kulai Palm Oil Mill has complied with the RSPO P&C MY-NI 2014 & 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 FGVPIB Kulai Palm Oil Mill is approved and continued.</p>	
Report prepared by	Acceptance of Assessment Conclusion
Name: Muhamad Naquiddin Mazeli	Name: Amir Izyanif Hamzah
Company Name: BSI Services Malaysia Sdn Bhd	Company Name: FGV Holding Berhad
Title: Trainee Lead Auditor	Title: General Manager
Signature: 	Signature: <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> 
Date: 9/2/2020	Date: 13/2/2020

Appendix A: Summary of Findings

Criterion / Indicator		Assessment Findings	Compliance
Principle 1: Commitment to Transparency			
Criterion 1.1: 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 -	Adequate information covering on environmental, social and legal issues which are relevant to RSPO Criteria and relevant to stakeholders is shared for effective participation and decision making. Requests for information from the Regulatory Department such as DOSH, MPOB, DOE visiting log book were attended accordingly. Mill and estate assistant at each operating unit responsible on providing & updating the information to relevant stakeholder.	Complied
1.1.2	Records of requests for information and responses shall be maintained. -Major compliance	Records of requests for information and responses maintained accordingly for external stakeholders among government agencies such as DOSH and DOE. Sighted sample of requests as following: - DOSH Workplace Industrial Hygiene enforcement visit latest dated 23/1/2019, requested for information on Noise Monitoring records, Audiometric Test, CHRA, LEV, CEM, Medical Surveillance and etc. Mill provided all information requested as reported by DOSH Officer in the DOSH visit book DOE License Compliance Schedule enforcement visit latest dated 28/10/2019, requested for information on Scheduled Waste handling, Guided Self-Regulation (GSR) and Environmental Mainstreaming Tools (EMAINS) online reporting. The mill required to feedback to DOE on information related to Scheduled Waste before 11/11/2019 and management already feedback accordingly.	Complied
Criterion 1.2: 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	
<p>1.2.1 Publicly available documents shall include, but are not necessary limited to:</p> <ul style="list-style-type: none"> • Land titles/user rights (Criterion 2.2); • Occupational health and safety plans (Criterion 4.7); • Plans and impact assessments relating to environmental and social impacts (Criteria 5.1, 6.1, 7.1 and 7.8); • HCV documentation (Criteria 5.2 and 7.3); • Pollution prevention and reduction plans (Criterion 5.6); • Details of complaints and grievances (Criterion 6.3); • Negotiation procedures (Criterion 6.4); • Continual improvement plans (Criterion 8.1); • Public summary of certification assessment report; • Human Rights Policy (Criterion 6.13). <p>- Major compliance –</p>	<p>FGVASSB: including</p> <ul style="list-style-type: none"> - FGV Agri Services Sdn. Bhd. Laporan Maklumat Asas Ladang (Bukit Tongkat, Taib Andak & Ulu Belitong) - Pelan Ukuran Keliling Tanah Felda Yang Dipajak Kepada FGV Agri Services Sdn. Bhd. Di Rancangan Felda Taib Andak, Mukim Kulai, Daerah Kulaijaya, Johor; Plan # 15282-2; Date: 30/4/2019; By Meridan Survey Consultants - Tenancy Agreement between Federal Land Development Authority and Felda Agricultural Services Sdn. Bhd. Dated 7/2/2017; Appendix A: Principal Agreement duration: 1/1/1978 – 31/12/2007; Extension Agreement Duration: 1/1/2008 – 31/12/2016; Current period: 1/1/2017-31/12/2017; Extended with Surat Kebenaran Kepada Felda Agricultural Services Sdn. Bhd. (FASSB) Untuk Menjalankan Operasi Di Tanah Felda; Ref. # (06) JLPDG1151/02-30; Date: 18/1/2018; FGVASSB Taib Andak area: 55.26 ha; Expiry date: 31/12/2019 	<p>Complied</p>	
<p>Criteria 1.3: Growers and millers commit to ethical conduct in all business operations and transactions.</p>			
<p>1.3.1</p>	<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>A written policy established as Code of Business Conduct & Ethics For Employees (CoBCE) book by Mohd. Fadzly bin Zulkifli; Head Industrial Relation Group Human Resource Felda Global Ventures Holding Berhad; Copyright: 290316. This was communicated to all levels of the workforce and operations via company’s website and directly at operating unit’s level. i.e. Policy is communicated to POM workers during rollcall meeting dated 15.10.2019, while Taib Andak /Bukit Besar Estate CoBCE training is conducted dated 24.10.2019. Training attendance records sighted.</p>	<p>Complied</p>
<p>Principle 2: Compliance with applicable laws and regulations</p>			
<p>Criterion 2.1: There is compliance with all applicable local, national and ratified international laws and regulations.</p>			

<p>2.1.1</p>	<p>Evidence of compliance with relevant legal requirements shall be available. - Major compliance -</p>	<p>Kulai POM: Documents showing legal ownership sighted in the form of Agreement between Felda and Felda Palm Industries Sdn. Bhd.; Scheme: Felda Taib Andak; Date: 25/11/1996; License to occupy a portion of land approximately 13.09ha; Period: 1/1/1994 – 31/12/2023 (30 years). FGVASSB Bukit Besar Estate: Documents showing legal ownership sighted in the form of Tenancy Agreement between Felda and Felda Agricultural Services Sdn. Bhd.; Date: 7/2/2018; Period: 1/1/2018 – 31/12/2018; Sighted also the Approval (Kebenaran Kepada Felda Agricultural Services Sdn. Bhd. Untuk Menjalankan Operasi Di Tanah Felda) Letter Ref. # (06) JPLDG1151/02-30; Dated: 18/1/2018. Original expiry date of leasing agreement 31/12/2017. Negotiation on revised price still on-going, latest meeting on leasing between Felda and FGVASSB dated 20/4/2018; Minutes of meeting # 01/2018. The meeting outcome was to remain existing agreement until 31/12/2018 pending negotiated decision on the new leasing rate. Rental payment voucher # 340210168; Date: 10/4/2018 for invoice # 220753032.</p> <p>Legal register covering the applicable local and international laws and regulations are available. Compliance to each applicable law and regulation is monitored by the operating units and head office sustainability team. Kulai POM monitored through Register of Legal and Other Requirements records (FPI/L4/QOSHE-2.1 Pind 0), latest update on 23/1/2018.</p> <ul style="list-style-type: none"> - MPOB License # 500161004000 (FGV Palm Industries Sdn. Bhd.); Licensed activity: Sales and Handling (FFB, PK, CPO, SPO); Purchase and Handling (FFB, PK, CPO); Storage (PK, CPO, SPO); Milling (FFB); Validity period: 1/4/2019 - 31/3/2020 - MPOB License # 618306003000 (FGV Trading Sdn. Bhd.); Licensed activity: Sales and Handling (PK, CPO); Purchase and Handling (PK, CPO); Validity period: 19/6/2019 - 31/5/2020 - MPOB License # 618378015000 (FGV Trading Sdn. Bhd.); Licensed activity: Sales and Handling (FFB); Purchase and Handling (FFB); Validity period: 8/7/2019 - 30/6/2020 	<p>Major nonconformance</p>
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		<ul style="list-style-type: none"> - DOE license # 004683; Compliance schedule ref. # AS(B)J31/152/000/065J:D.15(10); Validity period: 1/7/2019-30/6/2020; Effluent final discharge method: Water course; Max FFB processing capacity: 36 mt/hr; BOD final discharge limit: 20 mg/l - All the CF by DOSH found valid, eg: PMT10501, PMT13529, PMD122, PMT 13530 - BAKAJ License to Divert or Abstract River Water # 08/A/KJ/091; Max volume: 500m³/day; Valid until 31/12/2019 - Scheduled Controlled Goods Permit Serial # J000897; Ref. # KPDKK.J-JB/26/5A/11/1101 (P/D) (P11); Items: Diesel; Quantity: 21,840 litres; Validity period: 14/5/2019 – 13/5/2020 - Steam Engineer Grade 1 (075/2005) - Steam Engineer Grade 2 (255/2015) - CePPOME : Mill Engineer (CePPOME/15057) - CePSWaM : Mill Engineer (CePSWaM/16073) - AESP : FPISB-AESP-00073 - AGT : NW-HQ-AGT-1141-M - Electrical charginan : PJ-T-4-B-0124-2010, grade A4 - Electrical charginan : PJ-T-2-B-0464-2012, grade A1 - Boiler charginan : J.148/05, grade 2 - Boiler charginan : PA/34/89, grade 1 <p>FGVASSB Bukit Besar Estate monitored through Register of Legal and Other Requirements records (ML-1A/L5-AP11 Pind 0), last reviewed on 1/1/2017.</p> <ul style="list-style-type: none"> - MPOB License # 502670102000 (Felda Agricultural Sdn. Bhd.); Licensed activity: Sales and Handling (FFB); Total area: 55.26ha; Validity period: 1/4/2019 - 31/3/2020 - Labour Department Peninsular Malaysia Permit for Workers Salary Deduction (Section 24 Employment Act 1955); Serial # PP 3/34/1385; Deduction for purchase of motorcycle, electrical appliances and furniture for amount ranging RM65 to RM241 per month for a period of 48 and 12 months respectively; Effective date: 1/2/2009 	
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Criterion / Indicator	Assessment Findings	Compliance
	<p>- Kebenaran Di Bawah Seksyen 24 Akta Kerja 1955 Bagi Membuat Potongan Daripada Gaji Pekerja-Pekerja – Skim Pinjaman Perumahan FPISB, Skim Koperasi Permodalan Felda Berhad (KPF); Ref. # (16)d/m.BSM.7/ 2/35/68 Bhg. 1; 25/10/1996</p> <p>Overtime Permit; (2) d/m PTKJB/10101/02375 (PMT); Dated 22/9/2015</p> <p>FGV Kulai complex has obtained approval letter from labour office for deduction such as water and electric bills, FELDA welfare fund, insurance, etc. as per Ref. No.: (16)d/m.BSM.7/2/35/68 dated 25.10.1996.</p> <p>However, reviewed the "Borang Arahan/ Kebenaran Kerja Lebih Masa, Kerja Pada Hari Cuti Rehat dan Kerja Pada Hari Cuti Umum" for Employee No.: 1203228 found that he has worked more than 12 hours in a day not in accordance to the Employment Act 1955 in a day as below:</p> <p>Emp. No.: 1203228</p> <ul style="list-style-type: none"> - 12.05.2019 worked from 2200 to 0500 - 26.05.2019 worked from 2200 to 0512 - 06.01.2019 worked from 2200 to 0600 - 09.01.2019 worked from 2200 to 0700 - 20.01.2019 worked from 2200 to 0500 - 21.01.2019 worked from 2200 to 0600 - 23.01.2019 worked from 2200 to 0500 <p>Note: Process of FFB due to Boiler Charge man on leave</p> <p>Thus Major NC been raised.</p> <p>Legal Ref: <u>Employment Act 1955 (Act 625) Part XII Rest day, Hours of Work, Holiday and Other Condition of Service.; Section 60A. Hours of Work: (7) Except in the circumstances described in subsection (2) (a), (b), (c), (d) & (e), no employer shall require any employee under any circumstances to work for more than twelve hours in any one day.</u></p>	

Criterion / Indicator		Assessment Findings	Compliance
2.1.2	A documented system, which includes written information on legal requirements, shall be maintained. - Minor compliance -	Various methods have been used for demarcation of boundary such as trenching, red/white pegs, roads, etc. During site visit, the boundary stone was clearly demarcated at FGVASSB Bukit Besar Estate with smallholders at Filed block 5.	Complied
2.1.3	A mechanism for ensuring compliance shall be implemented. - Minor compliance -	Latest evaluation of compliance done on 28/10/2019 on DOE License Compliance Schedule requirements. Evaluation done by the mill manager together with DOE enforcement officer. Latest 3 rd Party Compliance Audit Conducted on 21/8/2019 by DOE Registered Auditor Registration # EA 0077; Mohammad Aman Bin Samsurey (MZ Enviro Testing & Consulting). As per DOE letter ref. # AS(B)J 31/152/000/065 Jilid 15; Date: 14/8/2019; "Permohonan Melanjutkan Tempoh Masa Bagi Mematuhi Tahap Kepekatan Takat Pelepasan Akhir Efluen Bagi Kilang Kelapa Sawit" – To pay different charge of RM58.80; Paid by mill on 21/8/2019; Payment voucher # 352096776	Complied
2.1.4	A system for tracking any changes in the law shall be implemented. - Minor compliance -	Tracking system available to identify changes in the relevant regulations through head office, sustainability regulation unit. FGV have centralised system for tracking any changes in the law. Refer to "Panduan: Sistem Pengesanan Perubahan Undang-undang" dated 23/6.2017, Version:04.	Complied
Criterion 2.2: 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.			

Criterion / Indicator	Assessment Findings	Compliance
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 -	Kulai POM: Documents showing legal ownership sighted in the form of Agreement between Felda and Felda Palm Industries Sdn. Bhd.; Scheme: Felda Taib Andak; Date: 25/11/1996; License to occupy a portion of land approximately 13.09ha; Period: 1/1/1994 – 31/12/2023 (30 years). FGVASSB Bukit Besar Estate: Documents showing legal ownership sighted in the form of Tenancy Agreement between Felda and Felda Agricultural Services Sdn. Bhd.; Date: 7/2/2018; Period: 1/1/2018 – 31/12/2018; Sighted also the Approval (Kebenaran Kepada Felda Agricultural Services Sdn. Bhd. Untuk Menjalankan Operasi Di Tanah Felda) Letter Ref. # (06) JPLDG1151/02-30; Dated: 18/1/2018. Original expiry date of leasing agreement 31/12/2017. Negotiation on revised price still on-going, latest meeting on leasing between Felda and FGVASSB dated 20/4/2018; Minutes of meeting # 01/2018. The meeting outcome was to remain existing agreement until 31/12/2018 pending negotiated decision on the new leasing rate. Rental payment voucher # 340210168; Date: 10/4/2018 for invoice # 220753032.	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. During site visit, the boundary stone was clearly demarcated at FGVASSB Bukit Besar Estate with smallholders at Filed block 5.	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 -	Land ownership document clearly indicate that land could be used for palm plantation activities. There isn't any conflict on the condition of land use as per land title. The land was obtained from the state government through legal process.	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	No disputes, conflicts or a customary right as the land belongs to state government that leased to FGVP for 99 years.	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 are no disputes, conflicts or a customary right hence participatory mapping not required.	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	During field visit and interview with internal/external stakeholders, neither there was conflict nor violence occur within the estate. The presence of security – auxiliary force is to ensures a safe and harmonized environment at all time.	Complied
Criterion 2.3: 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 -	There is no land dispute in the Kulai Certification Unit at the time of audit. FGV Holding Berhad was leased the land from FELDA with tenancy agreement was made and it was confidential. The surrounding are owned by FELDA and the settlers and local villages. Interview with the stakeholders confirmed that no encroachment of land by the FGVMSB.	Complied

