

**Roundtable on Sustainable Palm Oil Certification
RSPO**

Stage-1 Stage-2 Surveillance Re-Certification

Name of Management Organisation : Chalok Palm Oil Mill, Felda Global Ventures (M) sdn Bhd subsidiary of FELDA

Plantation Name : FGVP Setiu 1 estate, FELDA estate, FELDA/FTP Barat estate, FELDA/FTP Tenang Besut estate, FTP Belara estate and FTP Selasih estate.

Location : District of Setiu, State of Terengganu, Malaysia

Certificate Code : **MUTU-RSPO/085**

Date of Certificate Issue : 30 December 2015 **Date of License Issue** : 30 December 2015
Date of Certificate Expiry : 29 December 2020 **Date of License Expiry** : 29 December 2020

Assessment	Assessment Date	PT. Mutuagung Lestari Auditor	Reviewed by	Approved by
ST-1	10–11 September 2014	Mahaswaran Maliyapan, Diana	Ganapathy Ramasamy	Tony Arifarachman
ST-2	2 – 6 November 2014	Mohan Thavarajah, Mahaswaran Maliyapan, Ramani Ramasamy, Khairul Anuar b, Abdul Hamid		

Assessment	Approved by MUTUAGUNG LESTARI on:
ST-2	30 December 2015

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Abbreviation Used

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Figure 1. Location Map of Complex

