

**Roundtable on Sustainable Palm Oil Certification
RSPO**

[√] Reduction Scope Certification

Name of Management Organisation : **SERTING Palm Oil Mill, FELDA Global Ventures Plantations (M) Sdn Bhd subsidiary of FELDA**

Plantation Name : **FGV Palong 17, FGV Palong 18, FGVP Palong 21, FTP Raja Alias 01, FTP Raja Alias 02, FTP Raja Alias 03, FTP Raja Alias 04, FELDA Raja Alias 05 and FTP Serting Hilir 1**

Location : **Sub District of Serting, District of Jempol, State of Negeri Sembilan, Malaysia**

Certificate Code : **MUTU-RSPO/076**

Date of Certificate Issue : 9 October 2015 Date of License Issue : 9 October 2015

Date of Certificate Expiry : 8 October 2020 Date of License Expiry : 8 October 2016

Assessment	Assessment Date	PT. Mutuagung Lestari Auditor	Reviewed by	Approved by
ST-1	15 September 2014	Mahaswaran Maliyapan, Nur Diana MP	Ganapathy Ramasamy	Tony Arifiarachman
ST-2	29 September – 3 October 2014	Y. Wisnu Rahmanto (Lead Auditor), Mahaswaran Maliyapan, Ramani Ramasamy, Khairul Anuar, Nur Diana (Social and local expert)		
Reduction of Audit Scope	23 November 2015	Octo HP Nainggolan	Taufik Margani	Tony Arifiarachman

Assessment	Approved by MUTUAGUNG LESTARI on:
ST-2	9 October 2015
Reduction of Audit Scope	10 December 2015

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FIGURE

Figure 1. Location Map of Serting POM – Felda Global Ventures Plantations (M) Sdn Bhd