Criterion / Indicator	Assessment Findings	Compliance
2.3.2	<p>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:</p> <p>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;</p> <p>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;</p> <p>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.</p> <p>- Minor compliance -</p>	Complied
2.3.3	<p>All relevant information shall be available in appropriate forms and languages, including assessments of impacts, proposed benefit sharing, and legal arrangements.</p> <p>-Minor compliance</p>	Complied
2.3.4	<p>Evidence shall be available to show that communities are represented through institutions or representatives of their own choosing, including legal counsel.</p> <p>-Major compliance</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance	
Principle 3: Commitment to long-term economic and financial viability			
Criterion 3.1:			
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 Kluang), "Rancangan 5 Tahun Syarikat" 2015 – 2019 was seen during assessment.</p> <p>Complied PF441 RSPO Public Summary Report Revision 6 (December/2018) in CAPEX allocated for 2019 - 2020:</p> <ul style="list-style-type: none"> i) Fire Fighting System improvement ii) Workers quarters – staff quarters upgrading iii) EFB treatment – biomass waste management <p>The estates also have their annual budgets with 3 years projection. The average operation cost was around RM100/mt/year</p> <p>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>	Complied
3.1.2	<p>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.</p> <p>- Minor compliance -</p>	<p>No replanting programme for FGVASSB Bukit Besar Estate. Current stand was planted in 2014. Replanting will be done for palm age at 25 years and above as per FGV Replanting Policy dated 1/6/2014 signed by the CEO</p>	Complied
Principle 4: Use of appropriate best practices by growers and millers			

Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.1: Operating procedures are appropriately documented, consistently implemented and monitored.			
4.1.1	Standard Operating Procedures (SOPs) for estates and mills are documented - Major compliance -	Mill holds three SOP and documentation available at the mill for review. Noted the Sustainable Palm Oil Manual Procedure, Safety working procedure and Quality, Occupational Health, Safety and Environmental Procedure. Estate holds three SOP and documented in Plantation Sustainability and Quality Management, Sustainable Palm Oil Manual Procedure and Occupational Safety, Health and Environmental Manual Sighted the latest review in Sustainability Palm Oil Manual on procedure for competency, awareness and training dated 1/6/2016.	Complied
4.1.2	A mechanism to check consistent implementation of procedures shall be in place. - Minor compliance -	FGVPM has established mechanism to monitor the implementation of their procedure by Mill/Plantation Advisor Visit, Agronomist Visit and Audit on compliance to SOP (P&D). The visit conducted on annually basis.	Complied
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.	Complied
4.1.4	The mill shall record the origins of all third-party sourced Fresh Fruit Bunches (FFB). - Major compliance -	For Kulai POM, the third party sources FFB record was available in Mill. Total 22 supplier including 10 dealer as per " <i>Laporan Ringkasan Penerimaan BTS Bulan Oktober 2019</i> ".	Complied
Criterion 4.2: Practices maintain soil fertility at, or where possible improve soil fertility to, a level that ensures optimal and sustained yield.			

Criterion / Indicator		Assessment Findings	Compliance												
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 -	The fertiliser been recommended by Agronomist, the latest report dated 25 April 2019. The report recommend to apply as per below:- <table border="1" data-bbox="969 651 1859 790"> <thead> <tr> <th>Type of Fertiliser</th> <th>Rate/ Palm</th> <th>Dated applied</th> </tr> </thead> <tbody> <tr> <td>NK 30</td> <td>2.75</td> <td>25 March 2019</td> </tr> <tr> <td>KIS</td> <td>1.50</td> <td>29 April 2019</td> </tr> <tr> <td>ERP</td> <td>1.75</td> <td>21 Sept 2019</td> </tr> </tbody> </table>	Type of Fertiliser	Rate/ Palm	Dated applied	NK 30	2.75	25 March 2019	KIS	1.50	29 April 2019	ERP	1.75	21 Sept 2019	Complied
Type of Fertiliser	Rate/ Palm	Dated applied													
NK 30	2.75	25 March 2019													
KIS	1.50	29 April 2019													
ERP	1.75	21 Sept 2019													
4.2.3	There shall be evidence of periodic tissue and soil sampling to monitor changes in nutrient status. - Minor compliance -	The periodic tissue and soil sampling was available under Agronomist report dated 25 April 2019. Soil sampling was done at 5 years interval as per FGVM SOP. Latest Soil Sampling was done in June 2015 by external parties. Report are available for review. No changes as per verification.	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 -	Nutrient recycling strategy is in place and includes use of Empty Fruit Bunches (EFB), which applied at the estate at 20 ton/ha as per recommendation by Agronomist. The application was mainly to conserve the soil moisture. Verified the record of payment for transporting EFB to the estate for the month of August 2019. Verified sampled EFB application program at FGVASSB Bukit Besar Estate. Sample of application record checked: Month: Feb 2019 Tonnage: 75.91 ton Month: August 2019 Tonnage: 12.42 ton.	Complied												
Criterion 4.3: Practices minimise and control erosion and degradation of soils.															

Criterion / Indicator		Assessment Findings	Compliance								
4.3.1	Maps of any fragile soils shall be available. - Major compliance -	In FGV Bukit besar estate, Soil map is available referred to Soil map dated 26 March 2008 by Unit Komputer(GPS/GIS) from FELDA Agricultural Services Sdn Bhd. From the map, Renngam-Jerangau type is almost cover in the estate. No fragile soil in estate from record and site verification	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 -	As per Soils of FGVASSB Bukit Besar Estate by Param-Agricultural Soil Surveys (M) Sdn Bhd, there was no slope above than 25 °. The slope category identified as follow: <table border="1" data-bbox="972 651 1581 791"> <thead> <tr> <th>Slope</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>0-4</td> <td>2.30</td> </tr> <tr> <td>4-12</td> <td>15.10</td> </tr> <tr> <td>12-24</td> <td>82.60</td> </tr> </tbody> </table> 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.	Slope	%	0-4	2.30	4-12	15.10	12-24	82.60	Complied
Slope	%										
0-4	2.30										
4-12	15.10										
12-24	82.60										
4.3.3	A road maintenance programme shall be in place. - Minor compliance -	Road maintenance programme for FGVASSB Bukit Besar Estate was established. The progress record was sighted with monitored using map. The latest road maintenance programme was available in budget with total RM 5,500.00 under code 53100180.	Complied								
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 -	No peat soil at FGVASSB Bukit Besar 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 -	No peat soil at FGVASSB Bukit Besar Estate	Complied								

Criterion / Indicator		Assessment Findings	Compliance												
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 -	No peat soil at FGVASSB Bukit Besar Estate	Complied												
Criterion 4.4: Practices maintain the quality and availability of surface and ground water.															
4.4.1	An implemented water management plan shall be in place. - Minor compliance -	As per FGVPIB Pelan Pengurusan Air tahun: 2018/2019; Last update: 26/9/2019	Complied												
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 -	<p>FGVPM has established procedure to identify river buffer zone and documented in Sustainable Palm Oil Manual Procedure. Refer document no ML-1A/L2-Pr8(0) as follows:</p> <table border="1"> <thead> <tr> <th>River Width</th> <th>Buffer Zone (m)</th> </tr> </thead> <tbody> <tr> <td>>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>1-5</td> <td>5</td> </tr> </tbody> </table> <p>Sighted during site visit the estate has marked the river buffer zone with concrete pole. No evidence of chemical activities along the river buffer zone.</p>	River Width	Buffer Zone (m)	>40	50	>20 – 40	40	>10 – 20	20	>5 - 10	10	1-5	5	Complied
River Width	Buffer Zone (m)														
>40	50														
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>5 - 10	10														
1-5	5														

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Criterion / Indicator		Assessment Findings	Compliance																											
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 -	<p>As per Online Environmental Reporting (OER) of First Schedule (Regulation 10 (2)) Quarterly Return Form and sampled Certificate of Analysis as following:</p> <ul style="list-style-type: none"> - Report (Certificate of Analysis) # MABB 2117/19; Date: 23/10/2019; Sample description: Final Discharge (Bio-polishing Plant); Sample received date: 17/10/2019; Analysis Results: <table border="1"> <thead> <tr> <th>Parameter</th> <th>Units</th> <th>Results</th> </tr> </thead> <tbody> <tr> <td>pH @ 25°C</td> <td>-</td> <td>8.8</td> </tr> <tr> <td>BOD</td> <td>mg/L</td> <td>50</td> </tr> <tr> <td>COD</td> <td>mg/L</td> <td>353</td> </tr> <tr> <td>TS</td> <td>mg/L</td> <td>4,580</td> </tr> <tr> <td>SS</td> <td>mg/L</td> <td>185</td> </tr> <tr> <td>O&G</td> <td>mg/L</td> <td>4</td> </tr> <tr> <td>AN</td> <td>mg/L</td> <td>ND (<5)</td> </tr> <tr> <td>TN</td> <td>mg/L</td> <td>17</td> </tr> </tbody> </table> <p>FGVASSB guideline of "Pengambilan Sampel Air; Doc. # FGV/FGVPM/PAS/L3/01-00; Rev. 0; Jadual 01: Kriteria Pemilihan Pensampelan Sungai; Score 6-10 = 3 years sampling frequency</p>	Parameter	Units	Results	pH @ 25°C	-	8.8	BOD	mg/L	50	COD	mg/L	353	TS	mg/L	4,580	SS	mg/L	185	O&G	mg/L	4	AN	mg/L	ND (<5)	TN	mg/L	17	Complied
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4.4.4	Mill water use per tonne of Fresh Fruit Bunches (FFB) (see Criterion 5.6) shall be monitored. - Minor compliance -	<p>As per <i>Kertas Semak Penggunaan Air Kilang Sawit</i>; Raw Data – 13.0. Total water volume/FFB processed for Jan-Dec 2018: 1.44m³/mt. For October 2019 sample: Total FFB processed: 11,330mt Total water volume: 15,933m³ Water volume/FFB processed: 1.54m³/mt</p>	Complied																											
<p>Criterion 4.5: Pests, diseases, weeds and invasive introduced species are effectively managed using appropriate Integrated Pest Management techniques.</p>																														

Criterion / Indicator		Assessment Findings	Compliance
4.5.1	Implementation of Integrated Pest Management (IPM) plans shall be monitored. - Major compliance -	The IPM management is similar to the other FGVP estates. The Bukit Besar estates had in place a documented integrated pest management (IPM) systems. The procedure referred was in the Manual Lestari under section - Plant Protection. The IPM program among others includes pest management of rats, bagworms, nettle caterpillars, rhinoceros beetles and ganoderma. The IPM technique for rats includes rearing barn owls (tyto alba), bagworm control includes the planting of beneficial plants such as Cassia cobanensis, Antigonan and tunera. Documents on the operations related to the following was available and sighted ; a) Barn Owl Boxes (BOB) location in the estates. 6 units sighted in the estates for(as per records of BOB) b) BOB occupancy census record, latest census on 16/7/19 (occupancy rate-0%). c) Training relating to IPM operations and management d) Cultivation of beneficial plant in the nursery and planting location in the field. During the field visit, it was observed a number of beneficial plants had been planted. e) Rat baiting was by calendar baiting at 2 campaigns per year. Baiting was continued until bait acceptance fell below 20%. Rat baiting was by calendar baiting at 2 campaigns per year. Baiting was continued until bait acceptance fell below 20%. The latest census shown that the percentage was 2%.	Complied
4.5.2	Training of those involved in IPM implementation shall be demonstrated. - Minor compliance -	Training of those involved in IPM was adequately given. Among the trainings conducted on 9 March 2019 at Taib Andak Estate. Training records were available for verification.	Complied
Criterion 4.6: Pesticides are used in ways that do not endanger health or the environment			

Criterion / Indicator		Assessment Findings	Compliance				
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 -	The written justification in Standard Operating Procedure (SOP) of all agrochemicals are available and related in the following manual/documents a) Manual Ladang Sawit Lestari b) Manual Keselamatan c) Manual Sustainability Selected products are specific to the target pest, weed and disease. Quoted few of recommended pesticides are as follows: a) Immature planting General weeds : Glyphosate Legume & broad leave : Metsulfuron Methyl Stenochlaena palustris : Sodium chlorate b) Mature fields VOPs : glyphosate & sodium chlorate The selection is also evaluated by the agronomist during his visit to the estate through sighting of the chemical records applied in the estates.	Complied				
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 made available. Records were sighted and verified in both estates. <table border="1" data-bbox="972 978 1861 1046"> <tr> <td>Estate</td> <td>AI/ ha</td> </tr> <tr> <td>FGVASSB Bukit Besar Estate</td> <td>2.4496</td> </tr> </table>	Estate	AI/ ha	FGVASSB Bukit Besar Estate	2.4496	Complied
Estate	AI/ ha						
FGVASSB Bukit Besar Estate	2.4496						

Criterion / Indicator	Assessment Findings	Compliance
<p>4.6.3</p> <p>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.</p> <p>- Major compliance -</p>	<p>The quantity of agrochemicals required for various field conditions are documented and justified in the described manuals</p> <p>a) Manual Ladang Sawit Lestari b) Manual Keselamatan c) Manual Sustainability</p> <p>The implementation in the field is consistent with the Manual Lestari / Sustainability. In the implementation of the IPM plans the following practices are adopted by both estates; Established growth of beneficial plants (Cassia cobanensis , Antigonon leptopus and Turnera subлата) for continuous planting in order to attract natural predators and thus to reduce use of insecticides. As described in 4.5.1, during the site visit the auditor observed notable quantity of beneficial plants been planted in block 5 and 2. Cultivation was made at the estates mini nurseries.</p>	<p>Complied</p>
<p>4.6.4</p> <p>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.</p> <p>- Minor compliance -</p>	<p>Paraquat was eliminated and banned based on memo signed by CEO of FGVPM dated 8/5/17, reference number (27) 0108/HQ/JAB.OP.17/PLANTATIONS/AM. Alternatives such as Glyphosate were used with the elimination of Paraquat. Based on the latest chemical register, only class III & IV chemical used at Bukit Besar estate.</p>	<p>Complied</p>

Criterion / Indicator		Assessment Findings	Compliance												
4.6.5	<p>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).</p> <p>- Major compliance -</p>	<p>Pesticide operators given training on the safe handling and application of the pesticides. Suitable personal protective equipment's and application equipment provided to the operators. All precautions attached to the products explained to operators and understood by them. This was noted during the interview with workers in block 5.</p> <table border="1"> <thead> <tr> <th>Id Workers</th> <th>PPE</th> <th>Training been attend</th> </tr> </thead> <tbody> <tr> <td>PB001919012</td> <td>21/10/2019</td> <td rowspan="4">Chemical Handling Training on 15 April 2019 PPE training on 15 April 2019</td> </tr> <tr> <td>PB001919014</td> <td>Glove</td> </tr> <tr> <td>PB001919009</td> <td>24/11/2019 respirator</td> </tr> <tr> <td>PB001919010</td> <td>4/7/2019 Rubber boot 24/7/2019 Apron</td> </tr> </tbody> </table>	Id Workers	PPE	Training been attend	PB001919012	21/10/2019	Chemical Handling Training on 15 April 2019 PPE training on 15 April 2019	PB001919014	Glove	PB001919009	24/11/2019 respirator	PB001919010	4/7/2019 Rubber boot 24/7/2019 Apron	Complied
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4.6.6	<p>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).</p> <p>- Major compliance -</p>	<p>The storage of pesticides at FGVASSB Bukit Besar Estate was observed to be in compliance with the Occupational Safety and Health Act 1994 (Act 514) as well as in the Pesticides Act 1974 (Act 149) and Regulations having the following characteristics;</p> <p>a) The chemical and fertiliser stores (with cemented floors) are locked & handled only by authorised personnel i.e. storekeeper however found :-</p> <p>b) All the chemicals were arranged/segregated according to the type. The fertilizers were well stacked.</p> <p>c) Relevant MSDS /CSDS were seen displayed in the stores. Adequate Safety Signage have been placed at both internal and external of the building.</p> <p>d) A proper premixing area with eye wash facilities and bathing area is available.</p>	Complied												
4.6.7	<p>Application of pesticides shall be by proven methods that minimise risk and impacts.</p> <p>- Minor compliance -</p>	<p>Found yearly programme for spraying activity in FASSB Taib Andak Estate for year 2019. In the programme its include circle spraying, wood spraying and VOP. Example circle spraying will be done on Jan, March, June, Sept and Dec.</p>	Complied												