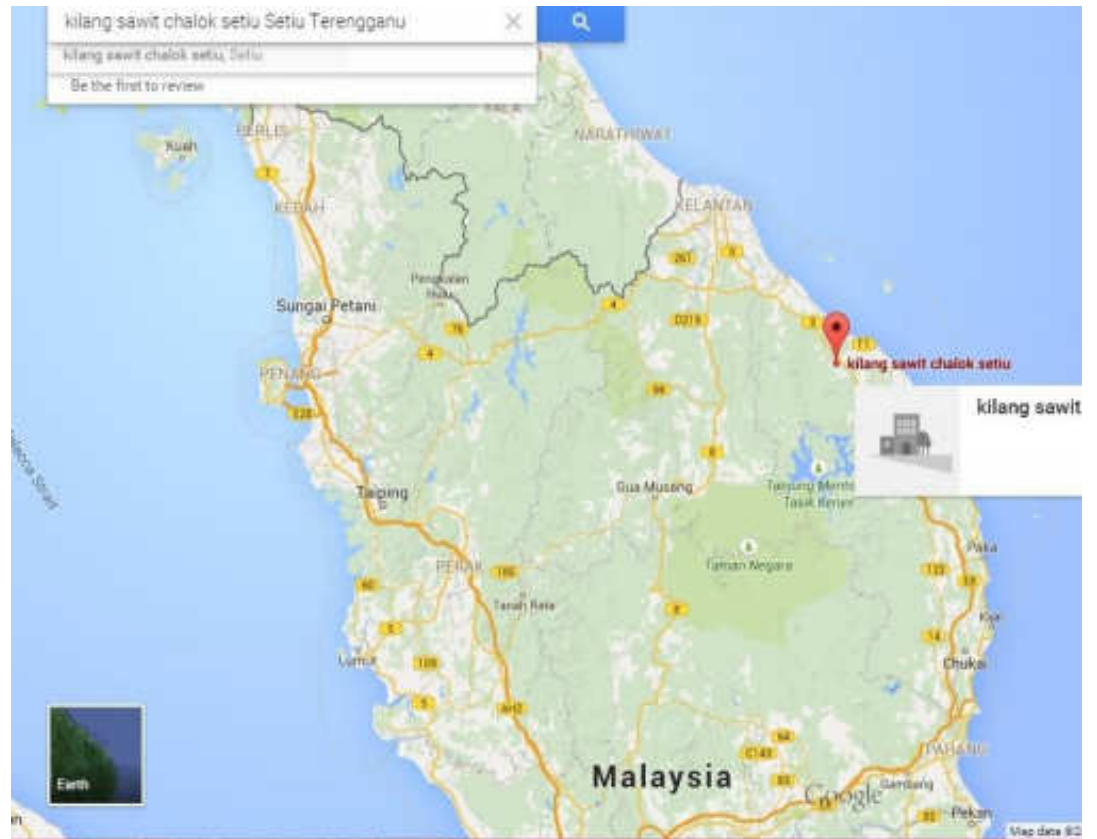


Figure 2. Operational Map of FGVP Setiu 1 estate

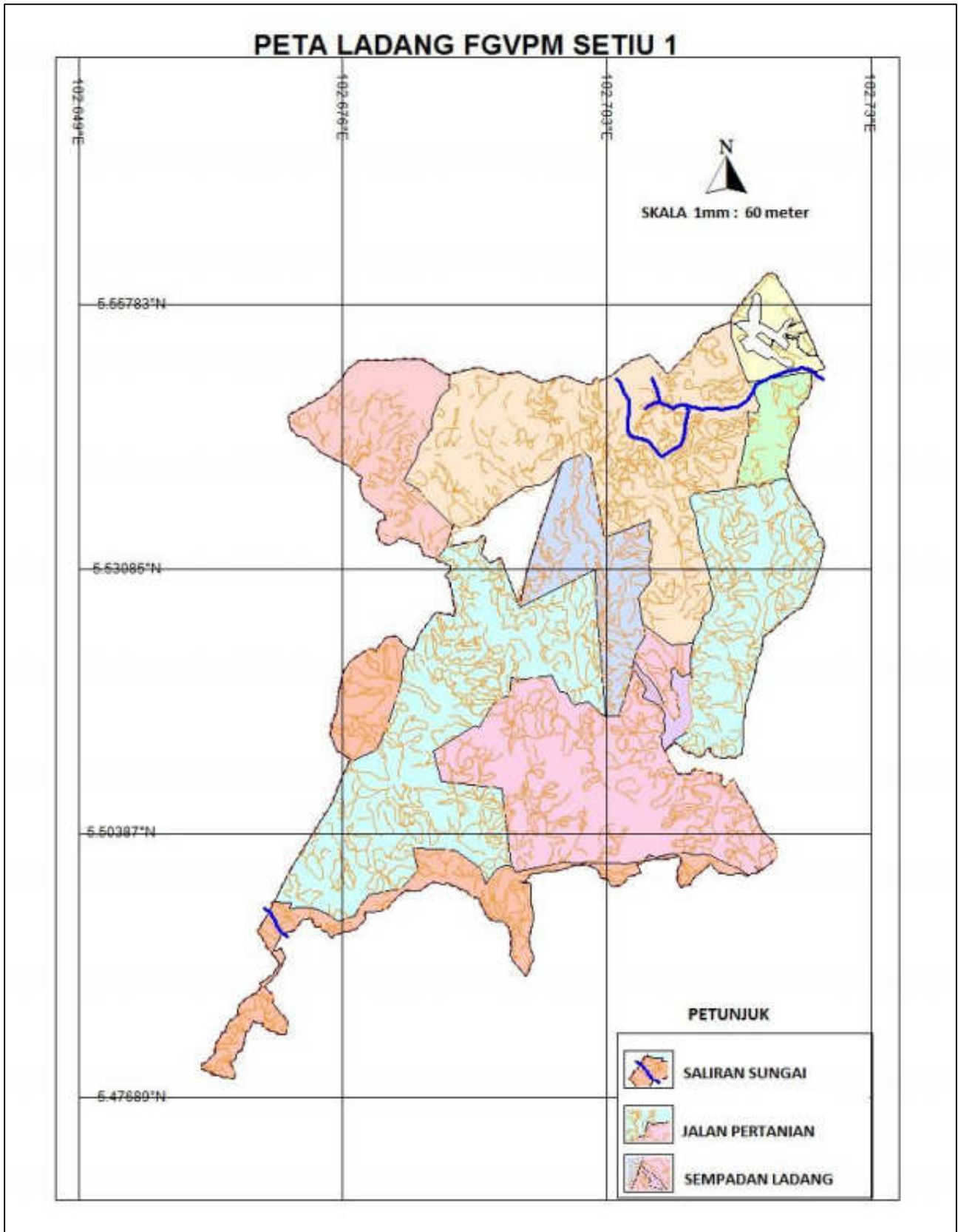


Figure 4. Operational Map of FELDA/FTP Barat Estate

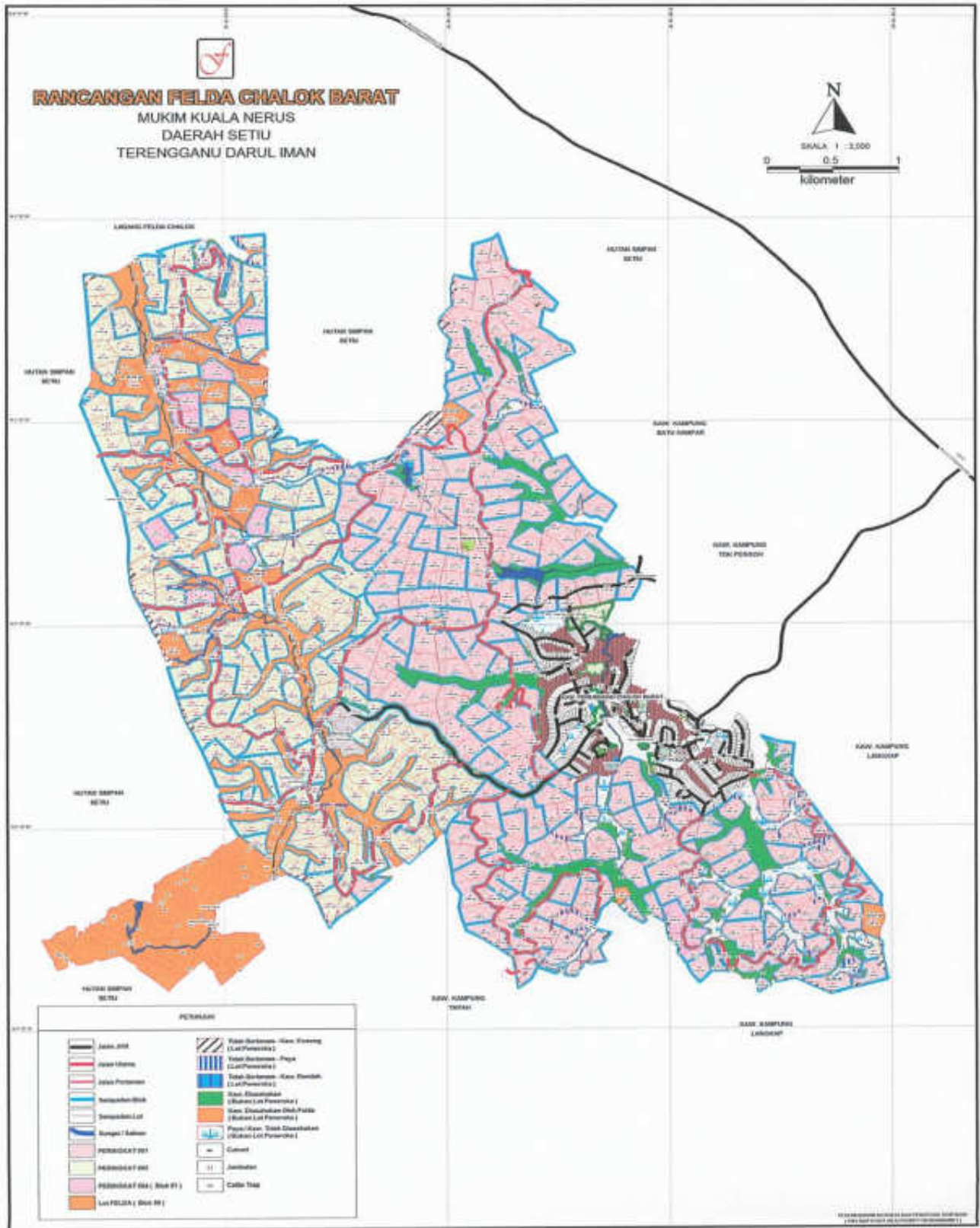


Figure 5. Operational Map of FELDA / FTP Tenang Besut Estate

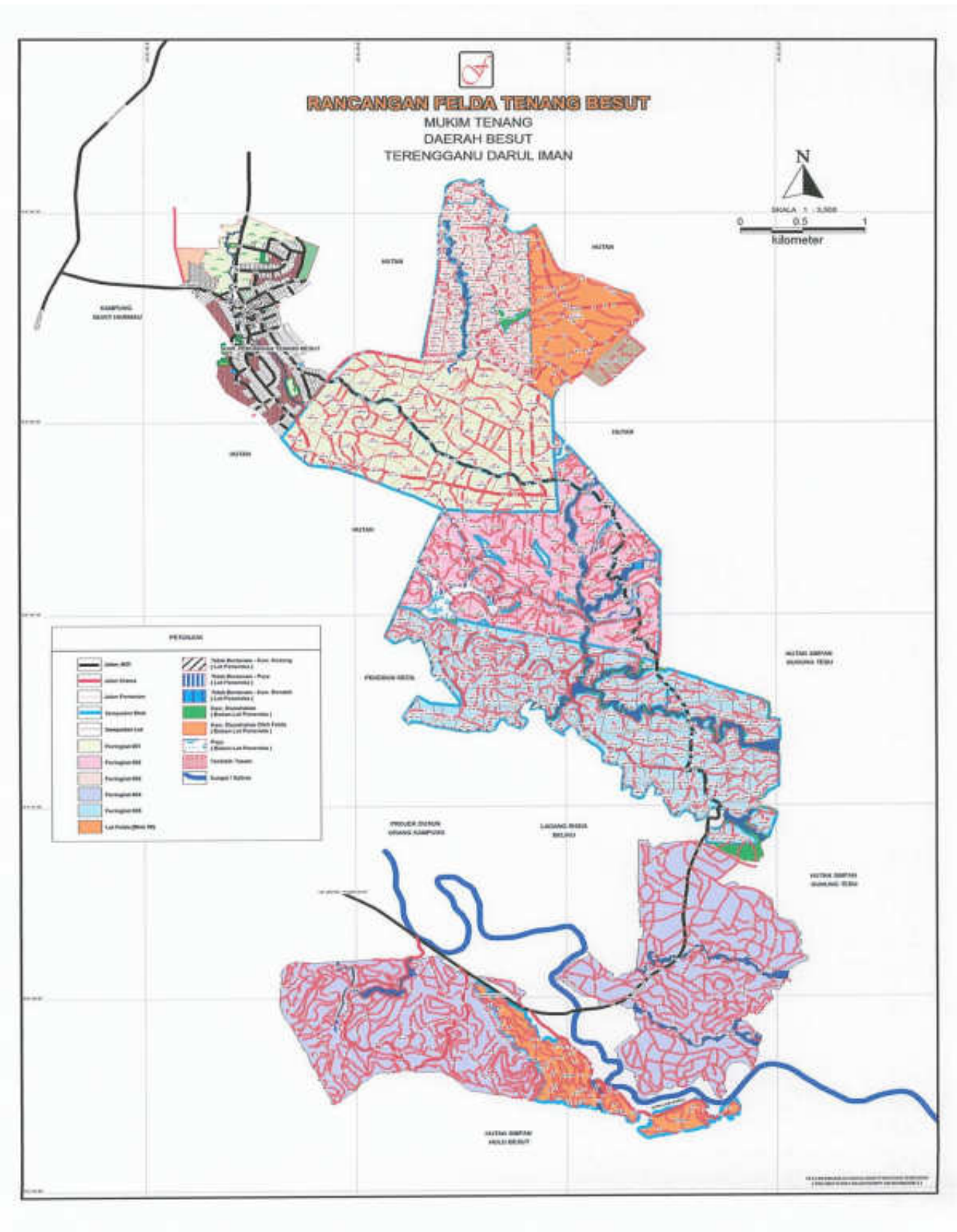


Figure 6. Operational Map of FELDA Belara Estate

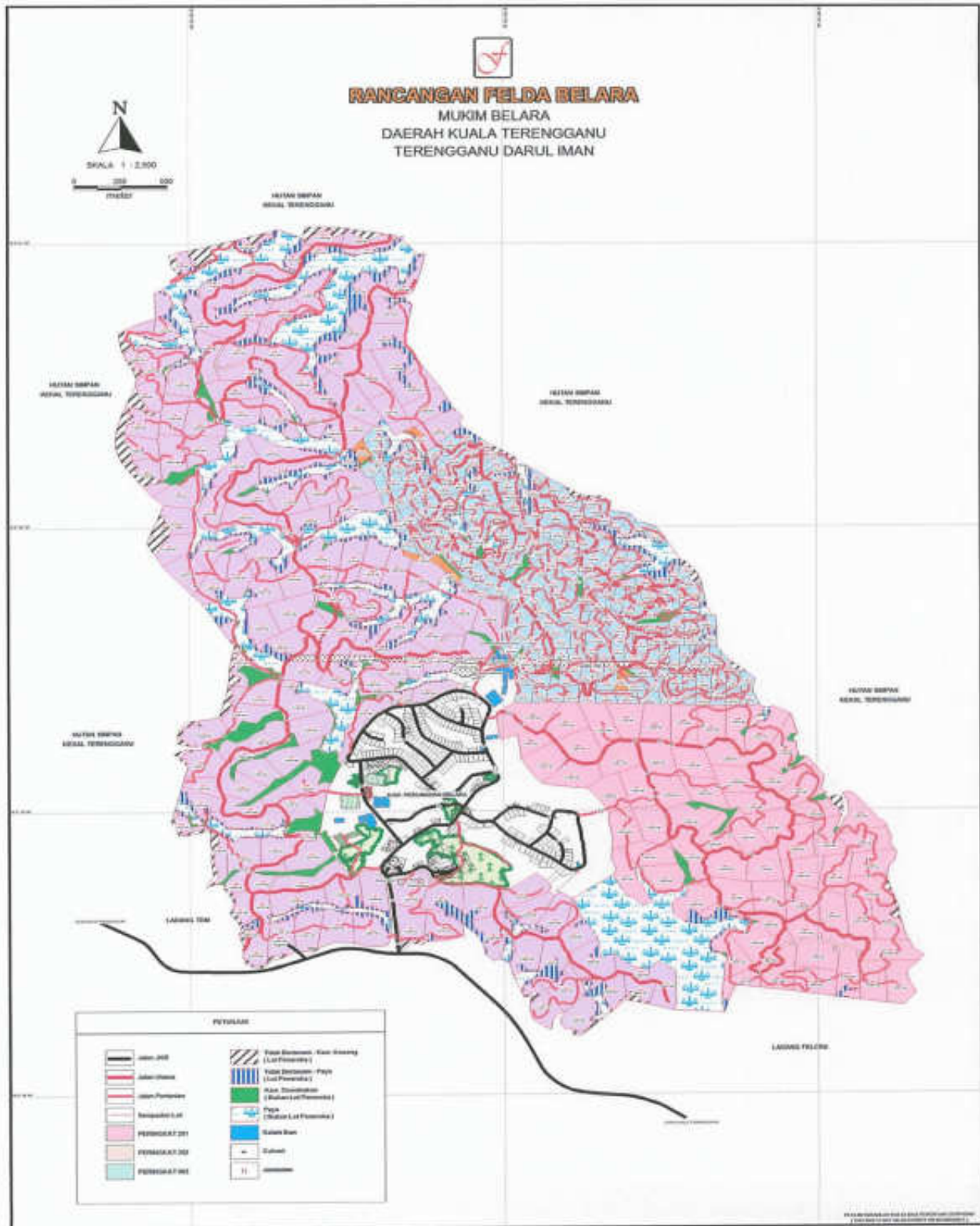
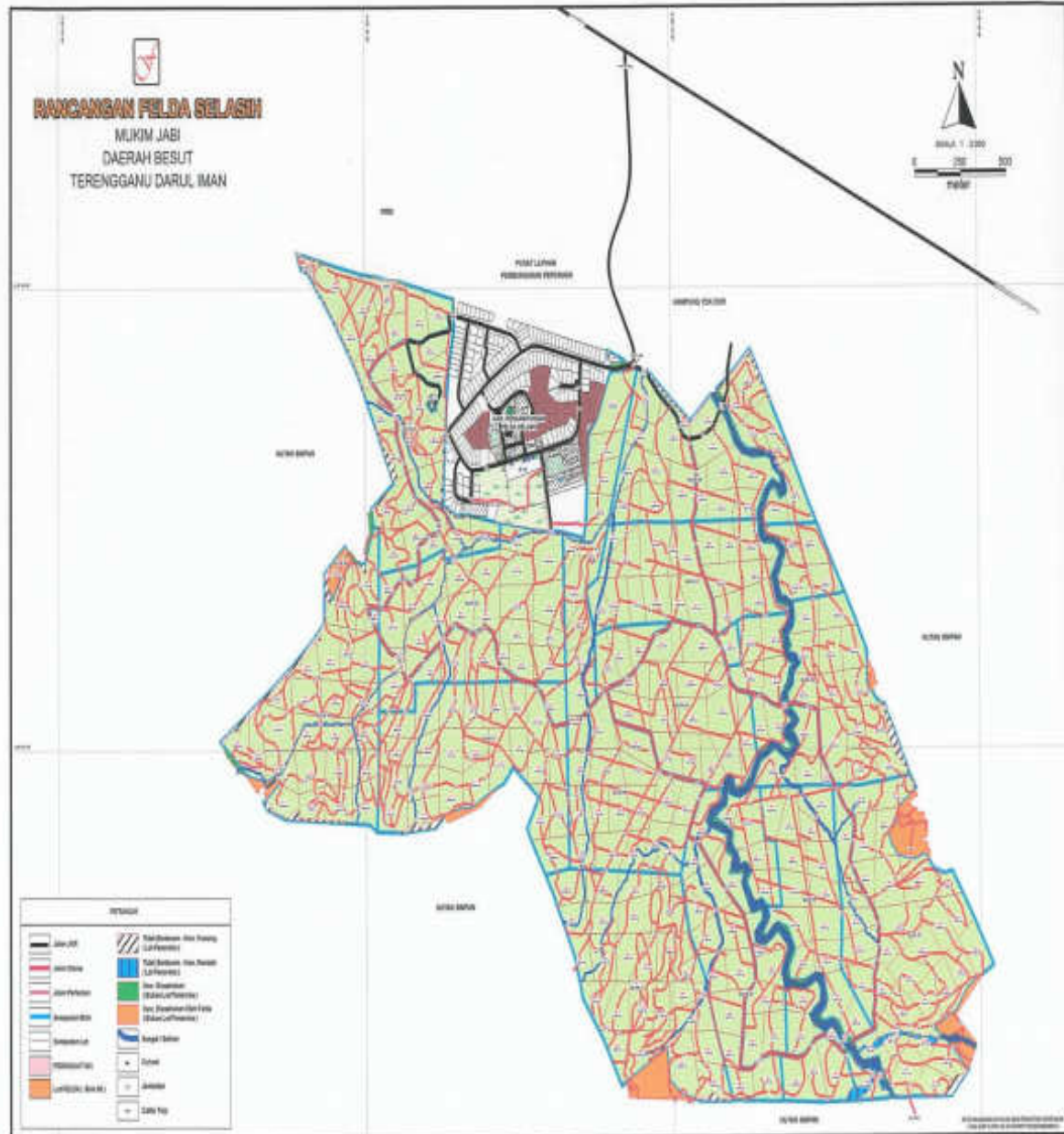


Figure 7. Operational Map of FELDA Selasih Estate



Abbreviation Used		
BOD	:	Biological Oxygen Demand
CSR	:	Corporate Social Responsibility
CPO	:	Crude Palm Oil
EFB	:	Empty Fruit Bunch
ESH	:	Environment and Safety and Health
FELDA	:	Federal Land Development Authority
FFB	:	Fresh Fruit Bunches
FTP	:	Felda Techno Plant
HCV	:	High Conservation Value (Nilai Konservasi Tinggi)
HIRARC	:	Hazard Identification Risk Assessment and Risk Control
MPOB	:	Malaysian Palm Oil Board
MSDS	:	Material Safety Data Sheet
NC	:	Non Conformance
OHS	:	Occupational Health and Safety
OER	:	Oil Extraction Rate
P&C	:	Principle and Criteria
IPM	:	Integrated Pest Management
PK	:	Palm Kernel
PKO	:	Palm Kernel Oil
POM	:	Palm Oil Mill
PSQM	:	Plantation Sustainability Quality Management
PMU	:	Plantation Management Unit
PPE	:	Personal Protection Equipment
RSPO	:	Roundtable on Sustainable Palm Oil
SEIA	:	Social and Environmental Impact Assessment
SIA	:	Social Impact Assessment
SCCS	:	Supply Chain Certification System
SOP	:	Standard Operating Procedure
WWTP	:	Wastewater Treatment Plant

1.0	SCOPE OF THE CERTIFICATION ASSESSMENT		
1.1	Assessment Standard Used	<ul style="list-style-type: none"> • <i>Malaysia National Interpretation - RSPO MY-NIWG RSPO Principles and Criteria (P&C) for Sustainable Palm Oil Production (Including smallholder NI. Approved by the RSPO Executive Board November 2010. the baseline NI indicators and guidance are as in the approved NI dated 26 April 2008)</i> • <i>RSPO Supply Chain Certification Standard November 2011 for CPO Mill.</i> 	
1.2	Organization Information		
1.2.1	Organisation name listed in the certificate	Felda Global Ventures – FELDA	
1.2.2	Contact person	Mr. Norazam Abdul Hameed	
1.2.3	Organisation address and site address	PSQM, Felda Global Ventures Plantations (M) Sdn Bhd Level 20, Balai Felda, Jalan Gurney Satu, Kuala Lumpur, Malaysia 54000	
1.2.4	Telephone	(+603) 2600 5349	
1.2.5	Fax	(+603) 2698 7816	
1.2.6	E-mail	anthonius.s@feldaglobal.com	
1.2.7	Web page address	www.felda.net.my	
1.2.8	Management Representative who completed the application for certification	Mr. Anthonius Sani	
1.2.9	Registered as RSPO member	1-0013-04-000-00, 17 October 2004	
1.3	Type of Assessment		
1.3.1	Scope of Assessment	1 Palm Oil Mill and Supply by 6 (six) oil palm estate: Chalok Palm Oil Mill, FGVP Setiu 1 estate, FELDA estate, FELDA/FTP Barat estate, FELDA/FTP Tenang Besut estate, FTP Belara estate and FTP Selasih estate	
1.3.2	Type of certificate	Single	
1.4	Locations of Mill, Plantations and Area Statement		
1.4.1	Location of Mill		
	Name of Mill	Location	Coordinate
			Latitude Longitude
	CHALOK	21450 Setiu, Terengganu Darul Iman	N 05° 27' 14" E 102° 46' 57"
1.4.2	Location of Supply Base		
	Name of Supply Base	Location	Coordianate
			Latitude Longitude
	FGVPM Setiu 01	Ladang Felda Setiu 01,22100, Setiu, Terengganu Darul Iman.	N 05° 33' 17" E 102° 42' 19"
	FELDA Chalok	Felda ,21450 Setiu, Terengganu Darul Iman.	N 05° 28' 13" E 102° 48' 26"

	FELDA Chalok Barat	Felda Barat,21450 Setiu, Terengganu Darul Iman.	N 05° 24' 35"	E 102° 49' 36"				
	FELDA Tenang Besut	Felda Tenang Besut,22010 Jertih, Terengganu Darul Iman.	N 05° 33' 52"	E 102° 29' 18"				
	FELDA Belara	Felda Belara,Wakil Pos Felda Belara,21050 Kuala Terengganu, Terengganu Darul Iman.	N 05° 19' 36"	E 102° 56' 47"				
	FELDA Selasih	Felda Selasih,22020 Jerteh, Terengganu Darul Iman.	N 05° 39' 10"	E 102° 37' 17"				
1.5 Description of Area Statement								
1.5.1 Tenure								
	• State			3,088.33 Ha				
	• Community (Peneroka)			6,833.60 Ha				
1.5.2 Area Statement								
	• Total area		9,921.93	Ha				
	• Mature area		6,300.85	Ha				
	• Immature area		731.67	Ha				
	• Mill		5.75	Ha				
	• Emplishment		20.52	Ha				
	• Infrastructure		1204.22	Ha				
	• Nursery		19.09	Ha				
	• Occupational		948.45	Ha				
	• Others area		0	Ha				
	• HCV		691.38	Ha				
1.6 Planting Year and Cycles								
1.6.1 Age profile of planting year								
	Planting Year	Hectarage (Ha)						
		Setiu 1	Chalok	Chalok Barat	Tenag Besut	Belara	Selasih	TOTAL
	1986	162.26						162.26
	1989	460.71						460.71
	1990				215.11			215.11
	1992	61.24						61.24
	1995	53.31						53.31
	2000					167.98		167.98
	2001			1282.06				1282.06
	2003				185.84			185.84
	2005		85.21					85.21
	2006				50		626.43	676.43
	2008				231.33			231.33

	2009	251.88	341.745					593.625
	2010	352.39						352.39
	2011	329.11	807.585		636.66			1773.355
	2012	225.63						225.63
	2013	209.48						209.48
	2014	296.56						296.56
	TOTAL	2,402.57	1,234.54	1,282.06	1,318.94	167.98	626.43	7,032.52
1.6.2	New Planting area after January 2010			0 (under replanting)			Ha	
1.6.3	Planting Cycle			2 nd Cycle			Years	
1.7	Description of Supply Base							
1.7.1	Description of Mill							
	Name of Mill	Capacity (tonnes/ hour)	FFB Processed (tonnes/year)	CPO		Palm Kernel		
				Out put (tonnes)	Extraction (%)	Out put (tonnes)	Extraction (%)	
	Chalok	40	134,078.84	27,512.98	20.52	7,173.22	5.35	
	<p><i>Note:</i> Source Production Data 12 month before the assessment conducted (November 2013 to October 2014) The sources was mixed FFB from other sources including the independent smallholders that consist of Ref 1.7.2 and Ref 1.7.3 below</p>							
1.7.2	Description of Certification Scope of Supply Base							
	Name of Estates	Total Area (Ha)	Planted Area (Ha)		FFB (tonnes/ye ar)	Yield (tonnes/ ha/year)	Supplied to Mill	
			Mature	Imature			FFB (tonnes/year)	%
	FGVPM Setiu 01	3,088.33	1,670.90	731.67	24,495.39	14.66	24,495.39	100
	FELDA Chalok (28 by FELDA and 318 by FTP or 346 Peneroka)	2,269.77	1,234.54		7,678.84	6.22	7,678.84	100
	FELDA Chalok Barat (250 by FELDA and 114 by FTP/FELDA or 364 Peneroka)	1,769.22	1,282.06		16,794.99	13.1	16,794.99	100
	FELDA Tenang Besut (60 by FELDA, 261 by FTP/FELDA or 321 Peneroka)	1,132.10	1,318.94		8,137.86	6.17	8,137.86	100
	FELDA Belara (617 by FELDA/FTP or 617 Peneroka)	975.85	167.98		2,213.98	13.18	2,213.98	100
	FELDA Selasih (157 by FELDA/FTP or 157 Peneroka)	686.66	626.43		7,517.16	12.00	7,517.16	100
	TOTAL	9,921.93	6,300.85	731.67	39,950.88	11.02	66,838.22	100
	<p><i>*Source Production Data 12 month before the assessment conducted (November 2013 to October 2014) FELDA Global Ventures Plantation (M) Sdn Bhd Letter on November 11th, 2015 number (32)FVPM/PSQM/SPO/HQ/01 regarding the exclusion of own manage smallhodlers (Peneroka Urus Sendiri) from RSPO certification scope in estates which have smallholders.</i></p>							

1.7.3	other source (non certified)					
	Name of sources	Members	Location		FFB Supplied to Mill (tonnes/year)	
	Independent Smallholders	FFB Supplier (non associated)	Felda, Terengganu Darul Iman.		3,563.06	
	Kim Ma Oil Palm Sdn Bhd	FFB Supplier (non associated)	No. 8888, Jalan Kemayan-Triang, 28380 Kemayan, Bera Pahang		5,285.47	
	Tai Ichi Enterprise	FFB Supplier (non associated)	Lot 93, Jalan Industries semambu 6, Semambu Industrial Estate 25350 Kuantan, Pahang		4,949.21	
	Ekstrapalma Sdn Bhd	FFB Supplier (non associated)	Lot 239-B. Tingkat Atas, Bangunan Yayasan Islam, 21700 Hulu Terengganu Terengganu		26,814.10	
	Sern Lee Enterprise Sdn. Bhd	FFB Supplier (non associated)	No. 4, batu 2 ½, Jalan Temerloh 28300 Triang Pahang		5,256.26	
	Risda Plantation Sdn. Bhd	FFB Supplier (non associated)	No. 10, Tingkat Atas, bangunan MARA 21600 Marang Terengganu		12,728.78	
	T & A Machang Agriculture S/B	FFB Supplier (non associated)	Lot 1192, Jalan Tanah Merah, Kg Pangkal Chendok 18500 Machang Kelantan		8,643.75	
	TOTAL				67,240.63	
<i>*Source Production Data 12 month before the assessment conducted (November 2013 to October 2014)</i>						
1.7.4	Product categories		FFB, CPO, PK			
1.8	Estimate Tonnage of Certified Product					
1.8.1	Past Annual Claim Certified Product		Certificate Claim (tonnes/year)	Actual certified product (tonnes/year)		
	• FFB Production		-	-		
	• CPO Production		-	-		
	• Palm Kernel (PK) Production		-	-		
<i>** Certificate Claim will be verified during the next assessment (first Surveillance)</i>						
1.8.2	Estimate Claim Certified of FFB					
	Name of Estates	Total Area (Ha)	Planted Area (Ha)		FFB (tonnes/year)	Yield (tonnes/ha/year)
			Mature	Immature		
	FGVPM Setiu 01	3,088.33	1,670.90	731.67	25,063.50	15
	FELDA Chalok (28 by FELDA and 318 by FTP or 346 Peneroka)	2,269.77	1,234.54	-	8,641.78	7
	FELDA Chalok Barat (250 by FELDA and 114 by FTP/FELDA or 364 Peneroka)	1,769.22	1,282.06	-	17,051.40	13.3
	FELDA Tenang Besut (60 by FELDA, 261 by FTP/FELDA or 321 Peneroka)	1,132.10	1,318.94	-	8,573.11	6.5
	FELDA Belara (617 by FELDA/FTP or 617 Peneroka)	975.85	167.98	-	2,687.68	16.00
	FELDA Selasih (157 by FELDA/FTP or 157 Peneroka)	686.66	626.43	-	8,143.59	13
	TOTAL	9,921.93	6,300.85	731.67	70,161.06	7.53
<i>Note:</i>						
<i>*Projected FFB production for 12 months of certificate</i>						
<i>*Projected FFB's consist of FELDA core estate and Smallholders managed by FELDA/FTP (not include own manage smallholders)</i>						

1.8.3	Estimate Claim Certified of Palm Product						
	Name of Mill	Capacity (tonnes/ hour)	FFB Processed (tonnes/year)	CPO		Palm Kernel	
				Out put (tonnes)	Extraction (%)	Out put (tonnes)	Extraction (%)
	CHALOK	40	70,161.06	14,733.82	21	3,858.86	5.5
	<i>*Projected CSPO and CSPK production for 12 months of certificate</i> <i>*Projected FFB's processed consist of FELDA core estate and Smallholders managed by FELDA/FTP (not include own manage smallholders)</i>						
1.9	Other Certifications						
	-						
1.10	Time Bound Plan						
1.10.1	Time Bound Plan for Other Management Units						
No	Management Unit	Address		Hectarage (Ha) *	Time Bound Plan (Planned Audit Year)	Status (Actual/Target Certification Year)	
1	Kota Gelanggi 6	Kilang Sawit Kota Gelanggi 6, W/Pos Felda Kota Gelanggi.27000 Jerantut, Pahang		10,334	Q4, 2009	Certified: 2010	
2	Lepar Utara 6	Kilang Sawit Lepar Utara 6, Peti Surat 12 & 2020 26400 Bandar Pusat Jengka Pahang		11,538	Q4, 2009	Certified: 2010	
3	Jengka 21	Kilang Sawit Felda Jengka 21, Bandar Pusat Jengka, 26400 Pahang		14,319	Q3, 2011	Certified: 2013	
4	Jengka 3	Kilang Sawit Jengka 3, 26400 Bandar Jengka. Pahang		13,720	Q1, 2011	Certified: 2012	
5	Jengka 8	Kilang Sawit Jengka 8, 26400, Bandar Tun Abdul Razak Jengka, Pahang		13,895	Q1, 2011	Certified: 2012	
6	Lepar Utara 4	Kilang Sawit Lepar Utara 04, Peti surat 55, Pejabat Pos Bandar Pusat Jengka, 26400 Bandar Pusat Jengka, Pahang		9,415	Q3, 2011	Certified: 2012	
7	Jengka 18	Pejabat Felda Jengka 18 (Seroja) palm Oil Mill, 26400 Bandar Pusat Jengka, Jengka, Pahang		12,296	Q3, 2011	Certified: 2013	
8	Padang Piol	Kilang Sawit Padang Piol, 27040 Jerantut, Pahang		4,960	Q1, 2011	Certified: 2012	
9	Adela	Kilang Sawit Adela, Po Box 73, Bandar Penawar, Kota Tinggi 81930 Johor		12,930.04	Q1, 2011	Certified: 2012	
10	Lok Heng	Kilang Sawit Lok Heng, PO Box 55, 81907 Kota Tinggi, Johor		12,799	Q1, 2011	Certified: 2012	
11	Semenchu	Kilang Sawit Semenchu, Peti Surat 63, 81907 Kota Tinggi, Johor		15,797	Q2, 2011	Certified: 2012	
12	Wa Ha	Kilang Sawit Waha, Karung Kunci S24, 81907 Kota Tinggi, Johor		9,597	Q1, 2013	Certified: 2012	
13	Bukit Kepayang	Kilang Sawit Bukit Kepayang, 28300 Triang, Pahang		10,164.44	Q4, 2011	Certified: 2013	
14	Bukit Mendi	Kilang Sawit Bukit Mendi, 28320 Triang, Pahang		7,838	Q4, 2011	Certified: 2012	
15	Kemasul	Kilang Sawit Kemasul, 28300 Triang, Pahang		10,150	Q4, 2011	Certified: 2012	
16	Tementi	Kilang Sawit Tementi, 38300 Triang, Pahang		11,696	Q4, 2011	Certified: 2013	
17	Triang	Kilang Sawit Triang, 28300 Triang, Pahang		10,142	Q4, 2011	Certified: 2012	
18	Segamat (GC)	Felda Segamat Region Complex, KM 5, Jalan Genuang, 89000 Segamat, Johor		11,192	Q1, 2011	Certified: 2012	