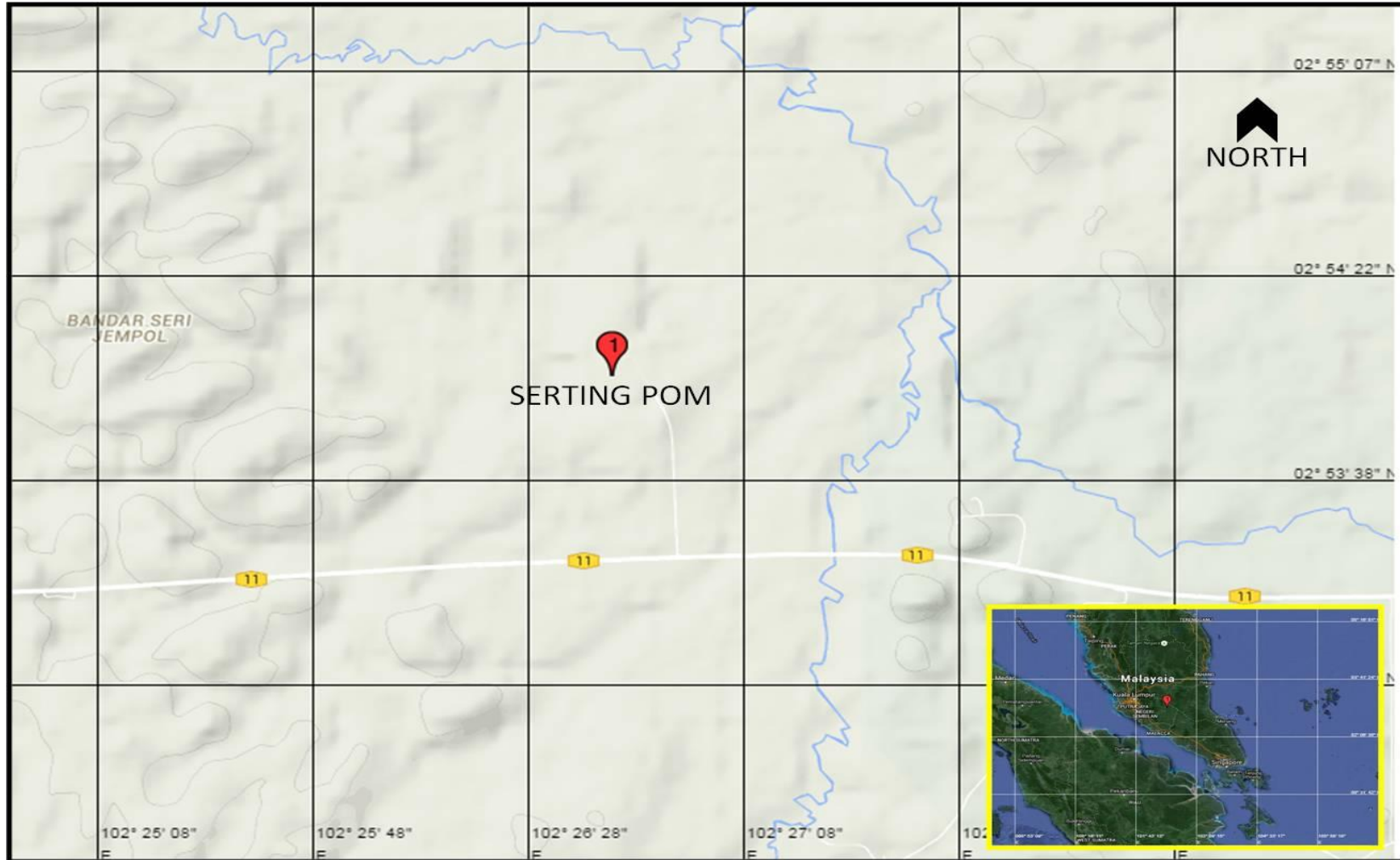
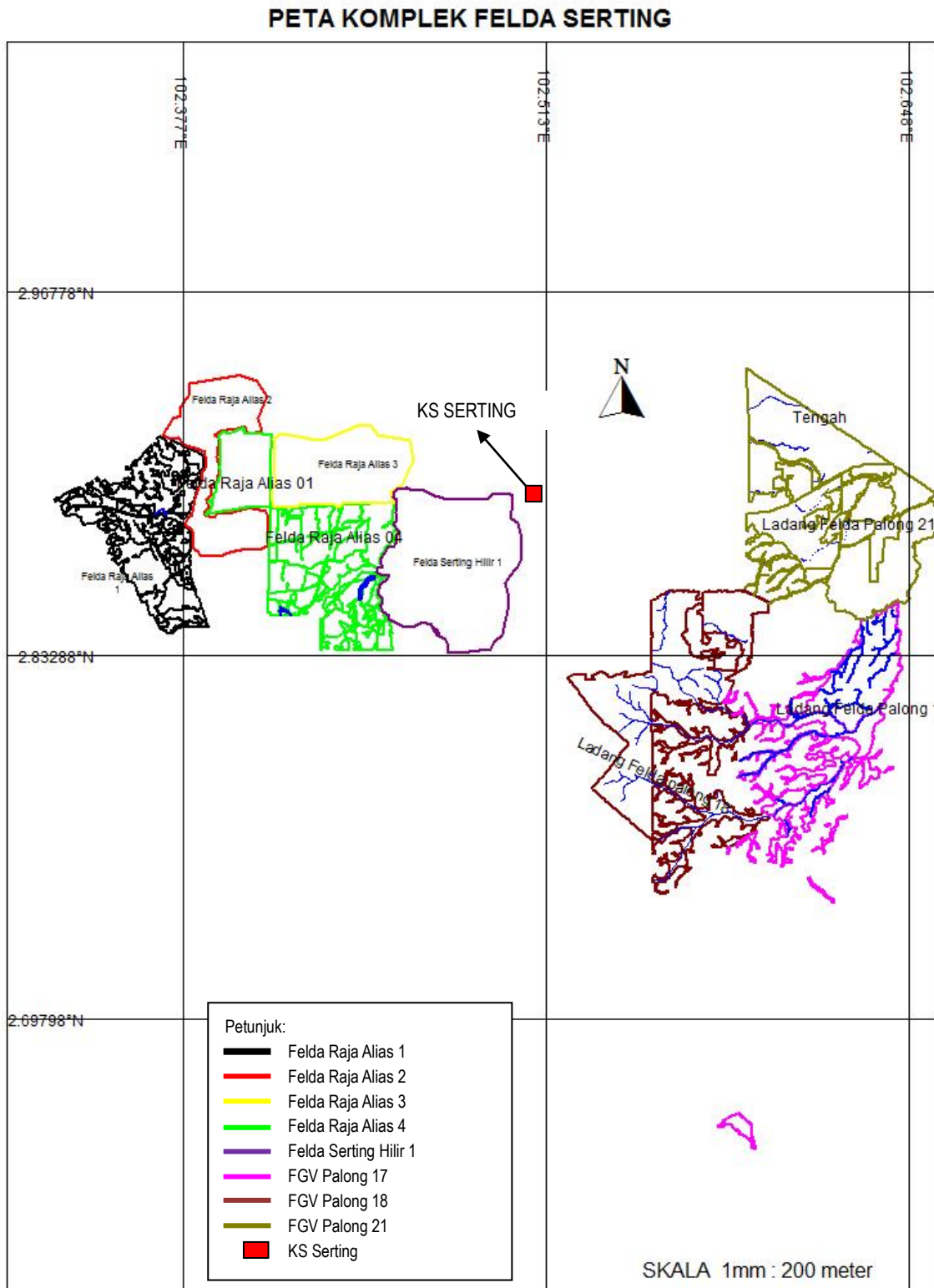