Criterion / Indicator		Assessment Findings	Compliance
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 Bukit Besar 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 -	No associated smallholder a Kulai POM 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 2018/2019 can refer indicator 4.8.2	Complied
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 -	Mill housing domestic waste disposal as per Surat <i>Perintah Kerja</i> (Work Order) # 3301330201/1300993587; Date: 31/12/2018. Scope: <i>Menyediakan tenaga kerja, peralatan, pengangkutan dan lain-lain keperluan untuk mengangkat sampah di kawasan perumahan sebanyak 2 kali seminggu bagi tempoh 1 tahun dari 1/1/2019 – 31/12/2019; Tender # KL-3215/2018</i>	Complied

Criterion / Indicator	Assessment Findings	Compliance
4.6.11	Specific annual medical surveillance for pesticide operators, and documented action to treat related health conditions, shall be demonstrated. - Major compliance -	As per CHRA dated April 2014 done by Mohd Nazif Bin Mohd Noor (JKKP HIE 127/171-2(303). The latest The medical surveillance by Dr Halim Bin Ishak (JKKP HQ/08/DOC/00/387) was done last on 26 April 2018 thus Major NC been raised. From the result all workers was fit with chemical. As per recommendation from CHRA the workers must attend the programme for medical surveillance or Biological monitoring annually.

Criterion / Indicator		Assessment Findings	Compliance
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) at visited estates.	Complied
Criterion 4.7: An occupational health and safety plan is documented, effectively communicated and implemented. The health and safety plan shall cover the following:			

Criterion / Indicator	Assessment Findings	Compliance
<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.</p> <p>- Major compliance -</p>	<p>Group Occupational Safety & Health Management Policy had been established and implemented. There are 2 levels of the Policies</p> <p>a) Dasar Kesihatan , Keselamatan Dan Alam Sekitar signed on 15/10/2016 by The Presiden Kumpulan .</p> <p>b) Dasar Keselamatan Dan Kesihatan Pekerjaan endorsed by 30/3/2012 with revision on 01/2/2017 by The Chief Executive Officer (Ketua Pegawai Eksekutif) of FGVP. A similar policy Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan Dan Alam Sekitar for the mill operations was signed by the Ketua Pegawai Eksekutif Felda Palm Industries Sdn Bhd dated on 10/8/1999 with a revision made on 20/11/2017.</p> <p>Medical surveillance been done on 12 March 2019 attended 68 person. Medical surveillance was conducted by Dr Bjinder Singh (JKKP HQ/08/DOC/00(72)) from Klinik Dhillon. From the result all was fit to work with chemical.</p> <p>Audiometric test conducted by Dr Poon Tuck Choy(HQ/15/DOC/00/416) Industrial Safety Management Services dated 4 June 2019 attended by 43 person. From the result, no hearing impairment and all workers was fit to work.</p> <p>Local Exhaust Ventilation(LEV) for lab been inspection yearly by MZ Enviro Testing & consulting (M) Sdn Bhd. Latest report(MZ/KSK/LEV/0519) was on 12 May 2019 by Mohd Ariff (JKKP HIE 127/171-3/2(160)). For LEV the inspection was done 2 week once, latest date was on 7 Oct 2019 and previously was on 30 Sept 2019 by Lab operator.</p> <p>The Chemical exposure monitoring report (MZ/CEM/KSK/0419) on N- Hexane was been done on April 2019 by Enviro Testing & Consulting (HQ/14/JHI/00/193). The result all showed was not detected.</p>	<p>Complied</p>

Criterion / Indicator	Assessment Findings	Compliance
<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.</p> <p>- Major compliance -</p>	<p>CHRA previously done on 20 September 2019 by Occumed Consultancy & Services Snd Bhd.(JKKP IH 127/171-2(08). Already been renew on 23 Oct 2019 by Occumed Consultancy & Services Snd Bhd and report was still pending. Management still using previous report as reference.</p> <p>HIRARC review 6 May 2019, for the accident happen on August 2019 the HIRARC already been review on Sept 2019 cover in Shredder, maintenance and workshop.</p> <p>HIRARC (Bukit Besar/TA/HIRADC) already been review dated 10 Jan 2019. No accident happen in estate for year 2019. This HIRARC including harvesting, Spraying, Manuring, transportation, rat bait, and grading.</p>	<p>Complied</p>
<p>4.7.3</p> <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>	<p>Complied</p>

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. - Major compliance -</p>	<p>The OSH meeting was done periodically (3 month once), latest record was on 11 Sept 2019 and previously was on 20 May 2019. Osh appointment letter was available referred letter (156)4004/KL/1 pt.4 dated 1 Jan 2019. Appointment letter for Hj Sadilah bin Othman was available dated 14 Jan 2019.</p>
<p>Complied</p>		

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.</p> <p>- Minor compliance -</p>	<p>Accident and emergency procedures are available in adherence to the FGVP on Crisis Management & Emergency Response plan and " Accident and Reporting and Investigation Procedure ' in Manual Keselamatan . The estates identified the following emergency event requiring an emergency response plan (Prosedur KKP). The procedures were last updated on 18/11/15</p> <ul style="list-style-type: none"> a) Kecelakaan Parah b) Kebakaran (Fire) c) Kecelakaan Ringan d) Banjir Di Ladang <p>The mill similarly had the following incidences documented as the potential emergency event in relation to the mill operations;</p> <ul style="list-style-type: none"> a)Kebakaran b)Kecelakaan yang menyebabkan hilang upaya/cacat c)Kecelakaan yang menyebabkan cuti sakit melebihi 4 hari. d)Letupan Boiler, turbin dan lain - lain e)Keruntuhan Struktur Kilang <p>One accident happen in shredder area dated 15 August 2019. Until todate MC from August 2019. JKPP 6 record dated 19 August 2019 was available in personal document of employee. Investigation on 20 August 2019. For JKPP 8/21343/2019 dated 25/1/2019, the record was available.</p> <p>In Bukit Besar (Taib Andak estate), the JKPP 8 (JKPP 8/31879/2018) record was available dated 24 Jan 2019. Last year record show 1 accident with MC 132. The claim have been made with SOCSO and insurance.</p>	<p>Complied</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 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 FGVPM headquarters. <table border="1"> <thead> <tr> <th>SOCISO/FWCS</th> <th>Dated</th> <th>Remark (Id Workers)</th> </tr> </thead> <tbody> <tr> <td>K3103431X</td> <td>Sept 2019</td> <td>1206003,</td> </tr> <tr> <td>K3812498B</td> <td></td> <td>1205993,</td> </tr> <tr> <td>941113015757</td> <td></td> <td>1210930,</td> </tr> <tr> <td>M0937306P</td> <td></td> <td>1206007,</td> </tr> <tr> <td>830427016099</td> <td></td> <td>1207977</td> </tr> </tbody> </table>	SOCISO/FWCS	Dated	Remark (Id Workers)	K3103431X	Sept 2019	1206003,	K3812498B		1205993,	941113015757		1210930,	M0937306P		1206007,	830427016099		1207977	Complied
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M0937306P		1206007,																			
830427016099		1207977																			
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: LTA for Mill:- 42.86 LTA for Estate:- 9.62	Complied																		
Criterion 4.8: All staff, workers, smallholders and contract workers are appropriately trained.																					
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 combine with relevant environmental, Social and OHS related training in 2019	Complied																		

<p>4.8.2</p>	<p>Records of training for each employee shall be maintained. - Minor compliance -</p>	<p>Record of training was maintained available for review. Sample of training records checked:</p> <table border="1" data-bbox="969 442 1617 1345"> <tr> <td>Training</td> <td></td> </tr> <tr> <td>Policy training</td> <td>11 Feb 2019</td> </tr> <tr> <td>Investigation training</td> <td>20 August 2019</td> </tr> <tr> <td>Chemical handling training</td> <td>20 May 2019</td> </tr> <tr> <td>RSPO Training</td> <td>15 Oct 2019</td> </tr> <tr> <td>SCCS training</td> <td>15 Oct 2019</td> </tr> <tr> <td>Environment and open burning training</td> <td>4 April 2019</td> </tr> <tr> <td>Scheduled waste training</td> <td>4 April 2019</td> </tr> <tr> <td>Fire Drill training</td> <td>23 Oct 2019</td> </tr> <tr> <td>First aid training</td> <td>16 Oct 2019</td> </tr> <tr> <td>ERP training</td> <td>24 Oct 2019</td> </tr> <tr> <td colspan="2">FASSB Bukit Besar/ Taib Andak Estate</td> </tr> <tr> <td>Group Sustainability Policy Training</td> <td>24 Oct 2019</td> </tr> <tr> <td>RSPO n MSPO Training</td> <td>6 July 2019</td> </tr> <tr> <td>Open Burning training</td> <td>4 May 2019</td> </tr> <tr> <td>Chemical handling training</td> <td>15 April 2019</td> </tr> <tr> <td>PPE training</td> <td>15 April 2019</td> </tr> </table>	Training		Policy training	11 Feb 2019	Investigation training	20 August 2019	Chemical handling training	20 May 2019	RSPO Training	15 Oct 2019	SCCS training	15 Oct 2019	Environment and open burning training	4 April 2019	Scheduled waste training	4 April 2019	Fire Drill training	23 Oct 2019	First aid training	16 Oct 2019	ERP training	24 Oct 2019	FASSB Bukit Besar/ Taib Andak Estate		Group Sustainability Policy Training	24 Oct 2019	RSPO n MSPO Training	6 July 2019	Open Burning training	4 May 2019	Chemical handling training	15 April 2019	PPE training	15 April 2019	<p>Complied</p>
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Criterion / Indicator		Assessment Findings		Compliance
		Manuring Training	13 May 2019	
		Rat Bait Training	9 March 2019	
Principle 5: Environmental responsibility and conservation of natural resources and biodiversity				
Criterion 5.1: 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 -	Established as: - Pengenalpastian Aspek Dan Penilaian Impek; Form # FGV/FGVPM/IV/IMS/15/1.6 Pind 1; Latest update: 8/2/2019 - Borang Daftar Impek Ketara; Form # FGV/FGVPM/F(IMS)/1.7 Pind 0; Latest update 22/2/2019		Complied
5.1.2	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. - Minor compliance -	Mitigation measure is established based on identified significant aspect from the environmental aspect and impact evaluation. The mitigation measures were incorporated through various mechanism such as implementation of standard and/or safe operating procedure, implementation of emergency response plan, water management plan, wastes management plan, bio-diversity management plan, implementation of 3R to name a few.		Complied

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>	Complied
<p>Criterion 5.2: 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>	Complied

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 -	FGVASSB: As per Pemantauan Hidupan Liar Di FASSB Taib Andak: Latest records date: 1/11/2019 <table border="1" data-bbox="972 512 1805 1256"> <thead> <tr> <th>Species</th> <th>Scientific name</th> <th>IUCN Status</th> <th>Presence</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">Mammals</td> </tr> <tr> <td>Wild boar</td> <td>Sus scrofa</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Monkey</td> <td>Macaca Fascicularis</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td colspan="4" style="text-align: center;">Reptiles</td> </tr> <tr> <td>Striped rattlesnake</td> <td>Ophiophagus Hannah</td> <td>VU</td> <td>No</td> </tr> <tr> <td>Cobra snake</td> <td>Naja Kaouthia</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Lizard</td> <td>Varanus</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td colspan="4" style="text-align: center;">Birds</td> </tr> <tr> <td>Wild bird</td> <td>Tyto alba javanica</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Tiong</td> <td>Gracula religiosa</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Murai cacing</td> <td>Copsychus malabaricus</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Wak-wak</td> <td>Amaurornis phoenicurus</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Ayam hutan</td> <td>Gallus gallus</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Black wing kite</td> <td>Alanus caeruleus</td> <td>LC</td> <td>Yes</td> </tr> <tr> <td>Raja udang</td> <td>Alcedo atthis</td> <td>LC</td> <td>No</td> </tr> </tbody> </table>	Species	Scientific name	IUCN Status	Presence	Mammals				Wild boar	Sus scrofa	LC	Yes	Monkey	Macaca Fascicularis	LC	Yes	Reptiles				Striped rattlesnake	Ophiophagus Hannah	VU	No	Cobra snake	Naja Kaouthia	LC	Yes	Lizard	Varanus	LC	Yes	Birds				Wild bird	Tyto alba javanica	LC	Yes	Tiong	Gracula religiosa	LC	Yes	Murai cacing	Copsychus malabaricus	LC	Yes	Wak-wak	Amaurornis phoenicurus	LC	Yes	Ayam hutan	Gallus gallus	LC	Yes	Black wing kite	Alanus caeruleus	LC	Yes	Raja udang	Alcedo atthis	LC	No	Complied
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Criterion / Indicator		Assessment Findings	Compliance
5.2.3	There shall b 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 -	Program includes training as per sample "Taklimat Penerangan HCV Dan Buffer Zone" latest conducted on 4/5/2019 by Field Supervisor Mohd. Firdaus Ibrahim	Complied

5.2.4	<p>Where a management plan has been created there shall be ongoing monitoring:</p> <ul style="list-style-type: none"> • 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. <p>- Minor compliance -</p>	<p>The plan established as per Section 8.0 of HCV report; Pelan Pengurusan Biodiversity Kompleks Kilang Kulai (2018-2023) specifying the following:</p> <table border="1" data-bbox="974 443 1863 1356"> <thead> <tr> <th data-bbox="974 443 1108 491">Hotspot</th> <th data-bbox="1108 443 1243 491">PIC</th> <th colspan="4" data-bbox="1243 443 1863 491">Management Action Plan</th> </tr> <tr> <td data-bbox="974 491 1108 1356" rowspan="3">Sungai Semangar river branch stream buffer zone</td> <td data-bbox="1108 491 1243 1356" rowspan="3">Manager and Assistant Manager</td> <th data-bbox="1243 491 1377 539">Immedia te (1 year)</th> <th data-bbox="1377 491 1534 539">Medium term (1-3 years)</th> <th data-bbox="1534 491 1691 539">Long term (5 years)</th> <th data-bbox="1691 491 1863 539">Notes</th> </tr> </thead> <tbody> <tr> <td data-bbox="1243 667 1377 1161">Briefing on prohibition of hunting and conservation of wildlife among staff, workers and local communities</td> <td data-bbox="1377 667 1534 1161">Briefing of Rare, Threatened & Endangered Species (RTE) program</td> <td data-bbox="1534 667 1691 1161">Periodical records maintenance of wildlife sightings within field area</td> <td data-bbox="1691 667 1863 1161">Poachers threat</td> </tr> <tr> <td data-bbox="1243 1177 1377 1356">Installation of signage at buffer zones</td> <td data-bbox="1377 1177 1534 1356">Installation of signage for prevention of</td> <td data-bbox="1534 1177 1691 1356">Regular patrolling for monitoring and inspectio</td> <td data-bbox="1691 1177 1863 1356">Buffer zone encroachment threat</td> </tr> </tbody> </table>	Hotspot	PIC	Management Action Plan				Sungai Semangar river branch stream buffer zone	Manager and Assistant Manager	Immedia te (1 year)	Medium term (1-3 years)	Long term (5 years)	Notes	Briefing on prohibition of hunting and conservation of wildlife among staff, workers and local communities	Briefing of Rare, Threatened & Endangered Species (RTE) program	Periodical records maintenance of wildlife sightings within field area	Poachers threat	Installation of signage at buffer zones	Installation of signage for prevention of	Regular patrolling for monitoring and inspectio	Buffer zone encroachment threat	Complied
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Criterion / Indicator		Assessment Findings						Compliance
					poaching activities	n of signage		
				Marking of river inlet and outlet sampling points on map and field	Monitoring of river buffer zone encroachment	Training of relevant personnel of conserving river buffer zone	Set-aside of any palm tree planted within buffer zone	
		Mill manager	Sampling of final discharge for analysis	Conservation of water consumption program				
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 -	No HCV with existing rights of local communities was identified that needs to be set aside.						Complied
Criterion 5.3: Waste is reduced, recycled, re-used and disposed of in an environmentally and socially responsible manner.								