19	Belitong	Kilang Sawit Belitong, Peti Surat 61, 86007 Kluang, Johor	7,110	Q4, 2012	Certified: 2014
20	Bukit Besar	Kilang Sawit Bukit Besar, W/P Bukit Besar, 81450 Kulai, Johor	4,716	Q4, 2012	Certified: 2014
21	Kahang	Kilang Sawit Kahang, Karung Berkunci No. 533, 86007 Kluang, Johor	5,134	Q4, 2012	Certified: 2014
22	Kulai	Kilang Sawit Kulai, Felda Taib Andak, 81000, Kulai, Johor	7,531	Q4, 2012	Certified: 2014
23	Nitar	Kilang Sawit Nitar, Felda Nitar 2, 86700 Kahang, Johor	5,819	Q4, 2012	Certified: 2014
24	Penggeli	Felda Penggeli Palm Oil Mill, Peti Surat 28, 81440 Bandar Tenggara, Johor	9,456	Q4, 2012	Certified: 2014
25	Lepar Hilir	Pejabat Felda Lepar Hilir palm Oil Mill, Gambang, Pahang	14,575	Q4, 2012	Certified: 2014
26	Bukit Sagu	Kilang Kelapa Sawit Bukit Sagu, Peti surat 331, 26130 Kuantan, Pahang	11,684	Q4, 2012	Certified: 2014
27	Baiduri Ayu	Kilang Sawit Felda Baiduri Ayu, Peti Surat 29, Pos Cenderawasih, 91150 Lahad Datu, Sabah	7,450	Q4, 2013	Certified: 2014
28	Fajar Harapan	Kilang Sawit Felda Fajar Harapan, Peti Surat 27, Pos Cenderawasih, 91150 Lahad Datu, Sabah	13,668	Q4, 2013	Certified: 2014
29	Kembara Sakti	Kilang Sawit Kembara Sakti, Peti Surat 24, 91150, Cenderawasih, Lahad Datu, Sabah	10,208	Q3, 2014	Certified: 2014
30	Mercu Puspita	Kilang Sawit Mercu Puspita, Peti Surat 29, 91150, Cenderawasih, Lahad Datu, Sabah	12,734	Q3, 2014	Certified: 2014
31	Nilam Permata	Kilang Sawit Nilam Permata, Peti Surat 23, 91150, Cenderawasih, Lahad Datu, Sabah	8,359	Q3, 2014	Certified: 2014
32	Hamparan Badai	Kilang Sawit Hamparan Badai, Peti Surat 25, 91150, Cenderawasih, Lahad Datu, Sabah	17,212	Q3, 2014	Certified: 2014
33	Embara Budi	Embara Budi Peti Surat No. 28, 91105 Lahad Datu, Sabah	15,070	Q2, 2014	Certified: 2014
34	Lancang Kemudi	Lancang Kemudi, Felda Sahabat 45, Lahad Datu, Sabah	10,698	Q2, 2014	Certified: 2014
35	Kalabakan	Kilang Sawit Kalabakan, Peti Surat No. 62007, 91030 Tawau, Sabah	7,352	Q2, 2014	Certified: 2014
36	Umas	Kilang Sawit Umas, WDT 43,91009, Tawau, Sabah	8,356	Q2, 2014	Certified: 2014
37	Besout	Kilang Sawit Besout, 35600 Sungkai, Perak	12,201.80	Q3, 2014	Certified: 2014
38	Trolak	Kilang Sawit Trolak, Pejabat POS Sungkai, 35600 Sungkai, Perak	6,899	Q3, 2014	Certified: 2014
39	Krau	Kilang Sawit Krau, Peti Surat 17, 28700 Bentong, Pahang	14,619	Q3, 2014	Certified: 2015
40	Pancing	Kilang Sawit Pancing, Peti Surat 257, 25730 Kuantan, Pahang	3,850	Q3, 2014	Certified: 2014
41	Neram	Kilang Sawit Neram, Pejabat Pos Mini Felda Neram 1, 26160 Kuantan, Pahang	15,262	Q3, 2014	Certified: October 2015
42	Mempaga	Kilang Sawit Mempaga, 28600 Karak, Pahang	7,648	Q3, 2014	Certified: 2014
43		Kilang Sawit , 21450 Setiu Terengganu	8,730.67	Q4, 2014	Audited November 2014
44	Sg Tenggi	Kilang Sawit Sg. Tenggi, Felda Gedangsa, 44010 Kuala Kubu Bahru, Selangor	7,320	Q3, 2014	Certified: 2014
45	Serting	Kilang Sawit Serting, Bandar Baru Serting,	17,947.93	Q3, 2014	Certified

		72109 Jempol, Negeri Sembilan			October 2015
46	Keratong 2	Kilang Sawit Keratong 02, Peti Surat 28, 26900 Bandar Tun Razak, Pahang	15,276	Q3, 2014	Certified: 2014
47	Keratong 03	Kilang Sawit Keratong 03, Peti Surat 21, 26900 Bandar Tun Razak, Pahang	12,036.48	Q3, 2014	Certified: 2015
48	Pasoh	Kilang Sawit Pasoh, 72300 Simpang Pertang, Negeri Sembilan	8,197.34	Q3, 2014	Certified: 2015
49	Kerteh	Kilang Sawit Kerteh, Beg berkunci No. 3, 23309 Ketengah Jaya, Terengganu	13,170.13	Q4, 2014	Certified: 2015
50	Selendang	Kilang Sawit Selendang, Pejabat Pos Kuala Rompin, 26800 Rompin, Pahang	13,944.20	Q3, 2014	Audited September 2014
51	Selancar 2A	Kilang Sawit Selancar 2A, Peti Surat 98, 85007 Segamat, Johor	8,399.40	Q4, 2014	Certified: 2015
52	Selancar 2B	Kilang Sawit Selancar 2B, Peti Surat 98, 85007 Segamat, Johor	7,555	Q3, 2014	Certified: 2015
53	Jerangau Barat	Kilang Sawit Jerangau Barat, Wakil POS Felda Jerangau, 21820 Ajil Terengganu, Terengganu	1,556	Q4, 2014	Certified: 2015
54	Jerangau Baru	Kilang Sawit Jerangau Baru, Wakil POS Felda Jerangau, 21820 Ajil Terengganu, Terengganu	10,805	Q4, 2014	Certified: 2015
55	Palong Timur	Kilang Sawit Palong Timur, Peti Surat 2, 73400 Gemas, Negeri Sembilan	26,331	2014/2015	Audited January 2015
56	Serting Hilir	Kilang Sawit Serting Hilir, 72120 Bandar Baru Serting, Negeri Sembilan	24,689	2014/2015	Audited January 2015
57	Maokil	Kilang Sawit Maokil, Jalan Kilang, Rancangan Felda Maokil, 85300 Labis, Johor	8,777	2014/2015	Audited December 2014
58	Tenggaroh	Kilang Sawit Tenggaroh, 86810 Jemalung, Johor	16,812	2014/2015	Audited December 2014
59	Tenggaroh Timur	Kilang Sawit Tenggaroh Timur, Karung Berkunci No. 534, 81907 Kota Tinggi, Johor	4,420	2014/2015	Audited: December 2014
60	Keratong 09	Kilang Sawit Keratong 09, Peti Surat 32, 26900 Bandar Tun Razak, Pahang	7,810	2014/2015	Audited: December 2014
61	Kechau A	Kilang Sawit Kechau A, Peti Surat 16, 27207 Kuala Lipis, Pahang	15,963	2014/2015	Audited January 2015
62	Kechau B	Kilang Sawit Kechau B, Peti Surat 57, 27200 Kuala Lipis, Pahang	8,712	2014/2015	Audited January 2015
63	Ciku	Kilang Sawit Ciku, Peti Surat 29, 18300 Gua Musang, Kelantan	10,796	2015/2016	Audited April 2015
64	Aring.A	Gua Musang, Kelantan, MALAYSIA	21,791.60	2015/2016	Certified September 2015
65	Aring B	Kilang Sawit Aring B, Peti Surat 46, 18300 Gua Musang, Kelantan	6,920	2015/2016	Audited: 2015
66	Kemahang	Kilang Sawit Kemahang, Peti Surat 35, 17507 Tanah Merah, Kelantan	7,775	2015/2016	Certified July 2015
67	Tersang	Kilang Sawit Tersang, 27600 Raub, Pahang	10,044	2015/2016	Certified November 2015
68	Cini 2	Kilang Sawit Cini 2, 26690 Cini, Pahang	9,422	2015/2016	Audited

					May2015
69	Cini 3	Kilang Sawit Chini 3, 26690 Chini, Pahang	7,730	2015/2016	Audited May2015
70	Sampadi	Kilang Sawit Sampadi, Peti Surat 18, 94507 Lundu, Sarawak	7,680	2016/2017	Audited June 2015
71	Air Tawar	Kilang Sawit Air Tawar, 81900 Kota Tinggi, Johor	12,338.62	2016/2017	Audited May 2015
72	Pontian Plantation	Kilang Sawit Pontian Plantation, KM52 off Jalan Sandakan-Lahad Datu, PO Box 60525, 91114 Lahad Datu, Sabah	14,978	2016/2017	Certified October 2015
1.10.2	Progress of Associated Smallholders and Outgrowers for Certifiable Standard				
	All the outgrowers which supplies to Chalok palm oil mill are planned to be in RSPO certifiable standard within three years after the mill certified. The progress of the outgrowers will be verified during the next assessment.				

2.0	ASSESSMENT PROCESS
2.1	Assessment Team
2.1.1	Lead Assessor and Assessment Team
ST-2	<ol style="list-style-type: none"> Mohan Thavarajah (Lead Auditor). Mr. Mohan Thavarajah is an IRCA Lead Auditor and Lead Tutor for ISO 9001 as well as other integrated management systems (ISO 14001 and OHSAS 18001). He holds a Masters in Management of Technology from University of Technology Malaysia (UTM) and a Bachelor of Engineering from National University of Singapore (NUS). He has more than 25 years experience in engineering, managerial, consultancy, training, and auditing in the industrial sector in Singapore, Malaysia, Indonesia, Thailand, Cambodia and other regional countries. Has successfully assisted corporations to establish, implement and maintain (Occupational Health Safety) OHSAS 18001 Management System, Environmental Management System (ISO14001), ISO22000 / HACCP Food Safety Management Systems and Quality Management System (ISO9001) by providing auditing, consultancy and training in the relevant areas for various manufacturing, engineering, plantation, service and government sectors. Currently he is the Intertek Regional Certification Manager. He was a CB Team member in the stakeholder consultation and development of the RSPO Cambodian Local Indicators. He was part of the RSPO Assessment team which audited several RSPO certified Plantation Management Units since 2011. Mahaswaran Malipayan (Auditor) Malaysian citizen, More than 15 years working experience in various industries in Malaysia that covering the full spectrum of Quality and Environmental Management System. As certified Lead Auditor and being the Principle Consultant. He too has vast exposure and experience in Quality Environmental Management System as well the Occupational, Health and Safety auditing. He owns proven track records of auditing various multinational companies both locally and internationally. In this assessment he assessed on Environment Aspect, social aspect, worker welfare and good in local language. Khairul Anuar (Auditor) Khairul Anuar is a graduate from University of Alabama at Birmingham with Bachelor of Science in Civil Engineering (environmental) and holds a degree of Associate in Applied Science from the University of New York at Buffalo. A registered Environmental Auditor (EA0079) with the Department of Environment Malaysia. A Certified Erosion Sediment and Storm Water Inspector (CESSWI3309) and also the first batch holder for competency in Environmental Compliance Audit Training from the Natural Resources and Environment Board (NREB) Sarawak. He is also trained in ISO14001 EMS Lead Auditor. 24 years of working experience in various industries and disciplines including a 5 years Lead Estimator role at Honeywell (A Fortune 100 company). During this audit, he assigned to verify of Environmental Aspect. Ramani Ramasamy (auditor). He has been involved in the palm oil industry for over 25 years. He has served as a fellow researched with the Malaysian Palm Oil Board (MPOB) and is a mill expert. He has also served as a Technical Controller for an Indonesian based company overseeing mill operations for all their facilities. He has participated in many RSPO audits in Indonesia as a mill expert and is knowledgeable in all elements pertaining to mill management. During this audit, he assigned to verify conservation, Health and Safety aspect.
2.2	Assessment Methodology, Assessment Process and Locations of Assessment
2.2.1	Figure of person days to implement assessment
ST-2	<p>Number of auditor : 4 auditors Number of days for ST-2 at site : 4 days Number of working days for ST-2 at site : 16 Working days</p>
2.2.2	Detail process of assessment
ST-2	<p>The assessment was conducted by measuring the sufficiency of implementation with the consistency done by the Chalok Mill - FELDA to the requirements of <i>Malaysia National Interpretation - RSPO MY-NIWG RSPO Principles and Criteria (P&C) for Sustainable Palm Oil Production (Including smallholder NI. Approved by the RSPO Executive Board November 2010. the baseline NI indicators and guidance are as in the approved NI dated 26 April 2008)</i> and <i>RSPO Supply Chain Certification Standard November 2011 for CPO Mill.</i></p> <p>The assessment was conducted in three methods: (1) document review, aiming to observe the sufficiency of types or substances from required documents; (2) <i>interview</i>, aiming to obtain more detailed information and cross check the</p>

information; and (3) field observation, aiming to observe directly the sufficiency of implementation on site. Some opportunities for improvement of the results **ST-2** delivered by the MUTU auditor to the management unit and the results are the subject will be verified at the next assessment phase (**ST-2**).

Improvement of findings from main assessment findings were observed by auditors at this **ST-2** assessment. All information obtained was recorded in Check List of PT Mutuagung Lestari (MUTU) and part of **ST-2**.

The assessment program please find Appendix 2

2.2.3 Locations of Assessment

ST-2

Number of units in this certification activity is eight estates, which supply the raw material (FFB) to one palm oil mill. In conducting the assessment, the team of auditors used the 0.8√y formula to determine the management units sampling to be focused on and also considered the issues raised by stakeholder. Based on this formula, the team of auditors determined that sampling locations are one palm oil mill (POM) and two estates (FGVP Setiu 1 estate and FELDA Chalok estate).

1. **Harvesting Activities.** Interview with harvester for gathering information related to best practices implementation, PPE providing, welfare aspect, complaint mechanism, contract agreement of migrant workers, etc.
2. **Spraying Activities.** Interview with spraying operators for gathering information related to best practices spraying, PPE providing, welfare aspect, complaint mechanism, contract agreement of migrant workers, training of pesticide application, medical check-up, etc.
3. **Manuring Activities or Fertilizer Application.** Rock Phosphate application. Interview with spraying operators for gathering information related to best practices spraying, PPE providing, welfare aspect, complaint mechanism, contract agreement of migrant workers, training of pesticide application, medical check-up, etc.
4. **Stakeholder consultation at Meeting Hall.** Gathering information from relevant stakeholders, such as settlers “peneroka/wati”, Teacher, Land Agency Officer.
5. **Riparian Area neat the river.** To ensure of riparian zone management according to conservation management plan.
6. **Field visit at settler/smallholder area.** Gathering information related to FELDA influence against community.
7. **Safety.** Interview with upkeep contractor and with migrant workers regarding the use of PPE, work skill and training, complaint mechanism, payments, facilities given by the company, labour permit facilities given by contractor, work agreement, social and health insurance.
8. **Supply chain verification.** Observation and interview with the operators regarding their job descriptions and responsibilities. Ensuring the operators’ awareness on the Supply Chain System applied in the work.
9. **Processing Stage (from Loading Ramp to Dispatch):** observation on the processing steps of the FFB to become Crude Palm Oil (CPO), the implementation of OHS, the mill’s emergency response facility, and First Aid facility.
10. **Hazardous Waste Temporary Warehouse.** Observation on the hazardous waste management that shall comply with the applicable regulations and interviews with the warehouse staff regarding the procedure of hazardous waste management, and the availability of the facilities to handle contamination and exposure.
11. **Water Treatment Plan:** observation on the pre-processed clean water supply.
12. **Waste Water Pond/ Disposal:** observation on how to handle the mill’s effluent and the WWTP’s condition which is well-maintained without any leakage and runoff.
13. **Workshop.** Observation on the safety signboard is available. The first aid box is available but the content of the first aid box is not complete.
14. **Chemical Store.** Observation on the chemical storage and the way the kept all the chemicals. The ventilation and security is proper.
15. **Worker interviews.** There some workers that the auditor interviewed and some of them are aware about OSH, sexual rights, and religious rights and racial. They are well aware on the pay and contract agreement between the employer and employee.