Figure 2. Operational Map of SERTING POM and its Supply Bases



Glossary		
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
FGVP	:	FELDA Global Ventures Plantations
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
SOCSSO	:	Social Security Organisation / Malaysia's Personal Accident Insurance
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	<i>National Interpretation, RSPO Principles and Criteria (P&C) for Sustainable Palm Oil Production, Malaysia National Interpretation Working Group (MY- NIWG, April 2008 and RSPO Supply Chain Certification Standard November 2011.</i>	
1.2 Organisation Information			
1.2.1	Organisation name listed in the certificate	Felda Global Ventures Plantations (M) Sdn Bhd - Serting POM	
1.2.2	Contact person	Mr. Norazam Abdul Hameed	
1.2.3	Organisation address and site address	<ul style="list-style-type: none"> RSPO registered company: 1-0013-04-000-00 (17 October 2004). Site: Kilang Sawit Serting, Bandar Baru Serting, 72109 Jempol, Negeri Sembilan, MALAYSIA 	
1.2.4	Telephone	+60-3-26005349	
1.2.5	Fax	+60-3-26987816	
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 and Number of Management Unit	One (1) Palm Oil Mill: Serting POM, supplied by Nine (9) Estates: FGV Palong 17, FGV Palong 18, FGVP Palong 21, FTP Raja Alias 1, FTP Raja Alias 2, FTP Raja Alias 3, FTP Raja Alias 4, FELDA Raja Alias 5 and FTP Serting Hilir 1.	
1.3.2	Type of certificate	Single	
1.4 Locations of Mill and Plantation			
1.4.1	Location of Mill		
	Name of Mill	Location	Coordinate
			Latitude (N/S) Longitude (E/W)
	SERTING POM	Kilang Sawit Serting, Bandar Baru Serting, 72109 Jempol, N. Sembilan	N 2° 54' 1" E 102° 26' 44"
1.4.2	Location of Certification Scope of Supply Base		
	Name of Supply Base	Location	Coordinate
			Latitude (N/S) Longitude (E/W)
	FGV PALONG 17	Wakil Pos Palong 13, 73460 , Gemas, Negeri Sembilan	N 2° 50' 11" E 102° 34' 47"
	FGV PALONG 18	Wakil Pos Palong 9, 73460 , Gemas, Negeri Sembilan	N 2° 46' 43" E 102° 33' 49"
	FGVP PALONG 21	Wakil Pos Palong 14, 73460 , Gemas, Negeri Sembilan	N 2° 89' 24" E 102° 61' 69"