Criterion / Indicator		Assessment Findings	Compliance
5.3.1	All waste products and sources of pollution shall be identified and documented. - Major compliance -	Mill: As per Pengenalpastian Sumber & Jenis Bahan Buangan: Bahan Buangan Terjadual: Operasi Ladang dan Kilang: Used PPE, Empty Chemical Container, Empty Paint Container, Used Lubricants and Filters	Complied
5.3.2	All chemicals and their containers shall be disposed of responsibly. - Major compliance -	Mill: Date: 23/10/2019; Disposal contractor: Maju Perawatan; Quantity: 30 drums; Vehicle number: MAM 7785; 8/8/2019 (WKS 9223); 15/7/2019 (WKH 9223)	Complied

<p>5.3.3</p>	<p>A waste management and disposal plan to avoid or reduce pollution shall be documented and implemented. - Minor compliance -</p>	<p>Mill:</p> <ul style="list-style-type: none"> - SW305 - Spent lubricating oil; Consignment # 2019092811HEU9S5; Date: 24/9/2019; Contractor: Cenviro Recycling and Recovery Sdn. Bhd.; Vehicle # JJF 1839 - SW409 – Empty paint can; Consignment # 2019092811MZOET7; Date: 24/9/2019; Contractor: Cenviro Recycling and Recovery Sdn. Bhd.; Vehicle # JJF 1839 - SW410 – Contaminated gloves, cotton rags & filters; Consignment # 2019092811AO0YC4; Date: 24/9/2019; Contractor: Cenviro Recycling and Recovery Sdn. Bhd.; Vehicle # JJF 1839 - ESWIS Inventory Addition; Inventory # Auto Generated; Date: 30/10/2019; DOE file # AS(B)31/152/000/06511; Reporting Officer: Afzainizam Jaafar <p>FGVASSB:</p> <p>E2.6.3: Pengurusan Bahan Buangan</p> <ul style="list-style-type: none"> - Domestic wastes collected by registered transporter i.e. Universal Environmental Resources Sdn. Bhd. (Letter ref. # KPKT/JSPN/1008/720355-W(3); Date: 23/9/2014; Pendaftaran Aktiviti Pengusan Sisa Pepejal dan Pembersihan Awam – Perkhidmatan Pemungutan Sisa Pepejal Komersial, Sisa Pepejal Pembinaan dan Sisa Pepejal Perindustrian - Scheduled waste transported to store at Pusat Perkhidmatan Pertanian Tun Razak (PPPTR) in Jengka, Pahang by FGVASSB Transport authorised by DOE via letter ref. # (BB) 91/110/619/161 Jilid 27 (60); Date: 9/8/2016; Title: Permohonan Kebenaran Untuk Kenderaan Pejabat Mengangkut Bahan Buangan Terjadual; FASSB Bukit Besar (Taib Andak) SW type: SW 109, SW110, SW 422 & SW 409; Vehicles # WNG 4592; WRJ 8842; WPA 7251 & WA 598 M - Latest 5th Schedule (Inventory) records as of 15/8/2019 shown SW 410 and SW 409 were collected by PPPTR. 	<p>Complied</p>
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Criterion / Indicator		Assessment Findings	Compliance
		<ul style="list-style-type: none"> - SW409 – Empty chemical containers; Consignment # 2019081511310YDV; Date: 13/8/2019; Contractor: Kualiti Alam Sdn. Bhd.; Vehicle # JEN 5169 - SW409 – Contaminated gloves, cotton rags & PPEs; Consignment # 2019081511BMJY84; Date: 13/8/2019; Contractor: Kualiti Alam Sdn. Bhd.; Vehicle # JEN 5169 	
Criterion 5.4: Efficiency of fossil fuel use and the use of renewable energy is optimised.			
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 -	Mill: As per Rumusan Penggunaan Diesel Kilang Sawit Kulai Tahun 2018; Jan-Dec 2018: Total FFB processed: 115,480.00mt Total diesel volume: 91,107L Total diesel volume/FFB processed: 0.789L/mt Sample for October 2019: Total FFB processed: 10,940.00mt Total diesel volume: 6,965L Total diesel volume/FFB processed: 0.637L/mt	Complied
Criterion 5.5: 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.			
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 -	No land preparation carried out since the latest replanting was completed in 2014.	Complied

Criterion / Indicator		Assessment Findings	Compliance
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 -	No land preparation carried out since the latest replanting was completed in 2014.	Complied
Criterion 5.6:			
Plans to reduce pollution and emissions, including greenhouse gases, are developed, implemented and monitored.			
5.6.1	An assessment of all polluting activities shall be conducted, including gaseous emissions, particulate/soot emissions and effluent (see Criterion 4.4). - Major compliance -	Assessment of pollution was conducted through various monitoring method including the effluent analysis, stack monitoring and river water monitoring. Sighted the stack emission monitoring report to Dept. of Environmental as per sample as following: - FGV Palm Industries Sdn. Bhd. Stack Emission Monitoring by Spectrum Laboratories (Johore) Sdn. Bhd. at Kilang Sawit Kulai; Lab # E/SE/1910/24161; Report # ETD/FPISB/SE/2019/10/19804; Date monitored: 7/10/2019; Date reported: 31/10/2019; Boiler # 3 Total Particulate Matter: 39.27 mg/m3 @ 12% CO ₂ - FGV Palm Industries Sdn. Bhd. Stack Emission Monitoring by Spectrum Laboratories (Johore) Sdn. Bhd. at Kilang Sawit Kulai; Lab # E/SE/1903/22840; Report # ETD/FPISB/SE/2019/03/19802; Date monitored: 25/3/2019; Date reported: 5/4/2019; Boiler # 3 Total Particulate Matter: 8.07 mg/m3 @ 12% CO ₂	Complied
5.6.2	Significant pollutants and greenhouse gas (GHG) emissions shall be identified, and plans to reduce or minimise them implemented. - Major compliance	For the estate, GHG emissions identified including CO _x , SO _x and NO _x from various sources including fossil fuel, chemical, crop sequestration and fertilizer consumptions. For mill, GHG emission identified from POME, fuel consumption and grid electricity utilization. Mill has set a target to maintain the usage of fossil fuel (diesel) < 1L/ton FFB. In the plan stated the action plan, time frame and PIC.	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p>5.6.3</p> <p>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.</p> <p>- Minor compliance -</p>	<p>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. Effluent analysis were taken every month and sent to Felda Analytical Laboratory for analysis to ensure compliance to DOE requirements at final discharge points. The mill established monitoring procedure and records the data in Monthly Environmental Performance Indicators report. The monitoring records are maintained and verified on-site to have met the permissible regulatory limits. Quarterly reporting to DOE was also done and record documented.</p> <p>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. These GHG calculations were done as per certification unit basis. Summary emissions:</p> <p>a. Emission/ mt CPO= 34.2 tCO2 e/mt CPO</p> <p>b. Emission/ mt PK= 34.2 tCO2 e/mt PK</p>	<p>Complied</p>
<p>Principle 6: Responsible consideration of employees and of individuals and communities affected by growers and millers.</p>		
<p>Criterion 6.1: 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.</p>		

Criterion / Indicator		Assessment Findings	Compliance
6.1.1	A social impact assessment (SIA) including records of meetings shall be documented. - Major compliance -	<p>SIA was last conducted on 09.08.2018 to evaluate elements pertaining to social impact against the stakeholders within the FGV Kulai area. The SIA was conducted by Sustainability and Environment Department on 09.08.2018 with participation from affected parties such as external and internal stakeholders; i.e. schools, clinics, workers, settlers, local authority, contractors and local communities. The assessment is documented in Doc. No.: RSPO/MSPO2018, 01.2018 dated 09.08.2018. For Taib Andak / Bukit Besar Estate, the SIA assessment is performed on 07.08.2018 with participation from stakeholders. SIA report is in place as per Doc. No.: MSPO/RSPO2018, 01.2018.</p> <p>Foreign worker interview states that they are paying the recruitment fee of approx. 3 lakhs to recruiter / agency at the origin country. Based on documented "Perjanjian Kontrak Kerja" section 10.1; which states that 'Majikan setuju untuk menanggung semua biaya resmi yang terkait dengan perekrutan dan pemasukan Karyawan ...' ; i.e. FGV agrees to responsible and bear cost in relates to recruitment of foreign workers. No objective evidence sighted that facility monitor the recruiter agencies at the origin country and sub-agencies to prevent such fees incurred throughout the recruiting process. Based on the master list presented, the last batch recruited workers were approx. 2 years from the date of audit.</p>	Major nonconformance
6.1.2	There shall be evidence that the assessment has been done with the participation of affected parties. - Major compliance -	The SIA report sighted, where documented evidence such as attendance records, pictorial of meeting with stakeholders, summary of samples selected 22 (POM) and 24 (Estate) from various stakeholders for interview process, evidence that the assessment is done with the participation of affected parties. Stakeholders consultation / meeting carried out during the audit confirmed that they receives invitation and attended meetings with FGV management regularly including the SIA process.	Complied

Criterion / Indicator		Assessment Findings	Compliance
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 -	<p>Plans for avoidance or mitigation of negative impacts and promotion of positive ones were established and documented in - Table 4 : Management Plan for Social Impact of Kulai POM / Jadwal Pelan Pengurusan Baik Impak Sosial KS Kulai.</p> <p>The plan specify the period of action to be taken as Immediate/Segera (6 months), Average/Sederhana (12 months) and Long Term/Jangka Panjang (18 months). Facility has identified 45 potential impacts during the assessment and sighted the monitoring status as of August 2018, approx. 28 negative impacts were completed and some were still in progress. Actions to promote positive action were continuously implemented. Specific person-in-charge has been assigned including Mill Manager, Assistant Mill Managers, OSH Committee, Admin Clerk, etc. for each actions to be taken.</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p>6.1.4</p>	<p>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.</p> <p>- Minor compliance -</p> <p>'Action Plan for Social Impact Assessment' was developed and monitored by the mill management which abstracted from SIA assessment report. The latest management plan dated 09.08.2018 sighted. For e.g.: Negative Issue: Workers requested overtime even when low crop season and requested for explanation on promotion of work. Action Plan: Briefing of the overtime will be given to the workers during worker's association meeting. Discussion regarding the Key Performance Index (KPI) to the workers. Status: Interviewed with the representative of Workers' Association confirmed that the briefing was conducted during morning muster to all the workers. Besides, seen the letter for interview to promotion of work for Fitter and General Worker dated 21/10/2019. Positive Issue: Grass cutting in housing area 2 times per month. Action Plan: Tender the job for contractor. Status: Seen the SPK# 3301337544 dated 9/2/2019 found that the grass cutting activity was awarded at a frequency of 2 times per month.</p> <p>'Action Plan for Social Impact Assessment' was developed and monitored by the estate management which abstracted from SIA assessment report. The latest management plan dated 07.08.2018 sighted. For e.g.: Negative Issue: Workers' awareness on RSPO and MSPO is low. Action Plan: Provide training to the workers. Status: Briefing of RSPO & MSPO carried out on 06.07.2019 to all the workers in the estate during muster call and seen the attendance list of the workers and contents of the training. Positive Issue: Headmaster request to organize a field visit to the estate for the students. Action Plan: Tender the job for contractor. Status: The visit was cancelled by the Headmaster due to tight schedule of school through phone call on 2/10/2019.</p>	<p>Complied</p>

Criterion / Indicator		Assessment Findings	Compliance
6.1.5	Particular attention shall be paid to the impacts of smallholder schemes (where the plantation includes such a scheme). - Minor compliance -	There's no any smallholder schemes included under Kulai POM certification unit	Not applicable
Criterion 6.2: 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 -	FGV has established " <i>Komunikasi, Penglibatan dan Rundingan</i> " procedure with Doc. No. ML-1A/L2-Pr12(0) dated 01.06.2016 that provide an effective communication system with internal and external stakeholders. Methods of communication can be done via morning muster/rollcall, notice board, suggestion box, feedback / complaint form and workers' representative. The timeframe to provide response to all the communication is within 2 weeks from the date of receipt of communication.	Complied
6.2.2	A management official responsible for these issues shall be nominated. - Minor compliance -	FGV Kulai POM has nominated the Assistant Manager (Mr. Mohamad Khabib Bin Halid & Mr. Hanif Nur Bin Ngamidon) as official responsible person for communication and handling all social issues in the facility. Appointment letter dated 04.01.2019, Bil: (03) & (04) 4004/RSPO/P6 sighted. Taib Andak / Bukit Besar Estate has nominated Assistant Manager (Mr. Mohd Nor Bin Boyman) as official responsible person for communication and handling all social issues in the facility. Appointment letter dated 10.01.2019, Bil: (02) RSPO/P1,P6 sighted.	Complied