2.3	Stakeholder Consultation and List of Stakeholders Contacted
2.3.1	Summary of stakeholder consultation process.
	<p>Summary of stakeholder consultation process Consultation of stakeholders for <i>Chalok Mill – Felda Global Ventures, FELDA</i> was held by: Public Notification 30 days before the initial assessment (1 October 2014) and uploaded on RSPO website (www.rspo.org), company and certification body websites Public consultation meeting with internal stakeholders by interviews and local stakeholders on 2 November 2014 interviewed with smallholders (Peneroka) and 3 November 2014 conducted by visits to villages and interviews with local peoples. Numbers of input from stakeholders were clarified by the management units.</p>
2.3.2	List of stakeholder contacted
	Please find appendix 1
2.4	Determining Next Visiting
	The next visit (Annual Surveillance Assessment-01) planned on 9 month after the mill is certified

3.0. ASSESSMENT RESULT

3.1. Summary of Assessment Report of the RSPO Certification

MUTUAGUNG LESTARI has conducted an assessment of Palm Oil Mill under FELDA operation that consisting of 1 (one) Palm Oil Mill: and supplied by 6 (six) estates: FGVP Setiu 1 estate, FELDA estate, FELDA/FTP Barat estate, FELDA/FTP Tenang Besut estate, FTP Belara estate and FTP Selasih estate.

During the assessment, there were 6 (six) nonconformities were assigned against Major Compliance Indicators; 10 (thirteen) nonconformities were assigned against Minor Compliance Indicators; and 5 (five) opportunities for improvement were identified.

Further explanation of the non-conformities raised and corrective actions taken by the company are provided in section 3.5. The company has already prepared and implemented the corrective actions that had been reviewed and accepted by Auditors in form of documentation evidences e.g. (*document record/photographic/etc...*). Those corrective actions taken that consist of 10 (Ten) Major non-conformities had been verified and closed out. There are still 10 (ten) Minor non-conformities opened and will be verified during next assessment.

MUTUAGUNG LESTARI found that Chalok Palm Oil Mill - FELDA operation complied with the requirements of *Malaysia National Interpretation - RSPO MY-NIWG RSPO Principles and Criteria (P&C) for Sustainable Palm Oil Production (Including smallholder NI. Approved by the RSPO Executive Board November 2010. The baseline NI indicators and guidance are as in the approved NI dated 26 April 2008) and RSPO Supply Chain Certification Standard November 2011 for CPO Mill*

Therefore MUTUAGUNG LESTARI Recommends RSPO Certification of compliance is issued.

Ref Std.	VERIFICATION RESULT of MUTU-Certification
PRINCIPLE #1 COMMITMENT TO TRANSPARENCY	
1.1	Plantation and Palm Oil Factory have to give adequate information for stakeholders in appropriate language and forms, to ensure the effective participation of stakeholders in decision-making.
	The audit findings show that all records of request information regarding the RSPO criteria to external stakeholder are in order and documented in (Buku Aduan and Buku Lawatan). A set of a stakeholder booklet are available for public to review. The available policy also displayed at the main board and easy to access by the public. The available policies are signed by Datuk Faizoull Ahmad and Mohammed Emir Mavani Abdullah (1/6/2014). There is evidence and records of stakeholder consultation, list of attendance, survey questionnaires at mill, FGVP Setiu 1 Estate and FELDA estate. The stakeholder letters / enquiries received are forwarded to the local estate or mill manager and recorded in enquiry/ grievance book for appropriate action to be taken in a timely manner. All issues- complaints and enquiries were adequately heard , resolved and recorded into the Stakeholder Communication Record Book and/or Joint Consultative Committee (JCC) minutes of meetings with the participation of mill, estate management and affected stakeholders.
	Status: Full Compliance
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.
	The documents that are publicly available are :

- 1) Land Titles (From Trengganu State Government and records available at respective state Land Offices). In addition letter from the Land Unit from KL HQ dated 04 Ogos 2014.
- 2) Safety and Health Plan (Estate Setiu 01 dated 02/01/2014), Estate 04 dated 06/01/14, POM dated 03/01/14.
- 3) Social Impact Assessment- (POM dated 01/10/14 , Estate Setiu 1 dated (11/08/14).
However, Estate SIA had not adequately established SIA (Refer to NCR 6.1.1).
- 4) HCV Identification & Biodiversity Management Plan (dated 25/10/14)
- 5) Complaint and Grievance SOP(Prosedur Menangani Aduan dan Rungutan) (ML-1A/L2-PR4)
- 6) Mechanism of Negotiation SOP(Prosedur Perundingan) (ML-1A/L2-PR1),
- 7) Continuous Improvement Plans –was available for POM and all estates sampled) . (Refer also to 8.1)
- 8) EIA Report (Setiu 01 Estate dated 31 /07/14)), (estate last reviewed FY2014, POM dated 15/01/2014).

Additional management documents for Felda PMU Grouping that are publicly available, are as below:

Code of Ethics and Integrity Policy ((dated 01/06/14) signed by CEO.); Human Rights Policy((dated 01/06/14) signed by CEO).

However observation raised regarding publicly available documents could be further enhanced by use of Felda/FGV website to disseminate all Felda’s RSPO policies.

Status: Observation

PRINCIPLE #2 COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS

2.1

There is compliance with all applicable local, national and ratified international laws and regulations.

A legal register covering applicable local and international laws and regulations is found to be available at the Felda mill and estates. The relevant legislations identified and listed were among others are regarding :
Licensing / permits , safety & health and environmental management eg: MPOB license , Factories and Machinery Act 1967, Occupational Safety and Health Act 1994, Environmental Quality Act 1974, Fire Services Act 1988, Poisons Act 1952, Employee Social Security Act 1969 (SOCSO), Employees Provident Fund (EPF), Employment Act 1955 and Industrial Relations Act 1967.

License for MPOB was available dated 19/05/2014 validity until 31/03/2015 - POM .
License for MPOB was available dated 01/04/14 validity until 31/03/2015 – FGVP Setiu 1 Estate.
License for MPOB was available dated 01/04/2014 validity until 31/03/2015 – Felda /FTP 04 estate.

Stakeholder interview and field observations revealed that there were no cases of any legal or statutory non-compliances imposed by regulatory authorities. Statutory documentary submissions to government authorities were found to be in compliance.

The Felda Grouping Mill and estates PMU has established and implemented a documented system for determining, reviewing and updating applicable legal requirements. It included the listing of laws and regulations that encompass safety , environment and labour legal requirements , among others.

A mechanism for ensuring that the relevant legal requirements are implemented has been established in the form of an Register of Legal requirements / Evaluation of Compliance Checklist. This checklist is utilized in all POM Grouping mill and estates.

Legal requirements evaluation of compliance checklist for legal requirements was last updated as follows :
POM – 23/01/2014.

Estate Setiu 1 -17/07/14.

Estate 04 -24/10/2014.

Felda Chalok POM Grouping mill and estates has a system of tracking of changes in the relevant laws and statutory requirements that are communicated and received from Felda HQ based in Kuala Lumpur (KL). Monitoring of changes to the applicable laws and statutory requirements is carried out through periodical review in accordance with Felda's documented requirements. Changes in laws are disseminated by the PSQM Department in KL HQ to all the various PMUs throughout East and West Malaysia.

2.1.3 Status: Compliance

2.2

The right to use the land can be demonstrated, and is not legitimately contested by local communities with demonstrable rights

Felda POM and estates was able to demonstrate ownership of land titles of mill and estates within the PMU. The original copies are maintained by the Felda Corporate Head office in Kuala Lumpur. The lands were leased by FELDA from the Trengganu State Government with the right to develop it for oil palm plantations or agriculture use. The legal use of the land by Felda PMU was confirmed to be for cultivation of oil palm.

There were boundary stones / markers along the perimeter of Felda POM, FGV Setiu 01 and 04 Estates which were sampled in this initial audit. Locations of several boundary stones and/or pole markers were visited and verified to be within the boundary parameters of the estates.

However, Minor Noncompliance (2.2.3.1) - the boundary marker maintenance checklist was not updated by estate PIC of FGV Setiu 01 and Felda Chalok 04 estates.

There is a documented Felda procedure ML-1A/L2-PR4 for handling and response to land disputes and customary rights as well as for calculation and distribution of compensation. However, there have been no land disputes to date in the Felda Chalok PMU Grouping mill and estates. Stakeholder interviews and field observations at the Felda Chalok PMU Grouping POM and estates revealed that there have been no land disputes in these areas.

2.2.3.1 Status: Non Compliance 2014.01 with minor category

2.3

Use of the land for oil palm does not diminish the legal rights, or customary rights, of other users, without their free, prior and informed consent.

There is a documented Felda procedure ML-1A/L2-PR4 for handling and response to land disputes and customary rights as well as for calculation and distribution of compensation; however there have been no land disputes in the Felda POM Grouping mill and estates.

Status: Full Compliance

PRINCIPLE #3 Commitment to long-term economic and financial viability

3.1

There is an implemented management plan that aims to achieve long term economic and financial viability.

The management units of Felda POM and sampled estates as below have established annual budgets in order to facilitate long term economic and financial viability.

The annual budget was projected as follows:

POM – Budget projection from FY2014 until FY2020.

Estate FGV SETIU 01 Budget projection FY2014 until 2017.

FELDA Chalok estate Budget projection FY2014 until 2017.

Annual replanting programme has been projected from FY2014 - FY2019 for FGV Setiu 01 estate dan FELDA Chalok estate. Only on Setiu 1 estate have planned on replanting activities in 2015 and 2016 (replant the planting years of 1986 and 1989).

Status: Full Compliance

PRINCIPLE #4 Use of appropriate best practices by growers and millers

4.1

Operating procedures are appropriately documented and consistently implemented and monitored.

Generally Palm Oil Mill has a complete set of Standard Operating Procedures (SOP) such as “ Manual Prosedur Kualiti, Keselamatan & Kesihatan Pekerjaan Dan Alam Sekitar (QOHSE), Manual Operasi Makmal, Manual Operasi Kilang while the estates are adopting Manual Ladang Sawit Lestari. Implementation on field was observed proper and in accordance to the manuals and procedures. Records of monitoring for POM were documented in “borang semak keselamatan” for OSH matters and “kertas semak loji rawatan air” for water treatment plant. As for the two estates, routine plantation scopes of works were recorded in “Buku Rekod Kerja and Laporan Agronomi” which indirectly was the monitoring and action plan documents.

Through interview and document review in the estate the managers and field staff revealed that they were understand and conversant with the operations manual and there were shown the upkeep and harvesting records documentation of Integrated Palm Oil Work Record (**Rekod Kerja Integrasi Sawit**) and Work Record Book 2014 (**Buku Rekod Kerja tahun 2014**). The mill also visited by group mill advisory every semester and all the records were well maintained.

In the mill the preventive maintenance under the maintenance division which supported by mechanical and electrician to ensure all the operation process capability is well and safe, all the inspections are conducted and recorded in *Buku Rekod Kerja Harian* on daily manner.

POM

The SOP was located in the Senarai Operasi FPI/L3/01-06. Approved by the General Manager Plantation Sustainability & Quality Management. The SOP was implemented and monitored in order according to the process in the mill. Located in Kawalan Rekod files dated in 2010 until 2014. All details of monitoring and action taken were recorded and well maintained.

Estates

Manuals for matured oil palm, manuring, pre-matured, nursery management and replanting which is started in the manual Ladang Sawit Lestari issued by Felda Venture Global Plantation. All the standards were according to their procedure practiced in their plantation. All the information and action stated in the report was according to the Agronomic record.

Status: Full Compliance

4.2

Practices maintain soil fertility at, or where possible improve soil fertility to, a level that ensures optimal and sustained yield.

Fertilizer inputs were not applicable to the Mill practices but very critical in estate practices. Fertilizer input for estates were implemented through chemical fertilizer application(urea, phosphate and potash), organic fertilizer application through EFB mulching and burnt ash and natural fertilizer by legume cover crop planting which act as erosion protection as well as recycling the nutrient. All empty bunches are send to estate for mulching and incenarating to produces bunch ash where there still obtain the permit to burn the empty bunches. POME is treated as effluent final discharge and the BOD value shown was below 50 ppm. The final discharge is channel to the main river since the BOD is below the

standard according to DOE.

The yearly fertilizer and programme file which shows the application of all fertilizer per kilogram per palm and manuring programme from 2013 to 2015. The statement for the fertilizers recommendation was according to the data provided in the Laporan Agronomi. The Status Nutrien Tanah & Foliar file the leaf nutrient status from 2013 to 2014 where the percentage of NPK, Ca, Mg, Boron where the application of the volume should be carried out at the plantation – Estate Setiu. The yearly fertilizer and programme file which shows the application of all fertilizer per kilogram per palm and manuring programme from 2013 to 2015. Applied for 390.057 hectares which is 12 kg per palm tree. Planted year 2009. The Cerakinan Daun / Tanah file which was carried out by agronomies in 16/3/14. The report was given with detailed picture. Zero burning and application of EFB was sighted during site visit. - Estate

Status: Full Compliance

4.3

Practices minimize and control erosion and degradation of soils.

As for the Mill there was nothing much related activity for erosion control. However, the estates are very vital in term of erosion control as well as top soil protection for soil fertility. Erosion control started during replanting activity where terracing, roadside drainage and cover planting were implemented. As the palm trees grow the routine maintenance were carried according to schedule. Currently the maintenance record was documented in Buku Kemajuan Kerja and Contract files.

New planting at hill terrace around 70%. No soil erosion and degrading were detected during the site visit. Most of the hilly terrace planting area was planted with the cover crop (PJCM and mucuna bracteata) for moisture and soil erosion issues. Road maintenance programme are being carried out from 12/10 /14 - 13/12/14 for 10 KM at Ladang FGVPM Setiu 1.

Located semi peat soil for 20 hectares during field visit. There have organized EFB mulching, drainage system and soil mounting method to minimize subsidence of peat soils. This is been carried out since it's been a new replanting area. The practice was to apply drainage system for water irrigation and EFB mulching for organic requirements. – Estate Setiu

Cover crop was vastly applied for the planted area and no soil erosion was located. No soil erosion and degrading were detected during the site visit. : Road maintenance is carried out this year according to contract given to Impian Bina Jaya Enterprise dated 25/8/14 for upgrading the agriculture roads. No peat soil detected in the estate. There is no issue according to the agronomic report. But scheduled manuring as recommended by the agronomics. To apply drainage for water to overcome flooding problem and increasing the depth of the river. – Estate

Bare or exposed soil was not detected during the visit at both estates.

During the field observation team auditor have sighted there was no peat area in the estates.

4.3.3 Status: Full compliance

4.4

Practices maintain the quality and availability of surface and ground water.

Water quality was maintained by river reserve protection where there is a clear policy and manual for water quality management plan, however there is no signboards to supporting to maintain the quality of the river water quality which do not refer the buffer zone standard. No signboard/indicators were located for this purpose e.g no signboard for prohibition of fertilizing and chemical spraying at Sg Tuman. **Major non compliance raised (NCR 2014.02)**

The mill was equipped with effluent treatment system and final discharge monitoring was conducted to ensure

compliance. As for the estates, chemical and fertilizer application were control to prevent river water contamination. There is a clear manual for water quality improvement plan.

SOP for Water Quality monitoring was available through “Prosedur Persampelan Air “Ref: ML_1A/L2-PR6 (0). However, Located Sg. Toman which have buffer zone issue but no water quality analysis recorded. Buffer zone issue for the river and no water quality monitoring. **Major non compliance raised (NCR 2014.03)**

In Setiu 1 estate buffer zone was located where signboard was sighted as natural forest reserve announcement by the forestry department at this area. No planting activities were detected. No river was located at this plantation. There was no spraying and manuring for this buffer zone. No river was detected/available in the plantation. Water course from the hill was utilized at the nursery and access water outside Their plantation boundary was channel to the river. Water analysis were carried out yearly by Agriculture Department (*Bahagian Pengurusan dan Pemuliharaan Sumber Tanah*) in Lundang, Kelantan. Records of the rainfall from January 2011 to October 2014 in buku rekod hujan in the mill office on the daily basis. Data recorded for the usage of water was from January to October 2014 During water disruption suppose inform Syarikat Air Teregganu (SATU) and to provide water containers for the domestic usage by the residences. Untreated water should have awareness campaign usage of the treated water and should install water filter system in each home.

The main river outside the mill. Water is collected from river through stream to mill water catchment area.No constructions of bunds/weir/dams were sighted during visit.Water collected from small streams for the mill usages which have no negative impact overall. Water were analysed at the lab for the water quality reference. Recorded in rekod penggunaan air kilang the daily usage water for process. Average usage for August 2014 were 1.29 tonne/ tonne FFB processed. Pelan Pengurusan Bekalan Air all the measurement and action plans to manage during the water shortage for the mill which to sorce the main water inlet, river water gate, standby water catchment pond and check the water inlet to the catchment pond. All the steps were documented in detail in this water management plants.

Laporan Hujan files form February 2012 till October 2014. All recorded are taken on a monthly basis. Drainage system was applied to overcome the protected area from flooding. Drainage application at the site was recorded under Rekod Kemajuan Kerja Membina Parit Sempadan from 2012 to 2013. The mitigation plan was done where the drainage system will protect water drainage at the protected area

Nowater management plans implemented in estate. **This rose as minor non conformance (NCR 2014.04).**

- | | |
|-------|---|
| 4.4.1 | Status: Non Compliance 2014.2 with Major category |
| 4.4.3 | Status: Non Compliance 2014.3 with Major category |
| 4.4.7 | Status: Non Compliance 2014.4 with Minor category |

4.5

Pests, diseases, weeds and invasive introduced species are effectively managed using appropriate Integrated Pest Management (IPM) techniques.

In Setiu 1 estate IPM techniques under in *risalah kawalan tanaman* which give information for the pest management provided by Felda Agriculture Services. To eradicate rats the barn owl was place in each division to reduce the problem. Rat baits was applied at the plantation. Training was conducted to control the rhinoceros beetle breeding at the estate where the method of using the ory-x was implemented. Training was conducted in 8/5/14 in Ladang Setiu 1 attended by the management personnel. The application of Ory-X and Furadan (10gm per palm) applied for rhinoceros beetle and larva for the planted area and the volume use per palm tree on 1/7/14 recorded in record of progress report of pest and disease management. 2kg of ory-x for 14 identified locations. : All application of pesticide usage was located in book of *rekod mencuci merumput*. Active ingredients were applied for wild palm tree 2 liters per day for 130.52 hectare. – Estate Setiu

However in Chalok estate IPM documents not available. **This was raised as minor non conformance (NCR 2014.05)**

Practical method was shown for the extension of IPM implementation to worker but no documentation on the training provided.