FTP RAJA ALIAS 1	Pejabat Felda Raja Alias 01, 72120 Bandar Seri Jempol, Negeri Sembilan	N 2 ° 54' 37"	E 102 ° 24' 12"
FTP RAJA ALIAS 2	Pejabat Felda Raja Alias 02, 72120 Bandar Seri Jempol, Negeri Sembilan	N 2 ° 43' 81"	E 102 ° 00' 15"
FTP RAJA ALIAS 3	Pejabat Felda Raja Alias 03, 72120 Bandar Seri Jempol, Negeri Sembilan	N 2 ° 90' 96"	E 102 ° 40' 90"
FTP RAJA ALIAS 4	Pejabat Felda Raja Alias 04, 72120 Bandar Seri Jempol, Negeri Sembilan	N 2 ° 53' 49"	E 102 ° 23' 44"
FELDA RAJA ALIAS 5	Pejabat Felda Raja Alias 05, 72120 Bandar Seri Jempol, Negeri Sembilan	N 2 ° 91' 01"	E 102 ° 39' 71"
FTP SERTING HILIR 1	Pejabat Felda Serting Hilir 01, 72120 Bandar Seri Jempol, Negeri Sembilan	N 2 ° 56' 57"	E 102 ° 29' 54"

1.5 Description of Area Statement

1.5.1	Tenure		
	• State (FGV/P)	8,903.21	Ha
	• Community (FELDA/FTP)	8,936.98	Ha
1.5.2	Area Statement		
	• Total area	17,840.19	Ha
	• Mature area	11,561.67	Ha
	• Immature area	4,198.12	Ha
	• Mill*	7.90	Ha
	• Others area (kampong/public facilities/settlers housing)	2,054.33	Ha
	• Conservation area	18.17	Ha

1.6 Planting Year and Cycles

1.6.1 Age profile of planting year

Planting Year	Hectarage (Ha)									
	FGV PAL 17	FGV PAL 18	FGVP PAL 21	FTP RAL 01	FTP RAL 02	FTP RAL 03	FTP RAL 04	FELDA RAL 05	FTP SH 01	TOTAL
1986	1,747.51		682.43							2,429.94
1987		3,344.27	153.98							3,498.25
1994			156.36							156.36
1999								343.47		343.47
2001			1,633.38							1,633.38
2010			111.74		526.418		497.534		282	1,417.69
2011			211.92	1,147.45				723.21		2,082.58
2012	139.46		277.62						329.54	746.62
2013	59.26			590.753	333.292	1,095.8	1,110.72		261.68	3,451.50
TOTAL	1,946.23	3,344.27	3,227.43	1,738.20	859.71	1,095.8	1,608.25	1,066.68	873.22	15,759.79

Note:
Total planted area for own managed smallholders 744.63 Ha in age profile of planting year

	<ul style="list-style-type: none"> • FELDA/FTP Raja Alias 1 - 145.69 ha • FELDA/FTP Raja Alias 2 - 105.22 ha • FELDA/FTP Raja Alias 4 - 493.72 ha 							
1.6.2	New Planting area after January 2010	-					Ha	
1.6.3	Planting Cycle	2 nd Cycle						
1.7 Description of Mill and Supply Base								
1.7.1	Description of Mill							
	Name of Mill	Capacity (tonnes/ hour)	FFB Processed (tonnes/year)	CPO		Palm Kernel		
				Out put (ton)	Extraction (%)	Out put (ton)	Extraction (%)	
	SERTING POM	54	278,363.29	53,934.16	20.68	14,785.56	5.56	
	<i>*Source Production Data: Serting POM Period September 2013 until August 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</i>							
1.7.2	Description of Certification Scope of Supply Base							
	Name of Estate	Total Area (Ha)	Planted Area (Ha)	FFB (tonnes/year)	Yield (tonnes/h a/year)	Supplied to Mill		
						FFB (tonnes/year)	%	
	FGV PALONG 17	1,946.23	1,946.23	37,234.63	19.13	37,234.63	100	
	FGV PALONG 18	3,344.27	3,344.27	72,320.00	21.63	72,320.00	100	
	FGVP PALONG 21	3,604.81	3,227.43	64,496.00	19.98	64,496.00	100	
	FTP RAJA ALIAS 1 (399 smallholders)	2,482.12	1,738.20	0	0.00	0	0	
	FTP RAJA ALIAS 2 (458 smallholders)	969.89	859.71	0	0.00	0	0	
	FTP RAJA ALIAS 3 (249 smallholders)	1,136.81	1,095.80	2,597.82	2.37	2,597.82	100	
	FTP RAJA ALIAS 4 (455 smallholders)	2,183.68	1,608.25	0	0.00	0	0	
	FELDA RAJA ALIAS 5	1,253.09	1,066.68	9,138.46	8.57	9,138.46	100	
	FTP SERTING HILIR 1 (176 smallholders)	919.29	873.22	67.25	0.08	67.25	100	
	TOTAL	17,840.19	15,759.79	185,854.16	11.26	185,854.16	100	
	<i>Source: Production Data Period September 2013 until August 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 smallholders (Peneroka Urus Sendiri) from RSPO certification scope in estates which have smallholders.</i>							
1.7.3	FFB description from other source							
	Name of sources	Organisation	Location	Supplied to Mill				
				FFB (tonnes/year)				
	Stesen Tembangau 9	FFB Supplier	Negeri Sembilan	28.03				
	Koperasi Serting Empat	Independent outgrower	Negeri Sembilan	13,789.81				
	Tai Ichi Ent	Supplier	Negeri Sembilan	6,096.24				
	Sern Lee Enterprise	Supplier	Negeri Sembilan	630.92				
	Wirama Kukuh Sdn. Bhd.	Outgrower	Negeri Sembilan	16.95				
	Ladang Tembangau	FFB Supplier	Negeri Sembilan	36,663.56				
	Kim Ma Oil Palm	Outgrower	Negeri Sembilan	21,505.64				
	Sri Kerdau Commodities	Outgrower	Negeri Sembilan	1,122.69				