Criterion / Indicator		Assessment Findings	Compliance
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 -	Stakeholder list is in place for POM and Estate and last updated 02.01.2019 & 04.10.2019; which covers government agencies, settlers, schools, suppliers, contractors, etc. Stakeholder meeting / communication for estate and POM last carried out on 31.10.2019, stakeholder attendance record in place. Stakeholder consultation carried out with stakeholder during the audit confirmed that they have participated in the meeting. Management interview states that the meeting minutes is in progress and prepared by HQ. Previous meeting carried out during the SIA assessment, which is 09.08.2018, which is documented in the SIA report and attendance records.	Complied
Criterion 6.3: There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all effected parties.			
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 -	The system established as documented in "Procedure to Handle Complaints and Grievance"; Doc. No.: ML-1A/L2-Pr13(0); Rev. 0; Effective date: 01.06.2016. The procedure states process for handling internal and external complaints received and measures ensuring anonymity of complainants and whistle-blowers in case being requested, as per Whistleblowing Policy; Doc. No.: ML-1A/L1-Po18(0); Rev. 0; Effective date: 24.02.2015.	Complied

Criterion / Indicator		Assessment Findings	Compliance
6.3.2	Documentation of both the process by which a dispute was resolved and the outcome shall be available. - Major compliance –	<p>FGV Kulai POM has established a complaint book (Buku Aduan) to record all external stakeholders' complaint and suggestion. Based on the presented record book, there is no complaint / feedback received as at time of audit. All issues and feedback are noted being discussed in the stakeholder meeting and documented in the meeting minutes year 2018.</p> <p>For internal stakeholder communication, the mill has implemented 'Housing Defect Complaint Form' to record complaints and requests reported by the internal workers. Records of complaint forms were sighted and evidence show that the mill has implemented the actions as per the contractor's 'Surat Perintah Kerja', invoices and payment evidence. However, the request for repair work as shown in the form have no reporting date that allow traceability of time taken to complete the repair against the procedure.</p> <p>For Taib Andak / Bukit Besar Estate, seen the 'Complaint Book' for internal workers found that complaints were not resolved in timely manner. The worker, Sultan has reported his house's doorframe was found rot on 29.07.2019. Inspection was carried out on 31.07.2019 and waiting for tendering the job to contractor. As to date, there was no tender sighted. The complaint was not resolved in 2 months as per the SOP above. Hence, major non-compliance raised.</p>	Major nonconformance
<p>Criterion 6.4: 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 -	Documented procedure in place as per "Procedure of Identification and Land Dispute Resolution"; Doc. No.: ML-1A/L2-Pr10(0); Rev. 0; Effective date: 01.06.2016. The procedure specifying the identification of people entitled to compensation under the subtitle of 3.1.4: ' <i>Prosedur Mengenalpasti Hak Perundangan dan Adat</i> '; Doc. No.: ML-1A/L2PR13(0); Issue date: Mac 2012	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 -	The same 'Procedure of Identification and Land Dispute Resolution'; Doc. No.: ML-1A/L2-Pr10(0); Rev. 0; Effective date: 01.06.2016 and ' <i>Prosedur Penghitungan dan Pengagihan Pampasan</i> ', Doc. No.: ML-1A/L2-PR13(0), effective date: Mac 2012, specifies the calculation and distribution method of compensation which to be done in a participatory way. Relevant factors including gender, ethnics and other differences, were taken into account in the process.	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. Boundary stone and trenches were available to demarcate the boundary of land between the neighbouring stakeholders	Complied
Criterion 6.5: 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.			

Criterion / Indicator	Assessment Findings	Compliance
<p>6.5.1 Documentation of pay and conditions shall be available. - Major compliance -</p>	<p>Workers are paid according to minimum wage council 2018 and earned more than MYR1,100 / month based on the task assigned to them; either on monthly basis, daily basis, piece rated FFB bunches and FFB tonnage. Their monthly wage is paid once a month on every 25th day of the month through saving account for mill workers, cash for estate workers and receive advance payment during mid-month. Pay-slip is provided to them details their wages earned including deductions and statutory contributions made. Statutory deduction are made appropriately. I.e. SOCSO, SIP and EPF contribution from both employer and employee for local employees, and paid to local authority – PERKESO & EPF / KWSP on timely manner. 3 months samples selected for review based on the crop summary, as listed below.</p> <p>FGV Kualu POM Emp. No.: 1203228, 1205993, 1205981, 1206458, 1202337, 1201935, 1206007, 1206459, 1204324, 1206003, 1211780, 1207977, 1210930</p> <p>FGV Taib Andak / Bukit Besar Estate Emp. No.: 181116T001, 2102119,PB001919009, PB001919010, PB001919014, PI001919031, PB001919012.</p> <p>POM uses 2 contractors for domestic waste collector, sorting/grading and grass cutting. As at time of audit, contractor’s worker’s employment contract and payslip is not made available for review. Worker interview states that they are not contributing to SIP / EIS and all leaves applied is considered as unpaid leave. I.e. No annual leave entitlement. Interviewed with contractor’s son in-law (Ahmad Hashim) and Contractor – Ajis Enterprise during stakeholder consultation states that contribution of EPF, SOCSO and SIP is not being done as at time of audit. Hence Major non-compliance raised.</p>	<p>Major nonconformance</p>

Criterion / Indicator	Assessment Findings	Compliance
<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.</p> <p>- Major compliance -</p> <p>FGV Kulai POM workers are provided with documented contract of employment that details their wage, position / work assigned, signed by both parties and a copy is furnished to workers. Presented contract is available in Bahasa Malaysia and explained to them during the orientation training. Workers interview confirmed that they are briefed on the employment terms and conditions and provided with a copy of the agreement.</p> <p>For FGV Taib Andak / Bukit Besar Estate, local and foreign workers are provided with employment contract and explained to them during the orientation training. For foreign workers, their contracts are written in their native language (Indonesia & Bangladesh) while local are provided in Bahasa Malaysia. Detail of the employment terms are listed in the contract and briefed to them including the 'Syarat Syarat Perkhidmatan Pekerja Operasi Ladang Tempatan (Bergaji Hari)'. Changes and updates made to the contract sighted documented in "Surat Setuju terima Penggantian Kontrack Pekerjaan Bersama FGV" and were made informed to the workers and documented with signature.</p> <p>However, employment contract for contractor's worker employed by Ahmad Hashim and Ajis Enterprise is not available for review. Verification of the existence of contract established between the employer and employee for the contractors not possible. Interview with contractor during the stakeholder consultation states that employment contract for grass cutter is not yet implemented.</p> <p>Hence Major non-compliance raised.</p>	<p>Major nonconformance</p>

Criterion / Indicator	Assessment Findings	Compliance
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 –	<p>Approx. 60 workers housing is provide by FGV for Kulai POM and 4 houses for Taib Andak/Bukit Besar Estate at management cost. Each of the house is supplied with water supply from SAJ (Syarikat Air Johor), while electricity sourced from TNB (National electric power supply – Tenaga National Berhad). FGV has subsidized the water and electricity monthly bill (MYR6.00 for electricity and MYR4.00 for water) per house and excessive usage is at worker’s expenses which is deducted from their monthly wage.</p> <p>For FGV Kulai POM - Linesite inspection was carried out on weekly basis by using the Safety Checklist: <i>Perumahan Petugas</i>”. The last inspection carried out on October 2019 on 01.10.2019, 06.10.2019, 13.10.2019 and 27.10.2019.</p> <p>For FGV Taib Andak / Bukit Besar Estate - Linesite inspection was carried out on weekly basis by using the <i>"Rekod Pemantauan Mingguan Kebersihan Asrama Pekerja"</i>. The last inspection carried out on October 2019 on every Friday - 01.11.2019, 25.10.2019, 18.10.2019 and 11.10.2019.</p>	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 –	Foods are accessible through sundry shops at the vicinity of the operating units as well as nearby town of Kulai and Bandar Tenggara. Most of the sundry shops are operated by the settlers (Felda) through its Village Committee (JKKR) and there’s also FGV parent company’s (Felda) own supermarket i.e. Felda D’Mart which sell sundries at reasonable prices.	Complied
<p>Criterion 6.6: 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.</p>		

Criterion / Indicator		Assessment Findings	Compliance
6.6.1	A published statement in local languages recognising freedom of association shall be available. - Major compliance -	A statement recognising freedom of association available publicly on the FGV website and for internal use as per doc. No.; FGV/SED/POL/001, Rev. 3, Effective Date: 29 May 2019, Chapter 5.1.3 - Respect for Human Rights, Para 5.1.3.4; where the company respects the rights of all its employees and workers to join and form associations, and to bargain collectively. Policy is communicated to FGV Kulai POM workers during rollcall dated 15.10.2019 and 24.10.2019 for FGV Taib Andak / Bukit Besar Estate.	Complied
6.6.2	Minutes of meetings with main trade unions or workers representatives shall be documented. - Minor compliance -	<i>Kesatuan Pekerja Pekerja FGV Palm Industries Sdn Bhd Semenanjung</i> – Collective Agreement is in place and valid from 01.01.2019 to 31.01.2021; however agreement is still pending for endorsement from local authority (industrial court). Meeting minutes for Workers Association signed dated 25.02.2019. 02.05.2019 & 25.07.2019; which includes voting/election of committee. Documentation review sighted, the benefits as stipulated in the draft agreement is implemented and provided to all workers. There was a Workers’ Welfare committee established in the Taib Andak / Bukit Besar Estate which involved all the local and foreign workers. Meeting was conducted on 17.03.2019 and there was no issue raised during the meeting. The workers were briefed on the RSPO and MSPO requirements during the meeting.	Complied
Criterion 6.7: Children are not employed or exploited.			

Criterion / Indicator		Assessment Findings	Compliance
6.7.1	There shall be documentary evidence that minimum age requirements are met. - Major compliance -	As documented in FGV Group Sustainability Policy, doc. No.; FGV/SED/POL/001, Rev. 3, Effective Date: 29 May 2019, Chapter 5.1.3 – Respect for Human Rights, Para 5.1.3.1 and 5.1.3.2. 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. Document verified on the Employee Master List confirmed that all the workers employed were above 18 years old. Site visit confirmed that no child labour found working in estate and mill under FGV Kulai business unit. Age verification of workers is done during interview through government issued identity card while migrant workers are vetted by the government agencies (including compliance of minimum age prior entering to Malaysia) based on their traveling document; i.e. passport. Individual personal file were selected during the audit and found with copy of identity card and passport are kept as evidence of age verification.	Complied
Criterion 6.8: 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 -	Documented policy in place as per FGV Holding Berhad – Group Sustainability Policy, Doc. No.: FGV/SED/POL/001, Rev. 3, Effective date: 29.05.2019, Chapter 5.1.2 – Responsible Employment, 5.1.3 – Respect for Human Rights and 5.1.6 – Gender Equality and Preventing Sexual Harassment & Violence. Policy is available at FGV website	Complied

Criterion / Indicator	Assessment Findings	Compliance	
6.8.2	<p>Evidence shall be provided that employees and groups including local communities, women, and migrant workers have not been discriminated against.</p> <p>- Major compliance -</p>	<p>Gender committee established in FGV Kulai POM with participation from workers and worker’s spouse. The committee is led by Puan Rosman Bt Parhan (Boilerman’s spouse) and assisted by the secretary Puan Norafiza Bt Shabur Zahari (Assistant Executive – Admin). Meeting is held every yearly basis. Last meeting was carried out and documented in <i>‘Minit Mesyuarat Kelab Keluarga Dayabudi Kilang Sawit Kulai’</i> on 13.10.2019 and topics discussed includes briefing of sexual harassment/abuse reporting procedure, activities (excursion), etc. Interview with secretary of the committee states that there is no sexual harassment cases ever reported and should there be any, they aware of the reporting method.</p> <p>Gender committee established in Taib Andak / Bukit Besar Estate with participation from female workers and led by Puan Siti Susailawati Abu Bakar (Clerk). Meeting minutes sighted; dated 04.10.2019 & 18.01.2019 and documented in <i>‘Mesyuarat Jawatankuasa Wanita RSPO/MSPO (Gender Committee) FGVAS Stesen Bukit Besar & FGV R&D Stesen Ulu Belitong’</i>. Interview with gender committee treasurer and chairperson states that they aware of the complaint procedure and receive no sexual harassment / abuse so far.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
6.8.3	<p>It shall be demonstrated that recruitment selection, hiring and promotion are based on skills, capabilities, qualities, and medical fitness necessary for the jobs available.</p> <p>- Minor compliance -</p>	<p>Depending on the nature of work positions, The operating unit management takes into considerations the needs for technical qualifications/experience and related skills in recruitment selection, hiring and promotion exercises. It was verified that the promotions to higher position at the estates and Mill were based on evaluations which considered the skill, capabilities, qualities and medical fitness of the employees.</p> <p>This is also documented in the Group Sustainability Policy, doc. No.; FGV/SED/POL/001, Rev. 3, Effective Date: 29 May 2019, Chapter 5.1.2 – Responsible Employment, which states that all employees shall be receive equal treatment based on their relevant merits and competency. Increment of the workers wage is based on yearly performance review which is documented in "Performance Appraisal Form" and thru FGV evaluation system. Records for selected sample as per "Mid Year Review Summary Screen Report" sighted.</p>	Complied
<p>Criterion 6.9: There is no harassment or abuse in the work place, and reproductive rights are protected.</p>			
6.9.1	<p>Policy to prevent sexual and all other forms of harassment and violence shall be implemented and communicated to all levels of the workforce.</p> <p>- Major compliance -</p>	<p>The Policy to prevent sexual and all other forms of harassment and violence implemented as doc. No.; FGV/SED/POL/001, Rev. 3, Effective Date: 29 May 2019, Chapter 5.1.6 –Gender Equality and Preventing Sexual Harassment & Violence.</p> <p>Policy is communicated to FGV Kulai POM workers during rollcall dated 15.10.2019 and 24.10.2019 for FGV Taib Andak / Bukit Besar Estate.</p>	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 -	As documented in FGV Group Sustainability Policy, doc. No.; FGV/SED/POL/001, Rev. 3, Effective Date: 29 May 2019, Chapter 5.1.2 – Responsible Employment, Para 5.1.2.1. Policy states that employees and workers shall receive equal treatment based on their relevant merits and competency including reproductive rights of women. Interview with gender committee secretary confirmed that this is communicated and aware of the existence of the policy. No adverse finding or issues in regards to this requirement. Policy is communicated to FGV Kulai POM workers during rollcall dated 15.10.2019 and 24.10.2019 for FGV Taib Andak / Bukit Besar Estate.	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 has established procedure " <i>Menangani Aduan Melalui Jawatankuasa Wanita</i> " with Doc. No.: ML-1A/L2-Pr14(0) dated 01.06.2016 where Gender Committee has established to handle any sexual harassment, misconduct, discrimination and violence issue happen in the company. Process of report and handle of complaint has detailed in the procedure. The method of report of complain can be done via verbally and written to the Gender Committee Representative or call to the hotline. Policy is communicated to FGV Kulai POM workers during rollcall dated 15.10.2019 and 24.10.2019 for FGV Taib Andak / Bukit Besar Estate.	Complied
Criterion 6.10:			
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 -	Current and Past prices for FFB is publicly available / posted at the main weight bridge counter; price of FFB as at time of audit dated 06.11.2019 sighted as MYR24.50. Pricing is according to the MPOB price.	Complied