The total amount applied for this usage for all planted area for rhinoceros beetle prevention recorded in the Buku Kemajuan harian. The pesticide use applied was cypermethrin.

Records monitoring of pesticide usage units per hectare or per ton crop not available in estate **This was raised as minor non conformance (NCR 2014.06)**

4.5.1 Status: Non Compliance 2014.5 with Minor category

4.5.4 Status: Non Compliance 2014.6 with Minor category

4.6

Agrochemicals are used in a way that does not endanger health or the environment. There is no prophylactic use of pesticides, except in specific situations identified in national Best Practice guidelines. Where agrochemicals are used that are categorized as World Health Organization Type 1A or 1B, or are listed by the Stockholm or Rotterdam Conventions, growers are actively seeking to identify alternatives, and this is documented.

All estates within FELDA were adopting a Manual named: Justifikasi Penggunaan Bahan Kimia. Settlers who manage their own plantation were also following FELDA manual and agronomy suggestion.

The chemical weeds control information such as dosage use, type of active ingredient use according to type of weeds contain in procedure of *Manual Lestari 1A* number ML-1A/L3-GP1 (0) about justification of chemical use. The units also have working instruction which guide the chemical mixing, quantity of chemical use and also the safe working practice. There is also shown the **Policy of Paraquat use** on 1 June 2014 by FELDA and FGV document no.97/143-H which informed the reducing and stopped the application based on consideration of: The *Paraquat* only uses for the young palm (0-3 year) and prohibited for the old palm, the alternative of the replacing the paraquat pesticides have to implement. All estates within FELDA including settlers own managed were using the same Manual referred as Justifikasi Penggunaan Bahan Kimia (ML-1A/L3-GP1(0),dated Mac 2012.

All the pesticides use by the estates has been registered in Senarai Racun Berdaftar MPOA April 2007. Approved List of Pesticides Registered for Oil Palm (wef April 2007) *“this is to inform that the latest list of pesticides for use in oil plam (food act 1983) is enclosed herewith, Members are advised to use ONLY pesticides which are approved by the Pesticedes Board as well as the Food Act”.*

The letter from MPOA – Malaysian Palm Oil Board dated 30 October 2007 No.33/2007 regarding **Used HDPE Pesticides Containers Recycling Programme** related Pesticides containers which have been triple rinse are not categorized as Scheduled Waste and can be recycled.

The Guidelines:

- ❖ The National Recycling Program (Recycling of Used HDPE Pesticides Containers) is under the Department of Agriculture. MPOA is a member of the main committee
- ❖ Recycling activities are driven by state level sub committees which are chaired by the respective State Directors of Agriculture
- ❖ All pesticides containers are scheduled waste, however pesticides containers triple rinsed under this Recycling Program are exempted from scheduled waste classification and therefore could be recycled
- ❖ To be formally included in this Recycling Program, MPOA branches will have to invite the officers to attend their sub-committee meeting

Recorded in the prosedur operasi keselamatan for pengendalian racun dan bahan kimia. All the standard procedure for the usage, transportation, method, preparation of chemical, spraying equipment, classification of dangerous product and storage. Documented in the safety operation procedure FTP . The selected usage of pesticide Act 1974 was issued by MPOA dated 29/10/07 where list of pesticide registered for oil palm application.

All estates within FELDA are adopting the same storage procedures and adhering to relevant regulations, however during the field observation to estate storage facility there was sighted the storage equipped with ventilation exhaust fan, fire extinguisher, proper hazard signboard and no labeling and the auditor also sighted located pesticide in the worker quarters kitchen during the estate site visit.

During field visit workers were interviewed and the usage, hazard generic name and language understood and were explain carefully by the management during operation.

Interviewed one worker at the spraying team during our visit and the responded well to the question for the above issue. Annual medical surveillance was carried out on 20/10/14 for Zulkarnaen in Klinik Ummi Kuala Terengganu for this purpose.

Annual medical surveillance was carried out on 17/9/14 for Ahmad Hakiki in MIOSH Occupational Health Centre Marang Terengganu for this purpose.

Located all spraying workers were send surveillance according to procedure. The medical testing are General Checkup, Blood Sampling and Urine Sampling, Spirometry (lung test) and the special recommendation made by the doctor according to the medical test.

Based on interview with the chemical sprayers and fertilizer workers known that all the workers have been annually following the medical check and surveillance and the result known by the workers and no complaints against skin disorders or rashes, breathing difficulties or nail problems.

Based on document observation and field inspection there are only males workers employed as pesticides sprayers at estates, The management units have documentation (policy) to support the prohibition or restriction on pregnant and breast feeding workers for conducting the chemical works (spraying and manuring).

No females workers involved in pesticides and no letter were issued.

Chemical Hazards assessment was documented in *Borang*: 4.7.1: Hazard identification, Risk Analysis, and Monitoring. Effort by FELDA estates were observed in reducing paraquat usage by alternative chemical (Ally & Basta) or paraquat with lesser Active Ingredient – 13%.

The selected usage of pesticide Act 1974 was issued by MPOA dated 29/10/07 where list of pesticide registered for oil palm application.

Paraquat utilized volume of 80 liters for 202.27 hectare for the month of April 2014. For the month of May 2014 the volume was 20 liters for 202.27 hectares which was reduce in usage. This shown the reduction of 75% from the total usage. The month of June and July 2014 no usage of paraquat was applied for this purpose.

The details pesticide utilisation on yearly basis from 2008 to 2014. All the usage applied per hectare and number of application recorded in toxin use record.

There is no evidence of aerial spraying carried out by the management unit.

Procedure for application of chemicals usage for boiler was in details in manual Operasi menjalankan chemical dosing where all equipment, apparatus and responsibility work order method of analyzing and dosage were operated and documented in this file during mill visit. Dispatch CPO analysed at the lab before leaving the mill and the buyer will

carried out their analysis for this CPO consignment. Currently is no complaint about chemical residue in this CPO.

Records of chemical usage, spraying location, dates of application have not been recorded and maintain by the estate.

This was raised as minor non conformance (NCR 2014.08)

4.6.10 Status: Non Compliance 2014.07 with Minor category

4.7

An occupational health and safety plan is documented, effectively communicated and implemented.

The Safety and Health Comiittee (*Pengurusan Keselamatan dan Kesihatan Pekerjaan (KKP)*) file which approved by the Pengurus Besar Khidmat Korporat. All OSHA for mill processing procedure in details according to the SOP file.

According to the findings for occupational safety and health during the mill were:

- 1) Diesel storage tank bund walls were cracked and diesel spillage on the ground.
- 2) Fire extinguisher not available at engine room, workshop and CPO dispatch station. Located the fire extinguisher in the general store without the Bomba verification approval tag.
- 3) All schedule waste oil filter, spend oil, labeling, roofing was not in good order.
- 4) Scrap metal was disposed all over the mill area.
- 5) Water treatment chemical store was not in order. Located paint container in the same room.
- 6) Fire horse reel not in order at sterilizer stations
- 7) First aid box not available at site for workers.

All the non conformances identified were raise as Major. (NCR.2014.08)

During the assessment the auditor have observed the training documentation. Training for staff and records show that training included employees for mill. Training program include for Operator pressing, loading ramp, sterilizer and especially for operator which worked at high noise level station.

All the workers which engaged in high noise level station were check through audiometric test, however during the observation there were no indication of the workers have loss the hearing.

Located accident on the 11/10/14 named Nik Mohd Nazir Bin Nik Abd Rahman. Slipped and broke left arm wrist. Recorded shown all action taken for this problem. Record shown in minit mesyuarat KKP where plan and action were practice for this purpose

During the estate field observation documented OSHA plan was located in manual keselamatan kesihatan pekerja dan alam sekitar dated 5/01/10 issued by Felda plantation Sdn Bhd. Issued on safety procedure, first aid, fire monitoring and other relevant function were included in this manual. There is no accident currently at this estate. The safety committee has established consist from the office management and workers. They carried out their quarterly meeting on the 20/9/14 for their quarterly review. Minit mesyuarat JKKAS FTPSB files where all the meeting for the safety committee recorded. All issued was discuss for this purpose on safety, cleanliness responsibility problems arising and other common issue.

For the mill operations area the staff and workers, the government insurance knows as SOCSO was provided as noted in pay slip.

In the estates for foreign worker the insurance coverage is ETIKA Takaful Berhad. For the local workers, the government insurance knows as SOCSO was provided.

4.7.1 Status: Non Compliance 2014.8 with Major category

4.8

All staff, workers, smallholders and contractors are appropriately trained.

POM

Training programme were provided to staff and operators at the mill and unit Latihan Felda Palm Industries for all

relevant process training on maintenance, operational, fire fighting, safety, awareness training, boiler from 2009 to 2014. The assessment on their capabilities and responsibility were carried out for this purpose.

Estates

Manuring training for manual method was carried out in 8/7/14 where 20 workers attended. The objective was to provide manual method of manuring training for unmatured oil palm.

Their capabilities were recorded for their improvement on their job responsibilities. – Estate Setiu

However in estate training was carried out for all workers at the side but the documentation and assessment not implemented. **A non conformance was raised as Major. (NCR.2014.9)**

4.8.1	Status: Non Compliance 2014.9 with Major category
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PRINCIPLE #5 Environmental responsibility and conservation of natural resources and biodiversity

5.1

Aspects of plantation and mill management, including replanting, that have environmental impacts are identified, and plans to negative impacts and promote the positive ones are made, implemented and monitored, to demonstrate continuous improvement.

The Chalok complex were established before 1987, i.e. prior to the Environmental Quality (Prescribed Premises) (Environmental Impact Assessment) Order 1987, and hence an EIA was not carried out and the EIA report was not available.

POM is certified to ISO 9001:2008, ISO 14001: 2004 and OHSAS;2007. The mill has established and implemented a procedure for identifying and assessing environmental aspects and impacts (FPI/L2/QOSHE-1.0 Section 8.0) and the register of significant impacts (FPI/L2/QOSHE-1.8 Pindaan 0;). The resister was comprehensive, kept up-to-date and reflected current activities and processes at the mill.

At the estates, aspects identification and impact assessment was carried out using the FGV procedure (Form 5.1/5.6) and was documented in the specific report for each estate, i.e. Report of environmental impact of plantation activity, waste and pollution. The assessment was systematically carried out using defined criteria that included frequency, severity and the level of risk to determine the significance of potential impacts. The documented assessment was comprehensive and covered activities carried out at the estates including drainage works, road repairs, pesticide use, solid waste, used pesticide containers and impacts on flora and fauna. Documented action plans to control and/ or improve significant impacts sighted include:

- Management plan for minimizing impacts from waste that covered solid waste, by-products and pesticide containers
- Action plan or minimizing environment impacts and controlling pollution that covered significant impacts
- Recommendation for reducing impacts from non waste materials that addressed spillage of pesticides and diesel and vehicle emissions

Aspect Impact identification exercise requires further understanding as it affects subsequent principle checklists. Consequently, a proper mitigation plan for negative impacts and improved positive ones failed to be developed, implemented and monitored. **A non conformance was raised as Major. (NCR.2014.10)**

5.1.2	Status: Non Compliance 2014.10 with Minor category
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5.2

The status of rare, threatened or endangered species and 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 their conservation taken into account in management plans and operations.

HCV habitat assessment for the estates has been carried out by FGV Sustainability Department and the report was sighted, i.e. *Laporan Mengenalpasti HCV dan Pelan Pengurusan HCV dan Biodiversiti (25/10/2014)*. The assessment was conducted in accordance to the methodology of the *HCVF Toolkit for Malaysia* which included a stakeholder consultation with the Department of Wildlife and National Parks (DWNP) Terengganu and the Department of Forestry Terengganu. There were no HCV identified within the Chalok POM and estates however conservation areas were identified in the estates. The conservation areas identified consisted of river riparian buffer zones, e.g. Tuman riparian, and buffer zones along the boundaries abutting gazetted Forest Reserves (FR)

On top of that, a noteworthy positive component was made by FGVP estate in planning to transform part of the current replanting area (about 50 hectares of stage PR14Q – adjacent to Kampung Tasik, located at the North of the plantation) into a new buffer zone (leaving it unplanted or planting it with forest wood)

Training was provided for awareness of illegal hunting, ERT, and HCV. (Ref: Training of RSPO, HCV & SIA and HIRARC dated on 12th August 2014 at SGVP Setiu 1)

FELDA/FTP (Plantation supervisor) visited Forestry Ranger Office on 13th August 2014 at Setiu to verify the actual boundary of the plantation and reserve/buffer forest within the plantation. (Refer page page 55 of HCV report and HCV nd biodiversity management plan.

Status: full compliance

5.3

Waste is reduced, recycled, re-used and disposed of in an environmentally and socially responsible manner.

Chalok POM has a documented manual for operation of the mill (*Manual Operasi EMS Revision: 11; Date: 5/7/11*) which contained 56 documented procedures covering operations that can generate waste or cause environmental impacts including the WWTP, boiler, fuel forwarding, chemical management, waste management and emergency response. The estates as well as the mill have documented action plans to reduce environmental impacts through 3R (Reduce, Reuse or Recycle) which covered solid waste (i.e. fertilizer bags, tyres, empty containers, paper, domestic waste, contaminated containers) and by-products (i.e. fronds, EFB and chipped trunks).

POM: Scheduled waste disposed of properly to licensed contractor. (Kualiti Alam, Pentas Flora), Recycling was not practiced as a whole except for sample documents on waste handling manual

In the estate domestic waste disposed at a landfill within the estate. The landfill at Setiu 1 estate and Cahlok estate were visited and found to be well managed.

FGVP Setiu 1 estate scheduled waste such as used engine oil is taken out of the premise by licenced contractor (LAFARGE). All domestic waste is sent to the landfill to be buried

At FELDA/FTP all maintenance was done by contracted/outsourced mechanic who handled the waste oil as well, however there was no documented identification of waste products and sources of pollution, No recycling activities.

Major non conformance was raised (NCR.2014.11)

Identification of waste and pollutant were develop and implemented to reduce pollution for example in POM the documentation was sighted in "Tanggungjawab kpd Alm sekitar & Biodiversiti. No: 1/2010". Recycling Policy signed by CEO FGV dated on 1st June 2014. No waste identification done and no recycling activities found except the reuse of fertilizer bags. **Observation (5.3.2)**

During the field observation sighted the *Tar mac tank* were isolated and rusting at the residential housing area which was left behind by the contractor which now is a scrap material which needs to be disposed. Where spillage of tarmac was sighted on the ground. **This was raised as minor non conformance. (NCR.2014.12)**

Crop residues/ biomass

<p>Crop residues/ biomass was being recycled as follows:</p> <ul style="list-style-type: none"> • PPF and kernel shell were being used to fire the boilers at the mill. • EFB was being applied as mulch around newly planted palms and in the inter-rows of matured fields. EFB was also being incinerated at the mill incinerators to produce bunch ash. • Palm fronds from harvesting and pruning activities were being stacked in the inter rows in the estates. • During replanting activities, felled oil palm trees were chipped and mulched in the fields. • Dried POME sludge from the WWTP was being used for planting at the estate. 	
5.3.1	Status: Non Compliance 2014.11 with Major category
5.3.2	Status: Non Compliance 2014.12 with Minor category
<p>5.4 Efficiency of energy use and use of renewable energy is maximized.</p>	
<p>The boilers at the mill were firing PPF and shells (ration 2:1) and there was an automated conveyor fuel feeding system for the boilers. The mill had records of PPF and kernel shells used as fuel for the boilers and data for renewable energy per ton of CPO was sighted.</p> <p>There was documented evidence that diesel used was being monitored. Monitoring of all fibres, EFB, shells used for burning are available and ratio per CPO produces was calculated in file P5 Bil, 05/2014. Monthly monitoring of fossil fuel used is being done.</p>	
<p align="center">Status: Full Compliance</p>	
<p>5.5 Use of fire for waste disposal and for preparing land for replanting is avoided except in specific situations, as identified in the ASEAN guidelines or other regional best practice.</p>	
<p>Mill and estates have established documented policies prohibiting open burning that were available at the mill and estates, e.g.:</p> <ul style="list-style-type: none"> • FGV Policy of no open burning; dated 1/6/2014 and authorized by the President & CEO of FGV • Felda Policy of no open burning; dated 1/6/2014 and authorized by the Pengarah Besar Felda <p>There was no evidence of open burning of biomass at the estates managed by FGV, Felda Plantations or Felda settlers. A documented plan to chip and stack felled trunks in the estates during replanting was sighted at FGVPM Setiu 01 estate and estae. Records of felling and chipping palm oil trees were sighted.</p> <p>During the site observation to chalok mill Setiu 1 estate operations area there was also no evidence of open burning of waste sighted at the workers quarters, solid waste landfill, ash disposal area, chemical stores or workshops throughout the audit which confirmed that the policies were being effectively implemented. A notice prohibiting burning was posted at the solid waste disposal site.</p> <p>However during the site visit verification at FELDA Chalok estate, open burning of domestic waste was recorded.</p> <p>This was raised as Minor non conformance (NCR.2014.13)</p>	
5.5.3	Status: Non Compliance 2014.13 with Minor category
<p>5.6 Plans to reduce pollution and emissions, including greenhouse gases, are developed, implemented and monitored.</p>	
<p>The environmental aspects identification and impact assessment procedure being implemented at the mill included documenting action plans to mitigate significant impacts. The POM has established and implemented a documented EMP (2014) to reduce BOD of the POME final discharge to 50 mg/l and diesel usage to 1l/ MT FFB and the EMPs were</p>	

being monitored monthly, reviewed and revised annually using the ISO 14001 EMS framework.

Emissions and pollution to air and water complied with DOE standards as follows:

- POME discharge monitoring results reported for October 2014 was 99 mg/l
- The CEMS recoding for opacity was below 40% when viewed. The CEMS opacity monitoring results were also viewed.

Mill and sample estates have established specific plans to mitigate polluting activities which were documented in report of environmental Impact of Plantation Activity, Waste and Pollution. The plans sighted include:

- Management plan for minimizing impacts from waste that covered solid waste, by-products and pesticide containers
- Action plan or minimizing environment impacts and controlling pollution that covered identified significant impacts
- Recommendation for reducing impacts from non waste materials that addressed spillage of pesticides and diesel and vehicle emissions
- Action plan to reduce environmental impacts using 3R (Reduce, Reuse or Recycle).

As the estates had just implemented the plans to mitigate polluting activities, the annual review was yet to be carried out.