Md Yusof Bin Hamzah	Independent smallholder	Negeri Sembilan	991.93
Eddy Ju Enterprise	Supplier	Negeri Sembilan	1,341.91
Radzuan Bin Nordin	Independent smallholder	Negeri Sembilan	234.19
Risda Plantations Sdn. Bhd.	Outgrower	Negeri Sembilan	2,385.11
Muhammad Azlan bin Zin	Independent smallholder	Negeri Sembilan	232.75
Wms Enterprise	Supplier	Negeri Sembilan	256.20
Jin Loong Realty Sdn. Bhd.	Outgrower	Negeri Sembilan	5.58
Siti Rohinah Bt Rabingo	Independent smallholder	Negeri Sembilan	12.85
Eng Huat Latex concentrate	Outgrower	Negeri Sembilan	2,849.61
Ishak bin Latib	Independent smallholder	Negeri Sembilan	25.16
Other Independent smallholders	Independent smallholder	Negeri Sembilan	4320
TOTAL			92,509.13

**Source Production Data: FFB Received KS Seriting Period September 2013 upto August 2014*

1.7.4 Jenis Produk **FFB, CPO, PK**

1.8 Estimate Tonnage of Certified Product

1.8.1	Past Annual Claim Certified Product	Previous Certificate Claim to (tonnes/year)	Actual certified product to (tonnes/year)
	• FFB Production	NA	NA
	• CPO Production	NA	NA
	• Palm Kernel (PK) Production	NA	NA

**Will verified during the next assessment*

1.8.2 Estimate of Certified FFB Claim

Name of Estates	Total Area (Ha)	Planted Area (Ha)	FFB (tonnes/year)	Yield (tonnes/ha/year)
FGV PALONG 17	1,946.23	1,946.23	37,739	19.4
FGV PALONG 18	3,344.27	3,344.27	73,574	22.0
FGVP PALONG 21	3,604.81	3,227.43	67,776	21.0
FTP RAJA ALIAS 1 (399 smallholders)	2,482.12	1,738.20	7,996	4.6
FTP RAJA ALIAS 2 (458 smallholders)	969.89	859.71	4,213	4.9
FTP RAJA ALIAS 3 (249 smallholders)	1,136.81	1,095.80	0.0	0.0
FTP RAJA ALIAS 4 (455 smallholders)	2,183.68	1,608.25	3,538	2.2
FELDA RAJA ALIAS 5	1,253.09	1,066.68	9,600	9.0
FTP SERTING HILIR 1 (176 smallholders)	919.29	873.22	3,058	3.5
TOTAL	17,840.19	15,759.79	207,493	13.17

**Projected FFB production for 12 months of certificate*

**Projected FFB's consist of FELDA core estate and Smallholders managed by FELDA/FTP (not include own manage smallholders)*