Criterion / Indicator	Assessment Findings	Compliance
6.10.2	<p>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).</p> <p>- Major compliance -</p> <p>Pricing mechanism was clearly stated in agreement and communicated to growers / independent smallholders through stakeholder meeting and whenever they collect payment. Sighted the weight bridge ticket which consist of FFB pricing and weight of delivered FFB and calculation table which is issued to them whenever payment is made. Sighted documents signed and agreed.</p> <p>The price of FFB paid to outsiders is in accordance with the price determined by MPOB.</p> <p>Note: Review of contract with independent smallholder not possible they are claimed to be P&C and only available at the HQ.</p>	Complied
6.10.3	<p>Evidence shall be available that all parties understand the contractual agreements they enter into, and that contracts are fair, legal and transparent.</p> <p>- Minor compliance -</p> <p>POM uses service provider / contractors for grass cutting (gardening), collection of domestic waste at housing and FFB grading / sorting.</p> <ul style="list-style-type: none"> - Ajis Sinar Enterprise (grass cutting). Surat Perintah Kerja. Doc. No.: 3301330381 / 1300994144 dated 31.12.2018; payment term 30 days - Ahmad Bin Hashim (domestic waste collector). Surat Perintah Kerka. Doc. No.: 3301330201 / 1400993587 dated 31.12.2018, payment term 30 days - Ahmad Bin Hashim (Sorter / grading). Surat Perintah Kerka. Doc. No.: 3301379287 / 1301039921 dated 19.09.2019, payment term 30 days <p>There is only one contractor been engaged by the estate for transporting of FFB to mill. Seen the Surat Perintah Kerja No.: 820105001-18/820230101-12-213 dated 26/12/2018 which valid until 31/12/2019.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
6.10.4	Agreed payments shall be made in a timely manner. - Minor compliance -	<p>POM contractor’s payment voucher sighted; as agreed, all payment are made within 30 days as agreed in the Surat Perintah Kerja.</p> <ul style="list-style-type: none"> - Ahmad Bin Hashim – Invoice No.: 1073/19, 1071/19, 1070/19 and 1072/19 dated 03.08.2019, payment voucher: 352094938, dated 09.08.2019. - Ajis Sinar Enterprise – Invoice No: AS008A/2019, AS008B/2019 dated 04.08.2019, 02.08.2019, payment voucher: 352094933 dated 09.08.2019 - Ahmad Bin Hashim – Invoice No.: 1080/19, 1081/19, 1082/19 and 1083/19 dated 03.09.2019, payment voucher: 352099582, dated 08.09.2019. - Ajis Sinar Enterprise – Invoice No: AS009A/2019, AS009B/2019 dated 02.09.2019, payment voucher: 352099583 dated 08.09.2019 <p>There is only one contractor been engaged by the estate for transporting of FFB to mill. Seen the Surat Perintah Kerja No.: 820105001-18/820230101-12-213 dated 26/12/2018 which valid until 31/12/2019. Sampled of the invoice and payment voucher as below:</p> <ul style="list-style-type: none"> - Invoice No.: 07/820230501/2019 dated 31/7/2019; Payment Doc. No.: 350194808 dated 13/8/2019 - Invoice No.: 08/820230501/2019 dated 31/8/2019; Payment Doc. No.: 350195531 dated 13/9/2019 - Invoice No.: 09/820230501/2019 dated 30/9/2019; Payment Doc. No.: 350196215 dated 10/10/2019 	Complied
<p>Criterion 6.11: Growers and millers contribute to local sustainable development where appropriate.</p>			

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 –	Contribution to local development is based on the request made by the stakeholders and results of consultation from the local communities as well as from the internal stakeholders. Example of contribution made for year 2019 at POM and estate as below. <ul style="list-style-type: none"> - Motivation for SPM school student contribution request made from <i>Majlis Pengurusan Komuniti Kampung Felde Taib Andak</i> dated 21.08.2019 Ruj: MPKKFTA/BP/2/8-S(4); Contribution Receipt and pictorial evidences of contribution sighted. E.g. Inv No.: 05371879 amounting RM98.10 and Inv No.: 260919/10032/07/65342 dated 26.09.2019. - Souvenirs Contribution to KKD for lucky draw (<i>Kelab Keluarga Dayabumi</i>) dated year 2018. Pictorial evidences of contribution sighted - Hamper contribution for <i>Majlis Semarak Kasih – Pertubuhan Kebajikan Pertubuhan Dalam Komuniti</i>, dated 23.04.2019. Receipt note ref: (05) 820630001-2019/01/01 dated 23.04.2019. Contribution for <i>Perangi Kanser Serviks</i> organized by the Panel Penasihat KK Bukit Besar, dated 17.12.2018, Ref: (7) PKKKKBB.	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.	Complied
Criterion 6.12: 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 -	There is no form of forced or trafficked labour evidences sighted in mill and estates as at time of audit. Workers are allowed to choose to work overtime or to refuse after normal work hour without being forced or being influence by the management. No signs of trafficked labour found; all selected foreign workers at FGV Taib Andak / Bukit Besar Estate are with valid work permit, issued under FGV under category of Plantation Workers, while local workers are with NRIC / Identity card. Migrant workers are only hired at estates while POM workers are all local workers / Malaysian citizen. Workers interview confirmed that all overtime hours including working on rest and holiday are on voluntary basis. Emp: PB001919009, Permit: PE6159276, valid thru: 21.11.2019 Emp: PB001919010, Permit: PE6072833, valid thru: 21.11.2019 Emp: PB001919014, Permit: PE7253042, valid thru: 23.03.2020 Emp: PI001919031, Permit: PE7827931, valid thru: 26.05.2020 Emp: PB001919012, Permit: PE6126241, valid thru: 21.11.2019	Complied
6.12.2	Where applicable, it shall be demonstrated that no contract substitution has occurred. - Minor compliance –	There was no evidence of contract substitution and this was confirmed from interviews with workers and relevant stakeholders.	Complied
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 has developed Recruitment of Foreign Workers Policy with Doc. No. ML-1A/L1-Po8(0) dated 01.06.2014 where the company do not discriminate on the selection of workers and no substitution of contract AND, 'Proses Sosialisasi & Temuduga', Doc. No.: FGV/FGVPM-JTK/SOP/003, Revision: 0, Effe. Date: 01.09.2019 is in place that address steps of hiring and criteria of candidate according to the legal requirement.	Complied
Criterion 6.13: Growers and millers respect human rights.			

Criterion / Indicator		Assessment Findings	Compliance
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 -	FGV Holdings has developed Human Rights Policy with Doc. No. ML1A/L1-Po12(0) dated 01.06.2014 and Group Sustainability Policy, Doc. No.: FGV/SED/POL/001, Rev 3, Eff date: 29.05.2019, Chapter 5.1.3 – Respect for Human Rights, Para 5.1.3.1. The policy states the company commitment to uphold and respect internationally resocnized human rights as enshrined in the UDHR, UN Convention on the Elimination of All forms of Discrimination against Women, UN Convention on the Rights of the Child, other applicable UN core human rights treaties, ILO Declaration on Fundamental Principles and Rights at work as well as other relevant ILO Convention. Policy is communicated to FGV Kulai POM workers during rollcall dated 15.10.2019 and 24.10.2019 for FGV Taib Andak / Bukit Besar Estate.	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 Peninsular Malaysia.	Not applicable
Principle 7: Responsible development of new plantings			
FGVPISB Kulai Palm Oil Mill and supply base did not carry out any new plantings since November 2005. Therefore, Principle 7 is not applicable during this surveillance assessment. The immature areas are replanted area.			
Principle 8: Commitment to continual improvement in key areas of activity			
Criterion 8.1: 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"> • Reduction in use of pesticides(Criterion 4.6); • Environmental impacts (Criteria 4.3, 5.1 and 5.2); • Waste reduction (Criterion 5.3); • Pollution and greenhouse gas (GHG) emissions (Criteria 5.6 and 7.8); • Social impacts (Criterion 6.1); <ul style="list-style-type: none"> • Optimising the yield of the supply base. <p>- Major compliance -</p>	<p>The management of mill and estate had established continual improvement plan as follow:</p> <ul style="list-style-type: none"> - To achieve 19.10% OER - To process above 165,470 mt of FFB - To achieve 0.75% shell recovery rate - To monitor black smoke below than 40% - To monitor BOD level at final discharge below than 100ppm - Zero accident - Reduce usage of paraquat - Planting of beneficial plant - Reduce chemical usage for spraying activity using rotary slasher for path <p>As part of continuous improvement program at the mill, an installation of New Double Stage Vortex Filter for Water Tube Boiler Chimney # 3 as per Guidance Document for Fuel Burning Equipment and Air Pollution Control Systems has been implemented.</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	Certified
		FGVPM Ciku 8	2018	MYNI 2014	
18	KS Keratong 2	FGVPM Bera Selatan 3	2018	MYNI 2014	Certified
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	2018	MYNI 2014	Certified
21	KS Kerteh	FASSB Kerteh	2019	MYNI 2014	Certified
		FGVPM Semaring 01	2019	MYNI 2014	
22	KS Kota Gelanggi	FASSB PPTR	2018	MYNI 2014	Certified
		FASSB Kota Gelanggi 5/6	2018	MYNI 2014	
23	KS Jengka 21	FASSB Jengka 24/25	2021	MYNI 2014	Main Audit
24	KS Penggeli	FGVPM Inas Selatan	2021	MYNI 2014	Main Audit
25	KS Belitong	FASSB Ulu Belitong	2019	MYNI 2014	Certified
		FGVPM Bukit Tongkat B	2019	MYNI 2014	
26	KS Kulai	FASSB Bkt Besar/Taib Andak	2018	MYNI 2014	Certified
27	KS Adela	FGVPM Kledang 2	2018	MYNI 2014	Certified
28	KS Serting Hilir	FGVPM Tembangau 03	2021	MYNI 2014	Main Audit
		FGVPM Tembangau 05	2021	MYNI 2014	
		FGVPM Tembangau 06	2021	MYNI 2014	
		FGVPM Tembangau 07	2021	MYNI 2014	
		FGVPM Tembangau 08	2021	MYNI 2014	
		FGVPM Tembangau 09	2021	MYNI 2014	
		FGVPM Serting Hilir 8	2021	MYNI 2014	
		FGVPM Serting Hilir 9	2021	MYNI 2014	
		FASSB Serting Hilir	2021	MYNI 2014	
29	KS Bukit Kepayang	FGVPM Terapai 3	2018	MYNI 2014	Certified
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	Certified
		FGVPM Tenggaroh 11	2018	MYNI 2014	
		FGVPM Tenggaroh 13	2018	MYNI 2014	
32	KS Nitar	FGVPM Nitar Timur	2018	MYNI 2014	Certified
33	KS Chalok	FGVPM Setiu 1	2018	MYNI 2014	Certified
34	KS Waha	FGVPM Bukit Aping Selatan	2018	MYNI 2014	Certified
35	KS Sampadi	FGVPM Sampadi 1	2021	MYNI 2014	Internal Audit
		FGVPM Sampadi 3	2021	MYNI 2014	
		FGVPM Sampadi 4	2021	MYNI 2014	
		FGVPM Sampadi 5	2021	MYNI 2014	
		FGVPM Sampadi 6	2021	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	2022	MYNI 2014	Internal Audit
		Pontian Subok	2022	MYNI 2014	
		Pontian Orico	2022	MYNI 2014	
		Pontian Pendirosa	2022	MYNI 2014	
		Pontian Kuril	2022	MYNI 2014	
		Pontian Hilco	2022	MYNI 2014	
		Rawajaya Sdn Bhd	2022	MYNI 2014	
		Blossom	2022	MYNI 2014	
55	KS Tementi	FGVPM Bera Selatan 1	2022	MYNI 2014	Internal Audit
		FGVPM Bera Selatan 4	2022	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

Appendix C: GHG Reporting Executive Summary

The GHG emissions that were produced in **2018** for **FGVPISB Kulai POM** 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 **2018** for **FGVPISB Kulai Palm Oil Mill** and supply base are as following:

Emission per product	tCO ₂ e/tProduct
CPO	33.70
PKO	33.70

Extraction	%
OER	18.94
KER	5.38

Production	t/yr
FFB Process	169,870.00
CPO Produced	32,179.15
PKO Produced	9,139.01

Land Use	Ha
OP Planted Area	58.74
OP Planted on peat	0
Conservation (forested)	0
Conservation (non-forested)	0
Total	58.74

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Summary of Field Emission and Sink

	Own Crop*		Group		3 rd Party		Total	
	tCO ₂ e	tCO ₂ e / FFB	tCO ₂ e	tCO ₂ e / FFB	tCO ₂ e	tCO ₂ e / FFB	tCO ₂ e	tCO ₂ e / FFB
Emission								
Land Conversion	580.15	4.62	0	0	0	0	580.15	4.62
CO ₂ Emission from fertilizer	32.49	0.26	0	0	0	0	32.49	0.26
NO ₂ Emmission	25.86	0.21	0	0	0	0	25.86	0.21
Fuel Consumption	1.25	0.01	0	0	0	0	1.25	0.01
Peat Oxidation	-	-	0	0	0	0	-	-
Sink								
Crop Sequestration	- 549.91	-4.38	0	0	0	0	- 549.91	- 4.38
Conservation Sequestration	-	-	0	0	0	0	-	-
Total	89.84	0.72	0	0	0	0	89.84	0.72

*Note: Includes both estates and smallholders

Summary of Mill Emission and Credit

	tCO ₂ e	tCO ₂ e/tFFB
Emission		
POME	24.61	0.20
Fuel Consumption	888.66	7.08
Grid Electricity Utilisation	35.64	0.28
Credit		
Export of Grid Electricity	-	-
Sales of PKS	-	-
Sales of EFB	-	-
Total	948.91	7.56

Summary of Kernel Crusher Emission and Credit (if applicable)

Emissions	tCO ₂ e
PK from own mill	232.92

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PK from other source	0
Fuel Consumptions	0
Total Crusher emissions	0

*This mill has no kernel crusher operation.