- The EMP at the mill was being monitored monthly and was reviewed annually. The EMP 2013 for reducing the BOD in POME discharge to achieve 50 mg/l that was reviewed and the revised EMP 2014 was sighted.
- The action and/ or management plans to reduce pollution and emissions at the estates were newly established in 2014 and thus, evidence of annual reviews was not yet available. Action &/ management plans for action plan included. Nonetheless, the plan requires improvement.
- Hazard and PPE signage at the POM sterilizer area that included PPE for noise.
- Noise level monitoring at boiler station with average of 85 – 93 dB (A) and at sterilization unit with average of 79 dB(A)
- Half yearly test of opacity monitoring
- Provision of ringelman smoke observation chart in the boiler station as required

There was no peat soil within Chalok complex estates, this was supported during the field observation the auditor have sighted there was no peat soil. Only Local Alluvium (LAA) at the certain low area at the plantation.

5.6.1 Status: Observation

PRINCIPLE #6 Responsible consideration of employees and of individuals and communities affected by growers and mills

6.1

Aspects of plantation and mill management, including replanting, that have social impacts 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 the continuous improvement.

Sighted a procedure [ML-1A/L3-GP7/0] established on how to perform the SIA. There are 3 steps identified in the procedure, 1st – survey form distribution [+/- 10 of each group] to both internal and external stakeholders, 2ndly to conduct interview session and to record the evidence and 3rdly to produce a summary report of the assessment In mill, the SIA format seen with information such as topic, evaluation result, impact, action plan, person responsible and the outcome [positive or negative]. Sighted a procedure for SIA established, RSPO 2010[Criteria 6.1] – 1/2010. There were 24 survey forms evidenced for internal stakeholders and the summary compiled effectively. In regards to the external

stakeholder consultation, verified the minutes of meeting dated on 21/10/2014. For FGVP Setiu 1, sighted the SIA was conducted in form of survey, whereby a self-answer questionnaire given to both internal and external stakeholders. Prior to this process, a memo from the estate management been circulated on 04/08/2014 requesting the needs for the survey. A summary of the SIA dated 11/08/2014 was reviewed by estate manager. A timetable of possible mitigation measure [negative] available and communicated among the management team as well discussed among stakeholders. Sighted “Conclusion on Positive and Negative Impact, Emergency Management and Response Plan”

Seen survey forms were circulated to internal and external stakeholders as part of the social assessment, information on when it was done and who was involved effectively documented. Furthermore, the summary of SIA produced during this audit was able to link to the output result of the survey forms.

Sighted a procedure [ML-1A/L3-GP7/0] established on how to perform the SIA. There are 3 steps identified in the procedure, 1st – survey form distribution [+/- 10 of each group] to both internal and external stakeholders, 2^{ndly} to conduct interview session and to record the evidence and 3^{rdly} to produce a summary report of the assessment. SIA survey form distribution to be extending to more wide range of external stakeholders as to earn more rational feedbacks to enhance the RSPO requirements. The number of survey forms used to conclude SIA summary effectively representing the percentage [+/- 10% from each group] of both internal/external stakeholders. There is evidence that foreign workers involved in this assessment.

At the mill operations area a timetable of possible mitigation measure [negative] available and communicated among the management team as well discussed among stakeholders during periodic meeting. Sighted “Kesimpulan Penilaian Impak Sosial Positif dan Negatif, Pelan Pengurusan dan Tindakan Segera” dated on 28/10/2014. There is no foreign worker employed in this mill. There are 2 female workers in the office and none in the operation.

SIA evidence and the summary of positive and negative impact documented. A summary of SIA produced during this audit was able to link to the output result of the survey form and the time table that documented in the summary was review and updated accordingly.

Status: Full compliance

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.

Sighted a procedure “Communication, Participation and Consultation” – FPI/L2/QOHSE/6.0 was last updated on 15/11/2010 for the purpose of open and transparent methods for communication and consultation between growers and/or mills, local communities and other affected or interested parties. The procedure is divided into internal and external communication with a flowchart. Internally, communication can be made through morning “Standing Meeting” and notice boards. Workers also can make communication from workers union meeting. For external stakeholders, communication can be made in any medium such as through media, suggestion box and complaint logbook.

Sighted in Setiu 01 estate a procedure of communication, involvement and discussion – ML/1A/L2-PR3/0 was last updated in Mar 2012. This procedure clearly indicates both internal and external communication methods and dispute/negotiation resolving mechanism. Seen the “Muster Chit” for month of Nov 2014, that signed by the workers. Morning “Roll Call” will be the venue to discuss of any issues pertaining to estate activities.

All respective units have nominated their management official whom responsible for communication and consultation between the mill/estates management and external parties.

Sighted the updated [2014] stakeholder list kept by the estate management. The list consisted of representative from government sectors, contractors, NGOs, such as school, forestry, police, information centers, village heads, students

center etc.	
Status: full compliance	
6.3	
There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all parties.	
<p>There is a procedure available [RSPO/L2/QOHSE-21.0] for dealing with complaints and grievances. As at audit date, there were no records of complaints and grievances registered both in mill and estates. A standard form is available for who wish to complaint. Also sighted a procedure [ML-1A/L2-PR/4/0]. No disputes recorded and this was proven during internal and external stakeholder meeting during this audit session.</p> <p>However a logbook “Buku Aduan” which being use to records complaints, not address the details of person who lodge the complaint, action taken by the management and status of the complaint. The lapses in system unable to demonstrate that, complaints being managed in effective, timely and appropriate manner. Minor non conformance raised (NCR.2014.14).</p> <p>The mill and estates management will inform of the compliant / grievance mechanism to both internal and external stakeholder during the monthly and annual meeting respectively. Sighted the recent stakeholder meeting minutes for evidence that stakeholders being informed that the complaints, feedbacks, claims and disputes mechanism are open and transparent</p>	
6.3.2	Status: Non Compliance 2014.14 with Minor category
6.4	
Any negotiations concerning compensation for loss of legal or customary 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>No negotiations concerning compensation for loss of legal or customary rights as per this assessment period. Sighted the documented procedure [ML-1A/L2-PR12 (0)] dated March 2012. Page 2 of the procedure effectively describes the process of identifying legal, customary rights and people entitled to compensation. This criterion compliance against criterion 2.3 as well.</p> <p>A procedure available, [ML-1A/L2-PR13 (0)] dated March 2012. History and documents of the development do not show any evidence that there was a loss of legal or customary rights which would have led to a necessary, consequent compensation or that any compensational claims would be open and/or evident.</p>	
Status: Full Compliance	
6.5	
Pay and conditions for employees and for employees of contractors always meet at least legal or industry minimum standards and are sufficient to provide decent living wages.	
<p>Pay wages & slip evident; employee understood the salary itinerary. Contract verified; local staffs have their contract signed. No foreigner in the mill employments. “Syarat-syarat perkhidmatan Felda” handbook sighted for the employment terms and conditions. Workers understood contract the Terms & condition. Minimum pay of RM 900/= as per the government regulation for monthly paid worker sighted and verified. No daily paid employee. List of summary and guidelines has identified the ‘Guidelines on the Implementation on the Minimum Wages’. National Wages Consultative Council Act 2011 (Act 732) Malaysian minimum salary is RM900 as stated in the guidelines. There also a letter from the HQ dated on 07/03/2014 [ref: 07/010810/HQ/JAB/OP.14/Plantation/KUK] on minimum wage guideline. Seen of “Syarat-Syarat Perkhidmatan Pekerja Ladang Tempatan” that effective from 01/04/2014.</p> <p>Sighted the booklet for [A7570849] dated on 05/09/2014. This booklet [in Bahasa Malaysia version] state the pay, responsibility, nondiscriminatory practices, contract terms, training period, arrival orientation program to focus especially</p>	

on language, safety, labour laws, cultural practices.

For FTP sighted the contract agreement done between workers and HQ [total there are 39 foreign workers]. The estate only manages the worker's welfare. However there is no documented evidence available for the estate management to justify whether their workers understood the term and condition of their employment as well no evidence demonstrated whether a copy of the agreement given to individual workers. **Minor non conformance raised (NCR.2014.15).**

As for migrant workers employed, a special booklet [exp. Indonesian] established. The payslip seen in local language and every new worker to mill will be briefed on the payslip structure during orientation program. Water being provide with no charges, a subsidies amount of RM 6.00 given for electricity usage. Foreign workers being provided hostels [2 workers / room]. For local workers provided each worker 1 unit of house, the facilities are well provided and no negative comments delivered during workers interview.

6.5.2 Status: Non Compliance 2014.15 with Minor category

6.6

The employer respects the right 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.

Total there are 247 workers [local – 84, Indonesia – 83, Bangladesh – 62, Nepal – 18]. There is no union been formed as the management claimed the workers feels there is no necessity to form association. However the JKKS [Jawatan Kuasa Kesatuan Perkerja] meeting will be a platform to receive feedbacks from worker's representative. Verified the meeting minutes dated on 20/08/2014 that only with participation from Indonesian workers. The meeting was not represented by other nationalities [local, Nepal and Bangladesh].

Even there were couple of meeting were held, however as at audit date no minutes is available for JKKS [Jawatan Kuasa Kesatuan Perkerja] on the sample estates (Setiu 01 and Chalok). **Major non conformance raised (NCR.2014.16).**

The mill and estate management respects the right of all personnel to form and join trade unions of their choice and this was verified thru a policy approved by the President & CEO FGV dated on 01/06/2014. Sighted the recent meeting minutes dated on 07/09/2014 with frequency of meeting in every 3 months. The policy of freedom association statement sighted. Policies were publicly displayed; communication on the policy is satisfactory. Policy in Bahasa Malaysia dated on 01/06/2014 seen displayed in office and was communicated to internal stakeholders. There are locals, Indonesian and Nepalese workers in FTP. OHS meeting will be the venue to enhance the foreigner's awareness towards established policy.

6.6.1 Status: Non Compliance 2014.16 with Major category

6.7

Children are not employed or exploited. Work by children is acceptable on family farms, under adult supervision, and when not interfering with education program. Children are not exposed to hazardous working conditions.

There is a clear policy that prohibited under aged workers (below 18 years) Polisi Pekerja Kanak-Kanak Felda signed by Datuk Faizoull bin Ahmad and Mohamed Emir Mavani Abdullah 01/06/2014. An evidence attach in list of staff of POM, Setiu 01 and Chalok Estates, estate providing name, designation, IC number, and date of birth, form the list clearly stated that all of the list is fulfill the minimum requirement age.

During field visit, not seen any child labor and interview session with external stakeholders further confirmed on this.

Status: Full Compliance

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.
A procedure available [ML-1A/L2-PR/4/0] and no form of discrimination based on race, caste, national origin, religion, disability, gender, sexual orientation noted. A group policy on equal opportunity established, documented and communicated among all workers. The A policy approved by Mohamed Emir Navami President & CEO of FGV dated 1.6.2014. At all the audited sites, there is no new promotion or demotion registered as per this audit period. Wage records show that wages are the same and interviews confirmed that there is no discrimination.
Status: Full Compliance
6.9
Policy to prevent sexual harassment and all other forms of violence against women and to protect their reproductive rights is developed and applied.
There is a flow chart available [RSPO 2010 – Kriteria 6.9], well mentioned of the grievance mechanism. The company has policy regarding sexual harassment and violence & reproductive rights approved by Mohamed Emir Navami President & CEO of FGV dated 1.6.2014. During mill visits, interviewed with mill workers evidenced no sexual harassment or violence happened. The group level policy is maintained and during field visit, sprayers, manure and harvesters confirmed of no sexual harassment or violence happened both at working place and at housing estates. There is a flow chart available [RSPO 2010 – Kriteria 6.9], well mentioned of the grievance mechanism. Besides that, a gender committee been form and a minutes of meeting dated on 21/10/2014 was verified. There are 6 programs been developed for the women and will be monitor of the effectiveness at planned intervals. There is a complaint form and available at the estate office. Sighted the latest minute of meeting was held in Jun 2014 in Setiu 1 estate.
Status: Full Compliance
6.10
Growers and mills deal fairly and transparently with smallholders and other local businesses.
In the mill, pricing is followed by actual MPOB pricing system. Online system from Felda HQ. A daily review and update does guarantee a clear and transparent procedure, complete records are available. Prices are displayed at the mills weighbridge - notice board for public information [FFB]. The contractual agreement for outside suppliers is manage by HQ and a notification and list of supply bases retain at mill. Sighted the latest supplier list for 2014. As for the estate, daily price is being monitor thru "Resit Penghantaran BTS". Payment vouchers being retain and communicated to HQ and the sampled sighted. As at 30/09/2014, there isn't any pending payment from mill. As currently FTP under replanting stage [1010.0027 HA], therefore no payment issue however a flat 1 month basis set on contract. For Felda, it will be on 1 st week of following month
Status: Full Compliance
6.11
Growers and millers contribute to local sustainable development wherever appropriate.
The estate management has contribution to local school for the purpose of tuition fee for poorer family. Satisfactory amounts budgeted for recreation activities and welfare of employees for year 2014/15. This allocation was resulted from the 1 st stakeholder survey. FGVP establish many programmes for younger generation, such as "Program Latihan Kemahiran Belia Felda 2014". Sighted evidence a contribution done for local mosque. Estimated budget for recreation activities and welfare of employees for year 2014/15. This allocation was resulted from the 1 st stakeholder survey. FGVP establish many programmes for younger generation, such as "Program Latihan Kemahiran Belia Felda 2014". The management also has contribution to local school for the purpose of tuition fee for

	poorer family The management has contribution to local school for the purpose of tuition fee for poorer family	
	Status: Full Compliance	
PRINCIPLE #7 Responsible development of new plantings		
7.1		
A comprehensive and participatory independent social and environmental assessment is undertaken prior to establishing new plantings or operations, or expanding existing ones, and the results incorporated into planning, management and operations.		
Regarding statement area and field visit revealed that there are no new plantings. There are only replanting activity during the audit.		
	Status: Full Compliance	
7.2		
Soil surveys and topographic information are used for site planning in the establishment of new plantings, and the results are incorporated into plans and operations.		
Regarding statement area and field visit revealed that there are no new plantings. There are only replanting activity during the audit.		
	Status: Full Compliance	
7.3		
New plantings since November 2005, have not replaced primary forest or any area required to maintain or enhance one or more High Conservation Values.		
Regarding statement area and field visit revealed that there are no new plantings. There are only replanting activity during the audit.		
	Status: Full Compliance	
7.4		
Extensive planting on steep terrain, and/or on marginal and fragile soils, is avoided.		
Regarding statement area and field visit revealed that there are no new plantings. There are only replanting activity during the audit.		
	Status: Full Compliance	
7.5		
No new plantings are established on local peoples' land without their free, prior and informed consent, dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions.		
Regarding statement area and field visit revealed that there are no new plantings. There are only replanting activity during the audit.		
	Status: Full Compliance	
7.6		
Local people are compensated for any agreed land acquisitions and relinquishment of rights, subject to their free, prior and informed consent and negotiated agreements.		
Regarding statement area and field visit revealed that there are no new plantings. There are only replanting activity during the audit.		
	Status: Full Compliance	
7.7		
Use of fire in the preparation of new plantings is avoided other than in specific situations, as identified in the ASEAN guidelines or other regional best practice.		
Regarding statement area and field visit revealed that there are no new plantings. There are only replanting activity during the audit.		

Status: Full Compliance	
PRINCIPLE #8 Commitment to continuous improvement in key areas of activity	
8.1	
Growers and millers regularly monitor and review their activities and develop and implement action plans that allow demonstrable continuous improvement in key operations.	
<p>Chemical Hazards assessment was documented in Borang: 4.7.1: <i>Pengenalpastian Hazad, Penilaian Risiko dan Penentuan Kawalan</i>. Effort to reduce paraquat usage was observed in spraying worked where alternative chemicals with active ingredients were used such as <i>Metil Metulfuron</i> and <i>Amonium Glufosinat</i>.</p> <p>Chalok POM and estates have established documented pollution prevention plans as well as plans to reduce, reuse and recycle (3R) waste materials that covered domestic waste, by-products and empty containers that were being implemented. Plans being implemented include:</p> <ul style="list-style-type: none"> • POM was implementing an EMP to reduce the BOD of POME to 50 mg/l. The WWTP had been desludged from July to August 2014 to improve its performance and POME was being monitored monthly. The conservative target for BOD of 50mg/l was set based on effluent discharge quality achieved in the past. • There were documented plans to prevent pollution from used pesticide containers that were being implemented at estates <p>A summary of the social impact assessment dated 28/10/2014 was reviewed by mill manager, Tuan Hj Mohamad Musa. There were 4 positive and 4 negative impacts registered. Sighted the budget and expenditure for both social & environment captured on annual basis by the HQ.</p>	
Status: Full Compliance.	

3.2. Summary of Assessment Report of Supply Chain

Clause	(Module E) CPO Mills - Mass Balance Requirements
1	Documented Procedures
<p>1.1 The facility shall have written procedures and/or work instructions to ensure the implementation of all the elements specified in these requirements. This shall include at minimum the following:</p> <p>a) Complete and up to date procedures covering the implementation of all the elements in these requirements.</p> <p>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 facilities procedures for the implementation of this standard.</p>	
<p>There was SOP for Mill RSPO Supply Chain Certification System (FGVPM-RSPO SCCS (issued 1 Dec 2012). This SOP valid for CPO Mill for compliance to RSPO SCCS requirement. The company has reference of RSPO SCCS requirements and the RSPO SCCS Standard Nov 2011 that accompanied with documented procedures.</p> <p>Pengurus Kilang (or the Mill Manager) the person who having responsible and authority over implementing and compliance of SCCS requirements (SOP page 3 of 10). In the SOP mentioned also the person who has responsible related to implement the SCCS. The POM manager is the overall PIC for the effective implementation of the Supply Chain MB SOP. He is assisted by the POM assistant managers. The other main mill personnel involved include the Weighbridge Clerk , Operations Supervisor , Laboratory Analyst , Area Quality Supervisor and Security Officer.</p>	
	Status: Full Compliance
<p>1.2 The facility shall have documented procedures for receiving and processing certified and non-certified FFBs.</p>	
<p>Part of weighbridge clerk (page 4 of 10 of SCCS Procedure) mentioned that the all of FFB received in the truck came from certified estates (RSPO) had stated the certified estates in the FFB delivery document (Nota Hantaran) and all these document will be input into Felda computer system (Mill Performance Report) which indicated the certified and non-certified FFB had been processed become certified with the mass balance status.</p> <p>Part of Supply Chain Verification –the FFB delivery to Mill (Page 8 of 10), mentioned that the certified and non-certified FFB will be distinguished between certified estates and non-certified RSPO in the documentation of FFB that entry to mill. This condition was indicated to the delivery document (Nota Hantaran) which has information of the FFB address name and CPO Mill name, Contract No of estates/Mill, Product Type, Date of Delivery, FFB Quantity Persons Name who Delivery.</p> <p>The SOP has addressed the following requirements:</p> <ul style="list-style-type: none"> • Purchase, delivery, receipt, storage and processing of FFB from own PMU estates and other suppliers (including Outside Crop Producers), • Identification of certified and non-certified sources of FFB, • Production and Storage of CPO/ PK, • CPO/PK production report, • Sales and delivery of CPO / PK , • Document control, • Record control with retention period of 10 years. 	
	Status: Full Compliance
2	Purchasing and goods in
<p>2.1 The facility shall verify and document the volumes of certified and non-certified FFBs received.</p>	

	<p>The POM verifies and records weight and supply of source of FFB received at the weighbridge in the delivery and weighbridge documents. FFB records are data -entered into the POM computer system – MPR (Monthly Performance Report) on a daily basis by the chief clerk. Monthly reports are submitted to the Kuala Lumpur Head Office through the Mill Performance Report (MPR) system. Production Report for last 12 months (Nov 2013 – Oct 2014) was verified to be adequately recorded into the MPR IT System.</p>
	<p>Status: Full compliance</p>
<p>2.2</p>	
<p>The facility shall inform the CB immediately if there is a projected overproduction.</p>	
<p>The POM has an internal monitoring and reporting mechanism for advising the CB of over-production. So far, there is no projected overproduction as per related to RSPO SCCS :2011 requirements.</p>	
	<p>Status: Full Compliance</p>
<p>3</p>	
<p>Record keeping</p>	
<p>3.1</p>	
<p>The facility shall maintain accurate, complete, up-to-date and accessible records and reports covering all aspects of these requirements.</p>	
<p>Records and reports necessary for all aspects of the Mass Balance Supply Chain System RSPO requirements were verified and confirmed to be in place. The records and reports shall be updated regularly , adequately filed and readily retrievable.</p>	
	<p>Status: Full Compliance</p>
<p>3.2</p>	
<p>Retention times for all records and reports shall be at least five (5) years.</p>	
<p>Retention times for all records and reports shall be ten (10) years as stipulated by the POM Supply Chain SOP.</p>	
	<p>Status: Full Compliance</p>
<p>3.3</p>	
<p>(a) The facility shall record and balance all receipts of RSPO certified FFB and deliveries of RSPO certified CPO, PKO and palm kernel meal 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. (c) The facility can only deliver Mass Balance sales from a positive stock. However, a facility is allowed to sell short.</p>	
<p>Transaction documents and bookkeeping of CPO and PK are recorded daily basis. Monthly summary report of FFB received, FFB processed, CPO production, PK production and balance stocks are submitted to the Kuala Lumpur Head Office. All volumes of palm oil and palm kernel oil that are delivered are to be deducted from the CPO/PK palm goods accounting system according to conversion ratios accepted by RSPO. All deliveries of the MB sales are to be from positive stock as per SOP for Mill RSPO Supply Chain System, Doc No. FGVPM–RSPO SCCS.</p>	
	<p>Status: Full Compliance</p>
<p>3.4</p>	
<p>The following trade names should be used and specified in relevant documents, e.g. purchase and sales contracts, e.g. *product name*/MB or Mass Balance. The supply chain model used should be clearly indicated.</p>	
<p>PSQM Department from FELDA HQ has prepared an appropriate stamp for the identification of RSPO certified CPO and PK. Documents to be stamped e.g “CPO RSPO MB” appropriately for CPO and accordingly “PK RSPO MB” also for PK products.</p>	
	<p>Status: Full Compliance</p>
<p>3.5</p>	
<p>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>	

There is no outsourced palm kernel crushing activity at this POM.	
	Status: Not Applicable will be verified on the next assessment
4	Sales and goods out
<p>4.1</p> <p>The facility shall ensure that all sales invoices issued for RSPO palm oil delivered include the following information:</p> <ul style="list-style-type: none"> (a) The name and address of the buyer (b) The date on which the invoice was issued (c) A description of the product, including the applicable supply chain model (Segregated or Mass Balance) (d) The quantity of the product delivered (e) Reference to related transport documentation 	
<p>Items (a) to (e) are included in the company's invoices, delivery note and other relevant documents to all CPO buyers as stipulated in the SOP for RSPO/MB module. Deliveries of CPO and PK made with Delivery Note. Data entry into computer system or reporting spreadsheet. Delivery of CPO and PK checked to ensure that the authorized quantities are not exceeded. CPO and PK deliveries are made by FELDA subsidiary, Felda Transport Services Sdn Bhd.</p>	
	Status: Full compliance
5	Training
<p>5.1</p> <p>The facility shall specifies and provides the training for all staff as required to implement the requirements of the Supply Chain Certification Systems.</p>	
<p>Part of training of SCCS procedure mentioned that the POM provides the training to the all staff and all persons who involved the implementation of SCCS. The training schedule will be available in the Chalok POM and also will be recorded. Chalok POM showed the attendance list of persons who involve the training program for SCCS (documented). This training covered for all Felda Company including Palm Oil Mill. There were two persons who had attended the SCCS training program. The records of SCCS training program covered the SCCS training material with the agenda of SCCS that consist of RSPO introduction, SCCS, SCC documentation, concept the mill performance report system, weighbridge and MPR System, e-trace, the measurement after registered e-trace, the documentation for e-trace audit.</p> <p>During the observation and interviewing, there were found the personal in charge who understood the SCCS implementation. For examples the persons at: weighbridge, loading ramp, dispatch crude palm oil and palm kernel. All these persons have been trained for the SCCS; and the evidence that had been trained for SCCS.</p>	
	Status: Full compliance
6	Claims
<p>6.1</p> <p>The facility shall only make claims regarding the use of or support of RSPO certified oil palm products that are in compliance with the RSPO Rules for Communications and Claims.</p>	
<p>The SOP has clearly stated that the Felda Chalok POM shall only make claims on certified CPO and PK from certified FFB sources using MB model according to RSPO Rules for Communications and Claims . So far, no claims have been made by the Felda Chalok POM.</p>	
	Status: Full compliance

3.3. Conformity Checklist of Certificate and Logo Use

1.	Evidence of permission or approval certificate and logo from Certification Body which submitted by Client	X or √
ST-2	Will be verified after the management unit certified	√
	Status: Not applicable	
2.	Implementation of certificate and logo used by Client comply with size and type (shape) against Guideline of Logo Use	X or √
ST-2	Will be verified after the management unit certified	√
	Status: Not applicable	
3.	Implementation of Certificate and Logo is not used on product	X or √
ST-2	Will be verified after the management unit certified	√
	Status: Not applicable	
4.	Controlling of Certificate and Logo, including withdrawing inappropriate logo.	X or √
ST-2	Will be verified after the management unit certified	√
	Status: Not applicable	

3.4. Summary of RSPO Partial Certification.

Summary:

At the beginning of 2014, Felda Global Ventures Plantations (FGVP), owns and manages 72 palm oil mills in Malaysia. The time bound plan below highlights both certified units and planning for certification of uncertified units. Effective end Q3, 2014, Felda will be closing one palm oil mill operations. The time bound plan below confirms the status of 71 mills and will be reviewed again during the 1st surveillance assessment.

As of this assessment, Felda has successfully certified 51 mills and have had another 20 mills undergo main assessments between Q2-Q4, 2014.

2.1	There is compliance with all applicable local, national and ratified international laws and regulations.	X or √
	<p>Felda has and follows the “GSA” Group Settlement Act, where all land under FELDA will abide by local and national land laws. I.e. Compliance with legal documents such as the “Land Rules Applicable to the States in Malaysia” and relevant acts.</p> <p>The group has a common human resource policy which is also cascaded to all operating units. There are several handbooks and guides, shared with employees. Examples: “Syarat-syarat Perkhidmatan Petugas Bergaji Bulan Syarikat Kumpulan” which went into effect on 1st January 2007, explains to employees their benefits and company rules. The “Syarat-syarat Perkhidmatan Pekerja Operasi Ladang” was established in 1st May 2010. There is also the “Perjanjian Bersama Kesatuan Perkerja-perkerja Felda Plantations” and “Surat Perjanjian Kontrak Perkerjaan Perkerja Asing”, which are used to educate and inform employees of their rights and responsibilities.</p> <p>Issues relating to employees is all operating units are monitored on a monthly basis and reported through the monthly Head of Department meetings. Monitoring is also done via e-mail and official communications with the respective departments. For example: PSQM monitors HR related matters with the help of the internal audit team and reviewed by the PSQM Head of Department.</p>	√
	Status: Compliance	
2.2	The right to use the land can be demonstrated, and is not legitimately contested by local communities with demonstrable rights.	X or √
	Legal ownership of land and its land use is available for all operating units and demonstrated through the respective land titles. For the FELDA settlers program, land titled is covered under the “GSA” Act.	√
	Status: Compliance	
6.3	There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all parties.	X or √
	There is a standard complaints procedure that is communicated to all facilities and locations. The procedure, “Prosedur Menangani Aduan dan Rungutan”, No. Document: ML.1A/L2-PR4(0), is made available from the head office and cascaded to all operating units.	√
	Status: Compliance	
6.4	Any negotiations concerning compensation for loss of legal or customary 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.	X or √
	FELDA has a Social Officer based in each regional office throughout the nation, where existing scheme/settlers can share their views and concerns. On a monthly basis, the reports from the Social Officers are shared and reviewed through the monthly Head of Department meetings. Quarterly there is a “Mesyuarat Jawatan Kuasa Minyak Sawit Mampan” known as the Sustainability Steering Committee Meeting, where both FELDA and FGVP Head of Departments review on-going matters. The PSQM department will monitor any issues and reviewed with the Head of Department.	√
	Status: Compliance	
7.3	New plantings since November 2005, have not replaced primary forest or any area required to maintain or enhance one or more High Conservation Values.	X or √
	FGVP Malaysia through its subsidiary in Indonesia, FGVP Kalimantan, has acquired land. The 2	√

	<p>locations are:</p> <ol style="list-style-type: none"> 1) PT Citra Niaga Perkasa (PT CNP) – 24th February 2011 2) PT Temila Agro Abadi (PT TAA) – 9th July 2013 <p>Both locations have undergone the RSPO New Planting Procedure (NPP):</p> <ol style="list-style-type: none"> 1) PT Citra Niaga Perkasa (CNP) – 14th January 2013, approximately 14,000 Ha. 2) PT Temila Agro Abadi (TAA) – 30th July 2014, approximately 8,000 Ha. <p>No negative comments received during the NPP public notification.</p> <p>In Malaysia, FELDA has land banks that were acquired since the 1950s and has steadily increased their land bank over the past 50 years. These land banks were initial cleared and prepared for crops such as rubber, timber, palm oil and cocoa. As the demand for palm oil increased in the 1990s and 2000s, most of these cleared areas have been converted to palm oil. Given that all these areas were cleared and either prepared or planted with another crop over the past 50 years, the NPP procedure will not apply.</p> <p>For newly acquired land in Malaysia or any part of the world under FELDA, the NPP procedures will apply.</p>	
	Status: Compliance	
7.5	No new plantings are established on local peoples' land without their free, prior and informed consent, dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions.	X or √
	<p>For new land acquisitions, the RSPO NPP procedure is followed where the company will complete the required HCV and EIA assessments.</p> <p>In October 2013, FELDA acquired a mature plantation in Kinabatangan, Sabah. The plantation, known as Pontian United Plantation Sdn Bhd, was established in 1977 year, totaling approximately 14,500Ha. Given that this is a matured plantation, the company has year marked the operations for RSPO certification 2017.</p>	√
	Status: Compliance	
7.6	Local people are compensated for any agreed land acquisitions and relinquishment of rights, subject to their free, prior and informed consent and negotiated agreements.	X or √
	Any new land acquisition will be done by mean of a participatory process with local villages and land owners. No complaints received during this audit process.	√
	Status: Compliance	

3.5 Identification of Findings, Corrective Action, Observations, Opportunity for Improvement and Noteworthy Positive Components.

3.5.1 Identification of Findings, Corrective Actions and Observations at ST2 Assessment

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
2014.01	2.2.3.1	Boundary stone monitoring. During the assessment conducted the management units have not shown the update boundary stone checklists.	Chalok POM, FGV Setiu 01 Estate and Felda / FTP Chalok Estate.	Minor	Next Surveillance Audit	The management unit has to show the boundary monitoring in the covering operations area.	Root cause: <i>There is no appointed officer to monitoring the boundary in each of the estates operations area.</i> Corrective action: Preventive action: Auditor conclusion:	Open	
2014.02	4.4.1	Protection of water courses before replanting along all natural waterways within the estate. There is no signboards to supporting to protect the water course which do not refer the buffer zone standard. No signboard/indicators were located for this purpose e.g no signboard for prohibition of fertilizing and chemical spraying	Estate Chalok	Major	Prior to certificate issued	The management unit have to show the evidence of implementation to protect the water course.	Root cause: <i>The officer has not installed the signboard to protect protect the water course at buffer zone area.</i> Corrective action <i>The management unit has shown the documentation of installation the signboards to potect the water course (prohibition of chemical spraying and fertilizing) in form of the pothographic and documentation.</i> Preventive action: <i>Monitoring the signboards to maintain the river water quality at buffer zone area on monthly basis.</i>	Closed	5 August 2015

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
							<p>Auditor conclusion: The management unit has shown the evidence of protect the water course in form of document to the auditor team. The evidences are available.</p>		
2014.03	4.4.3	<p>Outgoing water into main natural waterways should be monitored at a frequency that reflects the estates and mills current activities which may have negative impacts</p> <p>Located Sg. Toman which have buffer zone issue but no water quality analysis recorded.</p> <p>Buffer zone issue for the river and no water quality monitoring.</p>	Estate Chalok	Major	Prior to certificate issued	The management unit have to show the evidence of implementation to maintain the river water quality.	<p>Root cause: The management unit has not conduct the water quality analysis to monitor the impacts at buffer zone area.</p> <p>Corrective action The management unit has shown the documentation of water testing analysis (17 March 2015) to maintaining the river water quality in form of documentation.</p> <p>Preventive action: Monitoring the the river water quality analysis to maintain the river water quality at buffer zone area annualy.</p> <p>Auditor conclusion: The management unit has shown the evidence of maintaining the river water quality in form of document to the auditor team. The evidences are available.</p>	Closed	5 August 2015
2014.04	4.4.7	<p>Evidence of water management plans. No water management plans implemented.</p>	Estate Chalok	Minor	Next Surveilance Audit	The management unit have to show evidence of water management plan and the implementation.	<p>Root cause:</p> <p>Corrective action:</p> <p>Preventive action:</p>	Open	

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
							Auditor conclusion:		
2014.05	4.5.1	Documented IPM system. IPM documents not available.	Estate Chalok	Minor	Next Surveillance Audit	Need to collect all IPM application and record on the usage.	Root cause: Corrective action: Preventive action: Auditor conclusion:	Open	
2014.06	4.5.4	Monitoring of pesticide usage units per hectare or per ton crop e.g. total quantity of active ingredient (a.i.) used/ tone of oil. Records not available for the purpose.	Estate Chalok	Minor	Next Surveillance Audit	Need to summarise the total usage on a monthly basic for every year to monitor the total application for the active ingredient.	Root cause: Corrective action: Preventive action: Auditor conclusion:	Open	
2014.07	4.6.10	Records of pesticide use. During the assessment there was no records of pesticide use (including active ingredients used, area treated, amount applied per ha and number of applications) are maintained for either a minimum of 5 years or starting November 2007.	Estate Chalok	Minor	Next Surveillance Audit	The management unit have to show the evidence of Records of pesticide use.	Root cause: Corrective action: Preventive action: Auditor conclusion:	Open	
2014.08	4.7.1	Evidence of documented Occupational Safety Health (OSH) plan which is in compliance with OSH Act 1994 and Factory and Machinery Act 1967 (Act139). 8) Diesel storage tank bund walls were cracked and diesel spillage on the ground. 9) Fire extinguisher not available at engine	POM Chalok Estate Setiu 01 Estate	Major	Prior to certificate issued	The management unit have to show the evidences of safety and health implementation in the operations area.	Root cause: Need to replace and maintain all the equipments on regular basis and apply the signboard. Label according to the standards. Items should be kept in the store after usage and	Closed	5 August 2015

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
		<p>room, workshop and CPO dispatch station. Located the fire extinguisher in the general store without the Bomba verification approval tag.</p> <p>10) All schedule waste oil filter, spend oil, labeling, roofing was not in good order.</p> <p>11) Scrap metal was disposed all over the mill area.</p> <p>12) Water treatment chemical store was not in order. Located paint container in the same room.</p> <p>13) Fire horse reel not in order at sterilizer stations</p> <p>14) First aid box not available at site for workers.</p>	Chalok				<p>all waste material need to store in the schedule waste and kept in order. Alert all personnel to utilise the PPE in the mill.</p> <p>Corrective action <i>The management unit has shown the documentation of:</i></p> <ol style="list-style-type: none"> 1) <i>Repairement of the diesel fuel storage tank bund that have not cracked.</i> 2) <i>The fire extinguisher located in the mill process area (engine room, workshop and CPO dispatch station) and the filled verification monitoring approval tag.</i> 3) <i>The schedule waste oil filter, spend oil, labeling, roofing was in good order.</i> 4) <i>Scrap metal collected in specific area</i> 5) <i>Water treatment chemical store in order</i> 6) <i>Fire hose reel at sterilizer station in good order.</i> 7) <i>The complete and first aid box available for workers and appointed officer to monitor the safety and health program at chalok estate.</i> <p>Preventive action: <i>Monitoring the safety and health program impmented and monitored on monthly basis.</i></p> <p>Auditor conclusion: <i>The management unit has shown the</i></p>		