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

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

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

5.1 Applicability of the general chain of custody requirements for the supply chain			
	Requirement	Evidence For any N/A raised, justification is required.	Compliance (Yes / No or N/A)
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.	Headquarter of Felda Global Venture Palm Industries Sdn Bhd (FGVPISB) is physically handle the RSPO Certified Sustainable oil palm products. All trading, contract and sales are managed by Marketing & Logistic department at HQ and held the PalmTrace Member ID: RSPO_PO1000001309 with category Oil Mill.	Yes
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.	Kulai POM is not a trading company and does not have distributor license. Therefore, this requirement is not applicable.	N/A
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.	RSPO Membership of FGVPISB Kulai Palm Oil Mill is under FGV Holdings Berhad with RSPO Membership No. 1-0225-16-000-00 since 27/12/2016. PalmTrace Member ID: RSPO_PO1000001309 which license expires on 18/2/2020.	Yes
5.1.4	Processing aids do not need to be included within an organization’s scope of certification.	Processing aids was not in used at Kulai Palm Oil Mill.	N/A
5.2 Supply chain model			

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 mill has received certified FFB from its certified estate and uncertified FFB from smallholders, dealers and settlers. Standard Operating Procedure for Mill RSPO SCC (Doc. No.: RSPO SCCS, Issue No.: 1, Rev. No.: 3 dated 1/9/2019) was developed to implement the supply chain system at the POM. The mill is certified with Module E: Mass Balance and downgraded to non-certified if is needed.	Yes
5.2.2	The site can use one (1) or a combination of supply chain models as audited and certified by the CB.	Kulai Palm Oil Mill was certified with Module E: Mass Balance.	Yes
5.3. Documented Procedures			
5.3.1	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: <ul style="list-style-type: none"> • Complete and up to date procedures covering the implementation of all the elements of the supply chain model requirements. 	FGV (M) Sdn Bhd has developed Standard Operating Procedure for Mill RSPO SCC (Doc. No.: RSPO SCCS, Issue No.: 1, Rev. No.: 3 dated 1/9/2019) which has cover the responsibilities of personnel, process of incoming of FFB and outgoing of CPO and PK, claims, record keeping, non-conformance material, training, complaints and grievances.	Yes
	<ul style="list-style-type: none"> • Complete and up to date records and reports that demonstrate compliance with the supply chain model requirements (including training records). 	<p>Seen the records that included in the procedure are as below:</p> <ol style="list-style-type: none"> Weighbridge tickets Training records Internal audit report Contracts Delivery records <p>Training records for RSPO Supply Chain was sighted where the training was conducted on 24/9/2019 for the critical control point responsible person such as Weighbridge Operators and Security Guards. Seen the attendance list and interviewed with the attendees confirmed that they are understand the procedure.</p>	Yes
	<ul style="list-style-type: none"> • Identification of the role of the person having overall responsibility for and authority over the implementation of these requirements and 	The Mill has a committee to handle the RSPO SCCS and seen the organization chart which lead by the Mill Manager. The	Yes

	compliance with all applicable requirements. This person shall be able to demonstrate awareness of the organization’s procedures for the implementation of this standard.	manager has the overall responsibilities to ensure the implementation of the RSPO SCCS as described in the SOP above. The manager has appointed the Assistant Managers, Weighbridge Operator, Security, Operation Supervisor, Graders and Laboratory Operators to implement the RSPO SCCS. Seen the appointment letter dated 7/1/2019.	
5.3.2	The site shall have a written procedure to conduct annual internal audit to determine whether the organization; i) conforms to the requirements in the RSPO Supply Chain Certification Standard and the RSPO Market Communications and Claims Documents.	FGV has developed Internal Audit Procedure (Doc. No.: ML-1A/L2-Pr11(0), Rev. 0 dated 1/6/2016) where the objective is to carry out internal audit to ensure implementation of RSPO, ISCC and MSPO. The frequency of the internal audit to be carried out is at least once a year.	Yes
	ii) effectively implements and maintains the standard requirements within its organization	The latest internal audit was carried out on 26/9/2019 in Kulai POM by Sustainability Compliance & Certification Department. 3 non-conformities were raised for RSPO SCCS. However, the internal audit was incomprehensive where the requirements for Module E: Mass Balance was not audited.	Major nonconformance
5.4. Purchasing and goods in			
5.4.1	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: <ul style="list-style-type: none"> • The name and address of the buyer; • The name and address of the seller; • The loading or shipment/delivery date; • The date on which the documents were issued; • A description of the product, including the applicable supply chain model (Identity Preserved, Segregated or Mass Balance or the approved abbreviations); • The quantity of the products delivered; 	The daily records are prepared at the entry point at the weighbridge. Daily summary and monthly summary documented for all the certified FFB. Records verified by internal and external audit. Kulai POM has system to verify at the weighbridge. Sighted sampled as following: A) Within Kulai Certification Units: 1. FGVASSB Bukit Besar Estate MPOB License: 50267010200 Despatch Note: 1369 Date: 26/10/2019	Yes

	<ul style="list-style-type: none"> • Any related transport documentation; • Supply Chain certificate number of the seller; • A unique identification number 	<p>Field: 001 Tonnage: 3.99 mt Lorry no.: JGN 2855</p> <p>B) Non-certified Suppliers:</p> <p>1. Bakti Mas Bina Sdn Bhd MPOB License: 522819015000 Despatch Note: 213324 Date: 26/10/2019 Tonnage: 37.18 mt Lorry no.: JHF7502</p> <p>2. Guan Leng Trading Sdn Bhd MPOB License: 508474315000 Despatch Note: 231114 Date: 19/10/2019 Tonnage: 6.84 mt Lorry no.: JLG2122</p> <p>3. Eng Huat Latex Concentrate S/B MPOB License: 505907315000 Despatch Note: 338639 Date: 19/10/2019 Tonnage: 7.25 mt Lorry no.: MAL7798</p>	
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		<p>4. Pineapple Cannery Of Malaysia MPOB License: 568178002000 Despatch Note: 5809 Date: 21/10/2019 Tonnage: 24.66 mt Lorry no.: JLY1000</p> <p>5. Li Feng Oil Palm Sdn Bhd MPOB License: 617026015000 Despatch Note: 01108 Date: 22/10/2019 Tonnage: 37.46 mt Lorry no.: JSP8867</p>	
	<ul style="list-style-type: none"> 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). 	<p>Information was complete and was presented on the sampled delivery notes, shipping documents and specification documentation).shipping documents and weighbridge tickets as above.</p>	<p>Yes</p>
	<ul style="list-style-type: none"> 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 per shipment or group shipments. Refer to section 5.7.1 of this document for further guidance. 	<p>Based on Procedure for Mill RSPO SCC; Doc. # FGPM-RSPO SCC (Mass Balance); Issue # 3.0; Distribution date: 11/6/2018, the site receiving RSPO certified oil palm products were ensured the RSPO certification states are verified. 1 transaction on 4 July 2019 refer kernel contract RSPG0779A (L00000086) total 17.63 MT. The announcement been made dated 3/10/2019 refer transaction id: TR-51612f0c-7d5d.</p>	<p>Yes</p>

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	<ul style="list-style-type: none"> 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 (www.rspo.org) at least annually or through the RSPO IT Platform by confirmation of (shipping) announcements. 	<p>Based on Procedure for Mill RSPO SCC; Doc. # FGPM-RSPO SCC (Mass Balance); Issue # 3.0; Distribution date: 11/6/2018, the validity checks were ensured for all suppliers. Latest announcement been made by FGV Kulai dated 3/10/2019 refer transaction id: TR-51612f0c-7d5d.</p>	<p>Yes</p>
	<ul style="list-style-type: none"> The validity of licence 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. 	<p>N/A</p>	<p>N/A</p>
<p>5.4.2</p>	<p>The site shall have a mechanism in place for handling non-conforming oil palm products and/or documents.</p>	<p>Mechanism in place for handling nonconforming oil palm products and/or documents was describe in the procedure namely Procedure for Mill RSPO SCC; Doc. # FGPM-RSPO SCC (Mass Balance); Issue # 3.0; Distribution date: 11/6/2018.</p>	<p>Yes</p>
<p>5.5. Outsourcing activities</p>			
<p>5.5.1</p>	<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 independent 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 controlled by the certified organization (not the tank farm manager).</p>	<p>No outsource activity at Kulai POM.</p>	<p>N/A</p>

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;	No outsource activity at Kulai POM.	N/A
	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.	No outsource activity at Kulai POM.	N/A
	c. The site has a documented control system with explicit procedures for the outsourced process which is communicated to the relevant contractor.	No outsource activity at Kulai POM.	N/A
	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 with regards to processing of FFB or PK.	N/A
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 with regards to processing of FFB or PK.	N/A
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 with regards to processing of FFB or PK.	N/A
5.6. Sales and goods out			
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"> The name and address of the buyer; 	The latest sales was been conduct on 4 July 2019. In the weighbridge ticket document form the information on name and address, name and address of the seller, delivery date,	Yes

	<ul style="list-style-type: none"> The name and address of the seller; The loading or shipment/ delivery date; The date on which the documents were issued; A description of the product, including the applicable supply chain model (Identity Preserved, Segregated or Mass Balance or the approved abbreviations); The quantity of the products delivered; Any related transport documentation; Supply chain certificate number of the seller; A unique identification number 	description of the product, quantity of the products delivered, Supply chain certificate number of the seller and unique identification number was available.	
	<ul style="list-style-type: none"> 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). 	The data was available as per contract and weighbridge ticket	Yes
	<ul style="list-style-type: none"> 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. 	Shipping announcements will be made once certified. Announcement is made per contract or group of shipments after completion delivery per contract.	Yes
5.7. Registration of transactions			
5.7.1	<p>Supply chain actors who:</p> <ul style="list-style-type: none"> are mills, traders, crushers and refineries and; 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. 	<p>Felda Global Ventures Holdings Berhad held RSPO membership # 1-0225-16-000-00 since 27 December 2016.</p> <p>Company has registered in PalmTrace system as follows: Member Name: KS Kulai – Felda Member ID: RSPO_PO1000001309</p>	Yes

		<p>Member category : Oil Mill</p> <p>Procedure namely Mill RSPO SCC (Mass Balance), FGVPM-RSPO SCC, dated:11/6/2018, version: 3.0 was established. FPISB (logistic department) was responsible announcement in the RSPO IT Platform. Sampled the shipping announcement as below:</p> <p>Buyer: XXXXX, Pasir Gudang Contract No: RSPG0779A (xxx) Transaction ID: TR-51612f0c-7d5d. Product: CSPK (MB) Quantity: 17.65 mt Shipping/BL Date: 4/7/2019</p>	
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"> 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. 	<p>Procedure for Mill RSPO SCC; Doc. # FGPM-RSPO SCC (Mass Balance); Issue # 3.0; Distribution date: 11/6/2018 was established. FGVPIB (logistic department) was responsible announcement in the RSPO IT Platform.</p>	Yes
	<ul style="list-style-type: none"> 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. 	No applicable	N/A
	<ul style="list-style-type: none"> Remove: RSPO certified volumes sold under other scheme or as conventional, or in case of underproduction, loss or damage shall be removed. 	As stated in the Public Summary Report.	Yes

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	<ul style="list-style-type: none"> Confirm: Acknowledge the purchase of RSPO certified volume by confirming Shipping Announcements / Announcements. 	<p>Sampled the shipping announcement as below:</p> <p>Buyer: XXXXX, Pasir Gudang Contract No: RSPG0779A (xxx) Transaction ID: TR-51612f0c-7d5d. Product: CSPK (MB) Quantity: 17.65 mt Shipping/BL Date: 4/7/2019</p>	Yes
5.8. Training			
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.	Kulai POM has developed Annual Training Program for the Year 2019 to arrange for the trainings to be conducted throughout the year. RSPO SCCS training has been included into the Training Plan.	Yes
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.	Training records for RSPO Supply Chain was sighted where the training was conducted on 24/9/2019 for the critical control point responsible person such as Weighbridge Operators and Security Guards. Seen the attendance list of the attendees. However, interviewed with Assistant Manager found that the training was ineffective where he does not know who is the person to be responsible if there is any overproduction issue.	Major nonconformance
5.9. Record Keeping			
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.	Kulai POM has maintained the accurate, complete, up-to-date and accessible records and reports covering all aspects of these RSPO Supply Chain Certification requirements.	Yes
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.	As per the Standard Operating Procedure for Mill RSPO SCC (Doc. No.: RSPO SCCS, Issue No.: 1, Rev. No.: 3 dated 1/9/2019), the records retention for all RSPO Supply Chain	Yes

		related records to be retained for a minimum of 3 years' period. Sampled records of weighbridge tickets for Year 2016 were sighted to maintain and keep at the storeroom.	
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.	Sighted record of volume of palm oil and palm kernel in the Kulai POM record.	Yes
5.10. Conversion factors			
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 (www.rspo.org); RSPO Rules for Physical Transition of Oleochemicals and its Derivatives. This is relevant for derivatives of Palm Oil and Palm Kernel Oil, as used in the oleochemical and personal care industries.	In Kulai POM the conversion between FFB into CPO and PK as per detail below:- Total FFB: 691.44mt CPO (OER: 19.31 %) Total CPO: 133.52mt PK (KER: 5.76 %) Total PK: 39.83mt	Yes
5.10.2	Conversion rates shall be periodically updated to ensure accuracy against actual performance or industry average if appropriate.	The conversion was updated during monthly meeting held by management	Yes
5.11. Claims			
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. Nonetheless, the facility is aware with the requirements of the RSPO Rules on Market Communications and Claims.	Yes
General corporate communications			
4.1	A corporate communication is one made by any RSPO member that highlights its membership of the RSPO and/or its commitment to the principles of the RSPO. Corporate communication is an 'off-product' claim.	FGV Holdings Berhad has stated the member's history with regard to RSPO in the company's website without the use of trademark logo.	Yes

4.2	<p>In corporate communications a member is allowed to:</p> <ul style="list-style-type: none"> a. Display its RSPO membership status b. Display the RSPO web address (www.rspo.org) c. State that the member supports the work of the RSPO d. State the member’s history with regard to the RSPO. e. Use the RSPO trademark to promote its membership of the RSPO. <p>Additionally, where an RSPO member displays the RSPO trademark in digital format this must be accompanied by the text ‘Check our progress at www.rspo.org’ where the link must lead to the member’s profile page.</p>	<p>FGV Holdings Berhad has stated the member’s history with regard to RSPO in the company’s website without the use of trademark logo.</p>	Yes
4.3	<p>In corporate communications RSPO members must not make any statement that may lead consumers to believe that RSPO membership by itself implies the selling of RSPO-certified oil palm products.</p>	<p>The company does not make any statement that may misleading to the consumers to believe that RSPO membership by itself implies that selling of RSPO-certified oil palm products by verified through the website.</p>	Yes
4.4	<p>Members must ensure that all communication is consistent, clear and cannot mislead consumers or other stakeholders as to the certified content of oil palm products in the member’s own products.</p>	<p>The communication that made via website is consistent, clear and does not mislead the consumer and stakeholders as to the certified content of oil palm products in their own products.</p>	Yes
4.5	<p>Members are not allowed to use the RSPO corporate logo as shown in the RSPO Rules on Market Communications & Claims document. This is for the sole use of the RSPO secretariat.</p>	<p>There was no RSPO corporate logo has been used verified through website, notice board, business card, shipping documentation and procurement/ purchasing document.</p>	Yes
Business to business communications			
5.1	<p>Business to Business communication relates to RSPO members in the supply chain selling to and/or communicating with other organizations in the supply chain about the use of certified sustainable oil palm products.</p>	<p>Business to business communication is demonstrated via shipping documentation and invoices to the next supply chain actor or buyer. Verified the weighbridge tickets to buyer where claim of RSPO SCC Mass Balance was stamped on the tickets.</p>	Yes