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
							implementation of safety and health program and improvement in form of document to the auditor team. The evidences are available.		
2014.9	4.8.1	A documented training program. Training was carried out for all workers at the side; however the documentation and assessment not implemented.	Estate Chalok	Major	Prior to certificate issued	The management unit have to show the evidence of the training programs are well documented	<p>Root cause: There is no appointed officer to documenting the training program which already conducted</p> <p>Corrective action: Appointed the officer to documenting all the training program on 23 October 2014 (Penyelia Ladang) by the chalok estate manager. Show the training plan on 2015 at chalok estate.</p> <p>Preventive action: Maintain all the training materials and well documented.</p> <p>Auditor conclusion: The management unit has shown the appointed officer to maintain the training in form of document to the auditor team. The evidences are available.</p>	Closed	5 August 2015
2014.10	5.1.2	Plan to mitigate the negative impacts Proper mitigation plan was not available While the document referred to in the RSPO file, "Laporan Agronomi" which was done in 2005 was not directly related to mitigation plan.	FELDA Chalok	Minor	Next Surveilan ce Audit	From Aspect Impact Identification done in 5.1.1, the environmental improvement plan to mitigate the negative impacts shall be developed, implemented	<p>Root cause:</p> <p>Corrective action:</p> <p>Preventive action:</p> <p>Auditor conclusion:</p>	Open	

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
						and monitored.			
2014.11	5.3.1	No documented identification of waste products and sources of pollution There was no documented identification of waste products and sources of pollution, No recycling activities.	FGVP Setiu, FELDA Chalok	Major	Prior to certificate issued	All waste products and sources of pollution should be identified and documented. Recycling should be practiced wherever applicable.	<p>Root cause: <i>There is no documentation of pollution.</i></p> <p>Corrective action: <i>The management unit has showed the identification of potential pollution sources documentation (diesel use, ex chemical container, fertilizer use, and domestic waste) and the activity plan to reduce the pollution.</i></p> <p>Preventive action: <i>The appointed officer will monitor the pollution sources and management</i></p> <p>Auditor conclusion: <i>The management unit has shown the pollution sources identification, activity plan and appointed officer to manage and to reduce the pollution in form of document to the auditor team. The evidences are available.</i></p>	Closed	12 September 2015
2014.12	5.3.2	Pollution management. Located the roads were well maintained during the site visit. Sighted the Tar mac tank were isolated and rusting at the residential housing area which was left behind by the contractor which now is a scrap material which needs to be disposed. The remainder tarmac solution has leaked to the ground from the bottom outlet of the tank which is a pollutant have been left on the bare ground.	Estate Setiu	Minor	Next Surveillance Audit	The management unit has to show the evidence to avoid or reduce pollution	<p>Root cause:</p> <p>Corrective action:</p> <p>Preventive action:</p> <p>Auditor conclusion:</p>	Open	

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
2014.13	5.5.3	Burning waste During the site visit, open burning for waste disposal was witnessed and documented.	FELDA Chalok	Minor	Next Surveilance Audit	There shall be no burning of waste including domestic waste.	Root cause: Corrective action: Preventive action: Auditor conclusion:	Open	
2014.14	6.3.2	Complete information of complaint Documentation. No disputes recorded and this was proven during internal and external stakeholder meeting during this audit session. However a logbook "Buku Aduan" which being use to records complaints, not address the details of person who lodge the complaint, action taken by the management and status of the complaint. The lapses in system unable to demonstrate that, complaints being managed in effective, timely and appropriate manner.	Chalok POM	Minor	Next Surveilance Audit	The management unit has to show the complaint documentation is providing with the complete information as requested in the logbook.	Root cause: Corrective action: Preventive action: Auditor conclusion:	Open	
2014.15	6.5.2	Contract agreement understands by the workers. For FTP sighted the contract agreement done between workers and HQ [total there are 39 foreign workers]. The estate only manage the worker's welfare. However there is no documented evidence available for the estate management to justify whether their workers understood the term and condition of their employment as well no evidence	FTP / Felda Chalok	Minor	Next Surveilance Audit	The management unit has to ensure all the contract agreement with all the workers in language understand by the workers.	Root cause: Corrective action: Preventive action: Auditor conclusion:	Open	

CAR No	Ref Std	Finding	Area	Grade	Time Limits	Corrective Action	Observation	Status	Closing Date
		demonstrated whether a copy of the agreement given to individual workers.							
2014.16	6.6.1	<p>Minutes of worker association meeting. Total there are 247 workers [local – 84, Indonesia – 83, Bangladesh – 62, Nepal – 18]. There is no union been formed as the management claimed the workers feels there is no necessity to form association. However the JKKS [Jawatan Kuasa Kesatuan Perkerja] meeting will be a platform to receive feedbacks from worker's representative. Verified the meeting minutes dated on 20/08/2014 that only with participation from Indonesian workers. The meeting was not represented by other nationalities [local, Nepal and Bangladesh]. Even there were couple of meeting were held, however as at audit date no minutes is available for JKKS [Jawatan Kuasa Kesatuan Perkerja].</p>	<p>FGVP Setiu 1</p> <p>FTP / Felda Chalok</p>	Major	60 days	<p>The management unit has to show the minutes of worker association meeting</p> <ol style="list-style-type: none"> 1) Surat perlantikan jawatan kuasa kebajikan & Keselamatan Pekerja (JKKP) untuk pekerja asing melibatkan semua wakil Negara. 2) Meyediakan carta organisasi JJKP yang dibentuk. 3) Menyediakan minit mesyuarat JKKP yang baru dibentuk. 	<p>Root cause: <i>The management unit not aware to appointed of each foreign workers to represent the workers.</i></p> <p>Corrective action: <i>Appointed the foreign workers represent of each nationality workers. Provided minutes of workers union and meeting.</i></p> <p>Preventive action: <i>In three monthly basis the workers union representative and the management unit planned to gathered the meeting together,</i></p> <p>Auditor conclusion: <i>The management unit has shown the pollution sources identification, activity plan and appointed foreign workers representative to represent al the each nationality in form of document to the auditor team. The evidences are available.</i></p>	Closed	12 September 2015

3.5.2 Opportunity for Improvement

No	Ref.Std	Description
1.	1.2	Publicly available documents could be further enhanced by use of Felda website to disseminate all Felda 's RSPO policies.

2.	4.3.4	At Estate Setiu located semi peat soil for 20 hectares during field visit. There have organized EFB mulching, drainage system and soil mounting method to minimize subsidence of peat soils. This is been carried out since it's been a new replanting area. Documentation not available for the application since been replanted in 2014
3.	5.1.1	Each plantation should do their own Aspect Impact assessment in order to understand the document and its uses NOT just simply cut and paste assessment done by other plantation.
4.	5.3.2	FGV Recycling Policy should be physically implemented. An operational plan should be developed to avoid or reduce pollution
	5.6.1	From Aspect Impact Identification done in 5.1.1, the environmental improvement plan to mitigate all polluting activitires shall be developed, implemented and monitored.
5.	6.11.1	FGVP Setiu 1 Estate & FTP / Felda Chalok - Need documented evidence as to justify that, contributions to local development should be based on the results of consultation with local communities.

3.5.3 Noteworthy Positive Components

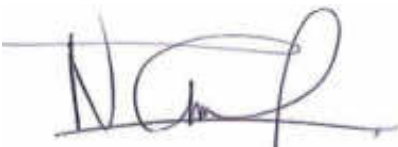

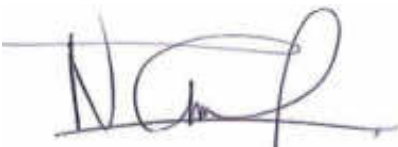

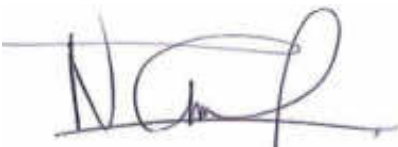

No	Descriptions
1	Management and staff commitment was evident.
2	Felda scheme was found to be successful in improving sustainable development for rural settlers.
3	The company committed to implement the Roundtable on Sustainable Palm Oil and supported through by <ul style="list-style-type: none"> - Implementing the quality and environmental management system - Enthusiasm to demonstrate compliances against the RSPO principles and criteria - The existing land owned by community which respected to Malaysian government requirements which managed by FELDA (Federal Land Development Authority) - Good internal team working and also cooperate with the settlers under managed by FELDA - Having personal with the competence and skill accordance with their aspects.
4	The agrochemical chemical storage were well organized for the store. The addition exhaust fan for better air ventilation during going into the store, the extra safety and security for active ingredient was chain locked among all containers for unauthorized person to remove from store and fine sand standby for leakage or punctured container to contain from sipping or spreading to all part of the floor. The was a hand wash sink to wash the hand in case the rubber gloves is torn. Conclusions of the application are fast action taken to avoid contamination and risk factor for health
5	The daily roll call were organised well for works very systematically and all issues and daily jobs allocation, estate transport drives duty, and other issues were given priority on a everyday basis by the management.

No	Descriptions
6	FGVP Setiu 1 Management is planning to transform part of the current replanting area (about 50 hectares of stage PR14Q – adjacent to Kampung Tasik, located at the North of the plantation) into a new buffer zone (leaving it unplanted or planting it with forest wood)
7	Mill & FGVP Setiu 1 – SIA evidence and the summary of positive and negative impact well documented and communicated. The mitigation measures for negative impacts seen very effective.
8	FGVP Setiu 1 – Foreign worker’s hostel [Indonesian], seen well managed and sufficient basic facilities provided.

3.6 Summary of Arising Issues from Public, Management and Auditor Response

Public Issues (Institution/ NGO/Community)	Management Responses	Auditor Responses
Siti Rohaya Bt Mohamad (Pen. Pegawai Antidadah [AADK Setiu]). Chalok is 1 of the high crime rate [drugs], therefore more awareness and education programme being conduct in coloration with Felda’s management. A very good support by moral and financially seen from Felda	Felda committed to continue the collaboration with anti-drugs agency to ensure all the social issues have been taken care of. Drugs addict is just not a Felda problems but also national problems.	Accepted
Anuar bin Yahya (Jurutera Jalan [JKR Setiu]) There isn’t any feedback or complaint from public or even from settlers in regards to Felda’s contribution towards road maintenance.	The road maintenance for Main Road (Asphalt) were put under JKR (Government Agency). Felda only maintain the road for estate.	Accepted
Roslan Bin Mat (Pengurus Felcra [Panchor Merah]). Felcra and Felda always build very good relationship as both are in the same industry. At some time, Felcra do send FFB to Chalok mill. The Scheme Managers are very co-operative	Maintained good relationship with local community and among industries. The management of Felcra however yet to join RSPO.	Accepted
Sarjan Zawawi bin Che Zakaria (OCS Chalok). Regularly Felda invites the local Police personals to provide awareness on crimes that currently increasing among youths. Felda always gives good co-operation to the department is needed any assistance in investigation.	Maintained good relationship with local community and Government’s Agency to reduce crimes issues.	Accepted
Nik Dauta bin Nik Abd Rahman (Pej. Pendidikan Daerah Setiu). Felda really emphasis and concern on early childhood education. There is no negative comments registered in the department of education	Thanked for the positive comment and will maintained it. It is a FELDA’s responsible to make sure the young generation having a better educations.	Accepted

Public Issues (Institution/ NGO/Community)	Management Responses	Auditor Responses
<p>Hairul Anuar b Mohamad, Suharmizi bin Hamzah (HA Jaya Enterprise). 6 years' work relation with Felda/FTP resulted with good understanding and it creates a lot job opportunities for local settler's children. No payment issue, such as delay or shortages happens.</p>	<p>Positive comment and management will maintained it. It is a FELDA's responsible to make sure the smallholder having better living standards.</p>	<p>Accepted</p>
<p>Mohd Annual Yaakob (FGVP setiu 01). Felada needs to be more open concept and create more awareness among all settlers on environmental impacts. The river, Sg, Nerus located in Kuala Pelung well managed and with no pollution.</p>	<p>Felada create awareness on environmental impacts during stakeholder consultation. The buffer zone has marks with signboards clearly at every river within boundary.</p>	<p>Accepted</p>
<p>Mahadi b Mohamad (Setiu - Settler [self-managing]). He is 3rd generation. He managing his land due to high operational cost imposed by FTP.</p>	<p>All the operation cost were prorated and borne by smallholder. It is include road maintenance, weeding, manuring and harvesting. Felada has no obligation for settler to managing their own estates as long they can follow Felada GAPs.</p>	<p>Accepted</p>

4.0	CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY		
4.1	Formal Sign-off of Assessment Findings		
	<p>Hereunder sign by management representative from inspected company to acknowledge a field assessment and agree for all content explained in this assessment report, included of non-compliance findings.</p> <p style="text-align: center;">Signed on behalf of:</p> <table border="0" style="width: 100%;"><tr><td style="width: 50%; text-align: center;"><p>Felda Global Ventures – FELDA</p><p><u>Norazam Abdul Hameed</u> 2 October 2015</p></td><td style="width: 50%; text-align: center;"><p>Mutuagung Lestari Lead Auditor</p><p><u>Mohan Thavarajah</u> 2 October 2015</p></td></tr></table>	<p>Felda Global Ventures – FELDA</p>  <p><u>Norazam Abdul Hameed</u> 2 October 2015</p>	<p>Mutuagung Lestari Lead Auditor</p>  <p><u>Mohan Thavarajah</u> 2 October 2015</p>
<p>Felda Global Ventures – FELDA</p>  <p><u>Norazam Abdul Hameed</u> 2 October 2015</p>	<p>Mutuagung Lestari Lead Auditor</p>  <p><u>Mohan Thavarajah</u> 2 October 2015</p>		

Appendix 1. List of Stakeholder Contacted in the RSPO Certification Process

No	Institution/NGO/Community	Address	Form of Communication	Date of Contact	Response	
					Yes	No
1	JABATAN BOMBA DAN PENYELAMAT Chalok	Balai Bomba Chalok , Dungun Terengganu Malaysia	Email	28/10/2014		√
2	BALAI POLIS Chalok	Balai Polis Chalok, 24300 Kereteh Terengganu Malaysia	Email	28/10/2014		√
3	JABATAN Perhilitan Terengganu	Wisma Persekutuan Jalan Sultan Ismail 20200 kuala Terengganu Malaysia	Interview	28/10/2014		√
4	Sekolah Kebangsaan Chalok	Sekolah Kebangsaan Chalok Jalan Ilmu 24300 Chalok Terengganu Malaysia.	Email	28/10/2014		√
5	JABATAN PERHUTANAN DAERAH	Jabatan Perhutanan Terengganu Selatan 23000 Terengganu Malaysia	Email	28/10/2014		√
6	MAJLIS Perbandaran Kemaman	Jalan Air Putih 24000 Kemaman Terengganu Malaysia.	Interview	28/10/2014	√	
7	Klinik Kesihatan Chalok	Bandar Baru Chalok 24300 Terengganu Malaysia.	Email	28/10/2014		√
8	Jabatan Pengairan dan Saliran Dungun	Bandar Al Muktafi Billah Shah,23409 Dungun Terengganu.	Email	28/10/2014		√
10	PUSAT KHIDMAT PELANGGAN	TENAGA NASIONAL BERHAD, 23000 Dungun Terengganu	Email	28/10/2014		√
11	PEJABAT RISDA DAERAH Dungun	Wisma Bukit Besi Jalan Yahya Ahmad 23000 Dungun Terengganu	Email	28/10/2014		√
12	PEJABAT PENGHULU Daerah Dungun	Kompleks Penghulu Mukim Kuala Dungun 23000 Dungun Terengganu	Email	28/10/2014		√
13	WOKERS UNION GUGUSAN	LADANG FELDA , 23300 terengganu	Interview	28/10/2014	√	
14	Mohd Awang (Felda 03 Peneroka Urus Sendiri/ Self Manage)	LADANG FELDA , 23300 Terengganu Malaysia	Interview	28/10/2014	√	
15	Ariffin bin Ibrahim (Felda 06)	LADANG FELDA , 23300 Terengganu Malaysia	Interview	28/10/2014	√	
16	Mohd Yusof Abdullah (MPOB)	FELDA , 23300 Terengganu Malaysia	Interview	28/10/2014	√	
17	Wan Saedah Wan Musa (Chairman of GPW, Gender Committee)	FELDA , 23300 Terengganu Malaysia	Interview	28/10/2014	√	
18	JAWATANKUASA WANITA FELDA	LADANG FELDA , 23300 Terengganu Malaysia	Interview	28/10/2014	√	

Appendix 2. Assessment Program

DATE	2 – 5 November 2014	AUDITOR			
PROGRAM	PROCESSES / CLAUSES TO BE AUDITED	MT	MM	RR	KA
Sunday, 2 November 2014					
13.00 – 14.00	OPENING MEETING	√	√	√	√
	Collect Basic Information (Mill and Estates)	√			√
	Time Bound Plan / Partial Certification Requirements				
14.00 – 17.00	Document Review and Field Observation at CHALOK POM Transparency , Legal , Economic & Finance, Supply Chain		√	√	
Monday, 3 November 2014					
08.00 - 13.00	EXTERNAL STAKEHOLDERS CONSULTATION: Government Agencies , Local NGO, Community, Suppliers, Labour Union etc. Follow-up and Clarification of Public Consultation	√			
08.00 - 13.00	Field Observation at FGVP SETIU 1 ESTATE <ul style="list-style-type: none"> • Transparency , Legal , Economic & Finance, Boundary Markers • Manuring, Spraying, Harvesting, Best Agricultural Practices • Safety and Health, Chemical Storage, Training etc.. • Environment , HCV/ Conservation Area • Hazardous Waste Material management • Social / Worker Issues (payments, complaint mechanism, etc.) • Worker facilities (housing, health clinic, clean water, etc) • Continual Improvement 		√	√	√
13.00 – 14.00	LUNCH BREAK				
14.00 – 17.00	Document Review and Stakeholders consultation clarification.	√	√	√	√
Tuesday, 4 November 2014					
08.00 – 13.00	Document Review and Field Observation at CHALOK Estate <ul style="list-style-type: none"> • Transparency , Legal , Economic & Finance, Boundary Markers • Manuring, Spraying, Harvesting, Best Agricultural Practices • Safety and Health, Chemical Storage, Training etc.. • Environment , HCV/ Conservation Area • Hazardous Waste Material management • Social / Worker Issues (payments, complaint mechanism, etc.) • Worker facilities (housing, health clinic, clean water, etc) • Continual Improvement 	√	√	√	√
13.00 – 14.00	LUNCH BREAK				
14.00 – 17.00	Document Review and Field Observation at Chalok Estate (Continue)	√	√	√	√
Wednesday, 5 November 2014					
08.00 – 13.00	Field Observation at CHALOK POM Mill operations best practices , POME / WWTP, Environment , Safety and Health, Hazardous Waste Management, POME, Social/ Worker Issues, Continual Improvement	√	√	√	√
13.00 – 14.00	LUNCH BREAK				

14.00 – 15.30	Interim Team Meeting- audit findings discussion,preparation and finalisation with Client Representatives	√	√	√	√
15.30 – 17.00	CLOSING MEETING	√	√	√	√