5.2	When confirming the sale of certified oil palm products, members must adhere to the requirements of the RSPO SCCS. This includes stating the supply chain model and certificate number under which the claim is being made.	Shipping documentation verified and conformance with the requirements of RSPO SCCS. In the weighbridge ticket, it stated that the product is RSPO SCC Mass Balance with RSPO certificate number: RSPO 693237.	Yes
5.3	<p>Where a distributor or wholesaler takes title to products containing certified sustainable oil palm products, the requirements of the RSPO SCCS can follow either of two options:</p> <ul style="list-style-type: none"> a. If the distributor or wholesaler holds only a Distributor license, it may only communicate RSPO-certified oil palm products by linking the product to the manufacturer using the manufacturer’s SCCS certificate number. This covers both brand and own brand products. However, in the case of own brand products it is essential that customers are aware that the product has been made on behalf of the distributor or wholesaler, with specific evidence either through on-pack claims or documentation. b. If the distributor or wholesaler is supply chain-certified they should follow the requirements outlined in section 5.2. 	Kulai Palm Oil Mill is not under distributor or wholesaler category. Thus, this requirement is not applicable.	N/A
5.4	<p>A certified member can provide information to its customers detailing the presence of certified palm oil contained within a product even if it is not eligible for a product-specific under RSPO rules. The end product must not be labelled as certified or sold in such a way that implies RSPO certification.</p> <p>For example, a retailer or food service company may require a breakdown of all palm based ingredients within an end product and the certified status of each. This information may be provided by a certified RSPO member without constituting a product-specific claim.</p>	Kulai Palm Oil Mill is producing crude palm product and does not involved in any labelling of end product and the presence of certified palm oil contained within a product. This requirement is for the next supply chain actor and not applicable for POM.	N/A
Business to consumer communication			

6.1	Only RSPO members that have supply chain certification are allowed to make business to consumer claims about the certified sustainable oil palm products contained within product(s), which are known as 'product-specific' claims. Product-specific claims are voluntary.	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A
6.2	Only RSPO members who have supply chain certification are authorised to use the RSPO trademark and/or RSPO label, with the exception of RSPO Credits and of retailers in accordance with 6.8 below.	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A
6.3	When on-pack claims on RSPO-certified sustainable oil palm products are used, the RSPO trademark and associated identification number must be present.	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A
6.4	Business to consumer communication shall not include information about the claimant's RSPO membership status.	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A
6.5	Members shall not communicate to consumers information about their suppliers' RSPO membership status.	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A
6.6	Use of the RSPO trademark is restricted to claims about RSPO-certified sustainable palm oil products and it is not authorised for use in relation to any other ingredient.	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A
6.7	Use of any other trademark or logo to highlight the presence of RSPO-certified sustainable oil palm products is an unauthorised product-specific claim.	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A
6.8	RSPO members who are retailers or food service companies can apply for an RSPO trademark license for use in business to consumer communications, provided they can demonstrate the validity of these claims to an RSPO-accredited certification body (CB). This will be undertaken via a remote audit, prior to the trademark use, during which the retailer or food service company will need to demonstrate that the use	No business to consumer communication on product specific claim made by Kulai Palm Oil Mill and only produce crude and unfinished product. This is not applicable for POM.	N/A

	of the trademark is in compliance with the rules contained within this document and that the claim itself can be supported through a certified supply chain. Any other palm oil claims, including those highlighting the absence of palm oil, must be highlighted to the CB during the audit to ensure that all claims comply with the requirements of these rules. The CB will confirm the outcome of these audits, to be conducted annually, to RSPO who may continue to grant a trademark license or withdraw permission based upon the audit findings. This is in keeping with the rules applying to RSPO supply chain certified members. The guidance document for audits is available on www.rspo.org .		
5.12. Complaints			
5.12.1	The organization shall have in place and maintain documented procedures for collecting and resolving stakeholder complaints.	FGV has developed Handling Complaint & Grievance Procedure (Doc. No.: ML-1A/L2-Pr13(0), Rev. No. 0 dated 1/6/2016) to provide a channel for internal and external stakeholder to lodge complaint. As to date, there was no complaint received related to RSPO SCCS.	Yes
5.13. Management Review			
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.	The management review meeting will be carry out before the RSPO SCCS audit as per Standard Operating Procedure for Mill RSPO SCC (Doc. No.: RSPO SCCS, Issue No.: 1, Rev. No.: 3 dated 1/9/2019). The latest management review meeting for RSPO Supply Chain was conducted on 16/10/2019. Seen the management review meeting minutes.	Yes
5.13.2	The input to management review shall include information on: <ul style="list-style-type: none"> • Results of internal audits covering RSPO Supply Chain Certification Standard. • Customer feedback. 	The following inputs have been discussed during the meeting: <ul style="list-style-type: none"> i. Results of internal and external audit – 4 NCRs raised and External audit conducted on November 2019. ii. Customer Feedback – No complaint received from June 2019 to September 2019. 	Yes

	<ul style="list-style-type: none"> • Status of preventive and corrective actions. • Follow-up actions from management reviews. • Changes that could affect the management system. • Recommendations for improvement. 	<ul style="list-style-type: none"> iii. Preventive Action and Corrective Action – Recorded as per the NCRs. iv. Status of NCRs – All closed. v. Changes that could affect the management system – No changes on the management system. vi. Recommendation – All data must be checked and monitor from time to time. 	
5.13.3	<p>The output from the management review shall include any decisions and actions related to:</p> <ul style="list-style-type: none"> • Improvement of the effectiveness of the management system and its processes. • Resource needs. 	<p>All the outputs of the management review meeting have been discussed and not limited to improvement of effectiveness of management system and resource needs.</p>	Yes

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

Requirements	Evidence For any N/A raised, justification is required.	Compliance (Yes / No or N/A)
E.1 Definition		
E.1.1 Certification for CPO mills is necessary to verify the volumes of certified and uncertified FFB entering the mill and volume sales of RSPO certified producers. A mill may be taking delivery of FFB from uncertified growers, in addition to those from its own certified land base. In that scenario, the mill can claim only the volume of oil palm products produced from processing of the certified FFB as MB.	Kulai POM received from on certification unit and noncertified FFB supplier. Kulai POM was certified with SC Module E: Mass Balance. During the P&C assessment, the audit team verified the volumes and sources of certified FFB entering the mill, the implementation of processing controls and volume sales of RSPO certified products	Yes
E.2 Explanation		
E.2.1 The estimated tonnage of CPO and PK products that could potentially be produced by the certified mill must be recorded by the CB in the public summary of the P&C certification report. This figure represents the total volume of certified palm oil product (CPO and PK) that the certified mill is allowed to deliver in a year. The actual tonnage produced should then be recorded in each subsequent annual surveillance report.	The estimated tonnage of CPO and PK products that could potentially be produced by the certified mill is recorded in this public summary report.	Yes
E.2.2 The mill must also meet all registration and reporting requirements for the appropriate supply chain through the RSPO supply chain managing organization (RSPO IT platform or book and claim).	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).	Yes
E.3 Documented procedures		
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: a) Complete and up to date procedures covering the implementation of all the elements in these requirements;	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.	Yes

<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 & 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>	<p>Yes</p>
<p>E.4 Purchasing and goods in</p>		
<p>E.4.1 The site shall verify and document the volumes of certified and non-certified FFBs received.</p>	<p>The daily records are prepared at the entry point at the weighbridge. Daily summary and monthly summary documented for all the certified FFB. Records were verified by internal and external audit.</p>	<p>Yes</p>
<p>E.4.2 The site shall inform the CB immediately if there is a projected overproduction.</p>	<p>The documented procedure above specified the mechanism to notify CB in case of any projected overproduction of certified tonnage. Verification on-site confirmed that the relevant person-in-charge of supply chain aware of this procedure however found overproduction for CPO 120.08MT, PK 35.2MT and FFB 628.15MT</p>	<p>Major nonconformance</p>
<p>E.5 Record keeping</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 three-monthly basis. (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>Mass balance recording is done through utilization of "Lembaran Mass Balance" (Mass Balance Sheet). Verification of the recording method showed that the facility is able to calculate the amount of certified tonnage of its CPO & PK based on the quantity of certified FFB received. Computerized system (MPR) is in place with the delivery of CPO & PK are deducted accordingly from the accounting system.</p>	<p>Yes</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 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 daily basis recording, it was found that the certified CPO can only be delivered from positive stock. By default the computer system (Mill Production Report - MPR) does not allow the mill to sell short. Based on explanation by Kulai POM on utilisation of material and product recording system through Mill Production Report (MPR System), dispatch of both certified CPO & PK from negative stock is not allowed by default. However, based on the mill's procedure (page 8) dispatch from negative stock is allowed and to be reconciled within 3 months. Thus, a non-conformity was assigned due to this lapse.</p>	
<p>E.5.2 In cases where a mill outsources activities to an independent palm kernel crush, the crush still falls under the responsibility of the mill and does not need to be separately certified. The mill has to ensure that the crush is covered through a signed and enforceable agreement</p>	<p>Not applicable because no outsource activity.</p>	<p>N/A</p>

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Supply Chain Declaration *(Applicable For Appendix E)*

A. Monthly Records of Certified and Uncertified FFB Received since the last audit (Nov 2018-Oct 2019)				
No.	Month - Year	Volume of FFB from certified supply bases (mt)	Volume of FFB from uncertified supply bases (mt)	Total FFB/Month (mt)
1	Feb 2019	83.14	7121.14	7204.28
2	March 2019	81.12	8038.63	8119.75
3	April 2019	84.84	9121.76	9209.60
4	May 2019	88.80	8510.89	8599.69
5	June 2019	84.41	10370.25	10454.66
6	July 2019	68.31	11095.28	11163.59
7	August 2019	48.98	9453.03	9502.01
8	Sept 2019	75.92	8871.44	8947.36
9	Oct 2019	75.92	6405.81	6481.73
Total		691.44	78988.23	79679.67

B. Monthly Records of Certified CPO & PK since the last audit (Feb 2019-Oct 2019)			
No.	Month - Year	Certified CPO (mt)	Certified PK (mt)
1	Feb 2019	16.05	4.79
2	March 2019	15.66	4.67
3	April 2019	16.38	4.89
4	May 2019	17.15	5.11
5	June 2019	16.30	4.86
6	July 2019	13.19	3.93
7	August 2019	9.46	2.82
8	Sept 2019	14.66	4.37
9	Oct 2019	14.66	4.37
		133.52	39.83

C. Records of Certified CPO & PK Sold under PalmTrace to Buyers since the last audit (if any) (Feb 2019-Oct 2019)				
No.	Buyers Name	Palmtrace Trading License Number	Certified CPO Sold (mt)	Certified PK Sold (mt)
1	XXX, Pasir Gudang	TR-51612f0c-7d5d.	-	17.65

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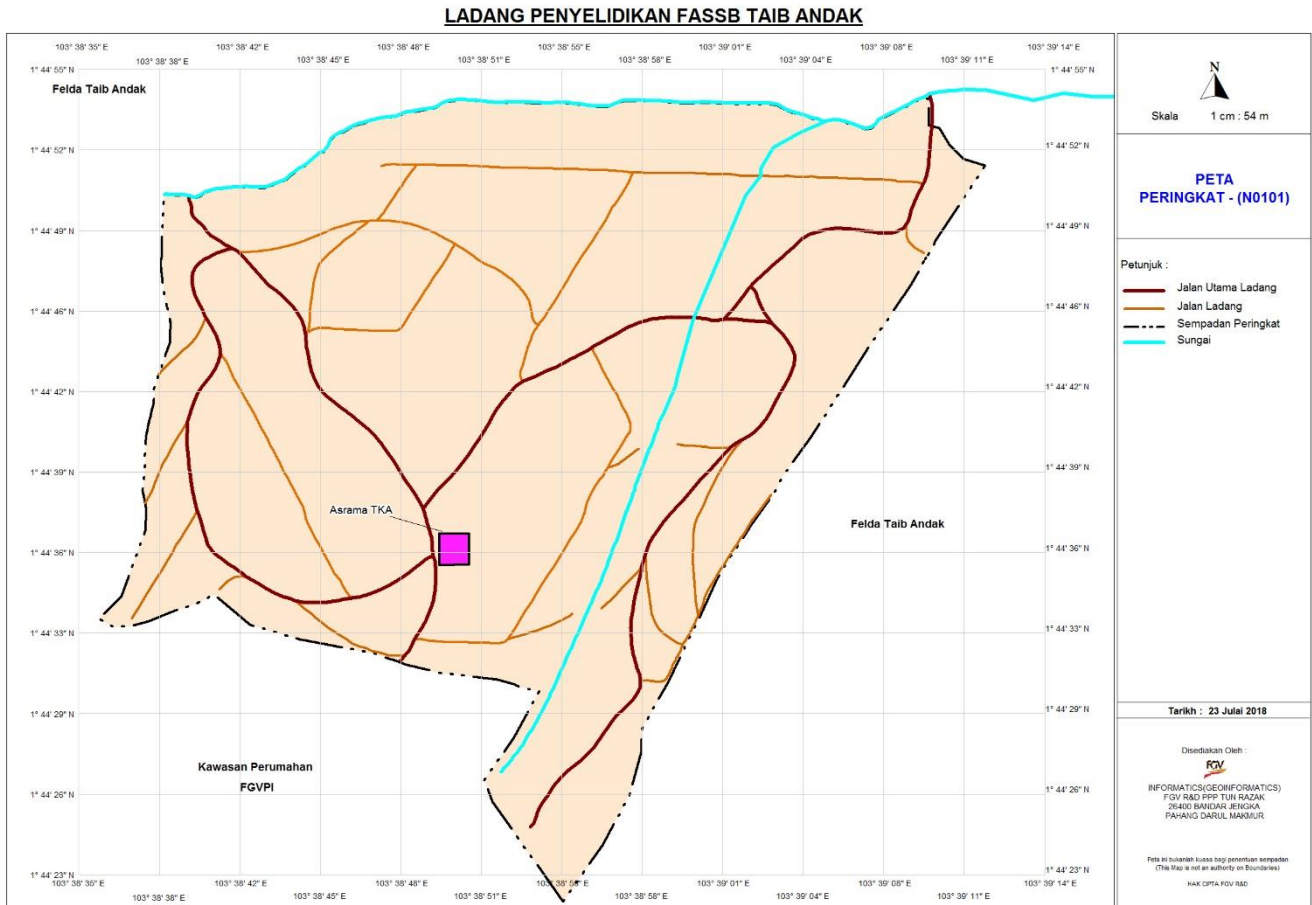
Total	17.65
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D. Records of CPO & PK Sold as conventional to Buyers since the last audit (if any) (Feb 2019-Oct 2019)			
No.	Buyers Name	CPO Sold (mt)	PK Sold (mt)
1	A-D	127.66	13.85
Total		127.66	13.85

Appendix F: Location Map of FGVPISB Kulai Palm Oil Mill and Supply bases



Appendix G: FGVASSB Bukit Besar Estate Field Map



Appendix H: List of Smallholder Sampled *(If applicable – scheme/associated/group certification)*

Not applicable

Appendix I: List of Abbreviations

a.i	Active Ingredient
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
FFB	Fresh Fruit Bunch
FGVPIBS	FGV Plantation Industries Sdn Bhd
FGVASSB	FGV Agricultural Services Sdn Bhd
FPIC	Free, Prior, Informed and Consent
GAP	Good Agricultural Practice
GHG	Greenhouse Gas
GMP	Good Manufacturing Practice
GPS	Global Positioning System
HCV	High Conservation Value
IPM	Integrated Pest Management
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