1.8.3	Estimate of Certified Palm Product Claim						
	Name of Mill	Capacity (tonnes/ hour)	FFB Processed (tonnes/year)	CPO		Palm Kernel	
				Out put (ton)	Extraction (%)	Out put (ton)	Extraction (%)
	SERTING POM	54	207,493	43,574	21	11,412	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						
	ISO 9001:2008			MY-AR 3414 (12 June 2014-26 June 2017)			
	ISO 14001: 2004			MY-ER 0423 (12 June 2014-26 June 2017)			
	OHSAS 18001:2007			MY-SR 0250 (12 June 2014-26 June 2017)			
	ISCC			-			
	Others			Good code of good agriculture practice for all palm estates and smallholdings by Malaysian Palm Oil Board (MPOB)			
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	Hampanan Badai	Kilang Sawit Hampanan 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	Chalok	Kilang Sawit Chalok, 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, 72109 Jempol, Negeri Sembilan	17,947.93	Q3, 2014	Certified 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	Audited May 2015
68	Cini 2	Kilang Sawit Chini 2, 26690 Chini, Pahang	9,422	2015/2016	Audited May 2015
69	Cini 3	Kilang Sawit Chini 3, 26690 Chini, Pahang	7,730	2015/2016	Audited May 2015
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				
	Associated smallholders are included within certification scope under FELDA Selendang Complex. Outgrower will be submitted within scope certificate in maximum 3 years after Seerting POM certified.				

2.0 ASSESSMENT PROCESS	
2.1 Assessment Team	
ST-2	<p>1. YUDWI WISNU RAHMANTO (Lead Auditor) Bachelor Degree of Forestry with Silviculture background. He worked at professional independent Certification Body as an Auditor for last 4 years and has involved in auditing activities with various certification schemes. Selected training which have been followed, such as RSPO Endorsed Lead Auditor Training Course, ISPO Auditor/Lead Auditor Course, Quality Management System (QMS) ISO 9001:2008 Auditor/Lead Auditor Course, GIS-Basic Mapping and Spatial Analysis, Timber Legality Assurance System (SVLK), Verification Organization Training C.A.F.E Practices (Starbucks) and others internal training programs. He has involved in auditing activities, such as Sustainable Forest Management by FSC FM/COC Scheme, Sustainable Palm Oil by RSPO and ISPO Scheme, Coffee And Farmer Equity (C.A.F.E Practices) Starbucks, Organic Standard (EU, NOP, JAS) for Coffee Farmers and Organic Exchange for Textile. During this audit, he assigned to verify of HCV and Best Practices Agronomy aspect.</p> <p>2. MAHASWARAN MALIYAPAN (Auditor) Mr. Mahaswaran has more than 15 years of working experience in various industries in Malaysia that covering the full spectrum of Quality and Environmental Management systems. As a certified lead auditor and being the Principle Consultant for Devmenn Management Services, he too has vast exposure and experience in Quality Environmental Management Systems as well the Occupational, Health and Safety auditing. With more than 700 man- hours of audits, Mr. Mahaswaran owns proven track records of auditing various multinational companies both locally and internationally. With his wide knowledge and experience in both manufacturing and auditing line, he is able to identify and to participate in every organization for their part of continuous improvement. Some of his training programs that includes initial stage to certification process, internal quality auditing, awareness programs and managed consultancy projects which include preparation of consultancy, training and audit contracts, preparation of budget projections, review and analysis audit reports for presentation to management. He has the capability in conducting his training programs in both English and Bahasa Malaysia. He has vast exposure in providing trainings from small to large group of corporate management that inclusive of manufacturing, construction, recycling, service and many other industries. He has successfully assisted different organizations in the development, implementation and maintenance of a Quality Management System and Environmental Management System based on ISO 9001 and ISO 14001 requirements, respectively. He is also a qualified lead auditor for RSPO P&C and SCCS. During this audit, he assigned to verify of Legal, Land Conflict and Supply Chain aspect.</p> <p>3. RAMANI RAMASAMY (Auditor) Mr. Ramani 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 of Best Practices Mill and Health and Safety aspect.</p> <p>4. KHAIRUL ANUAR (Auditor) Graduated 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.</p> <p>5. NUR DIANA MP (Social Local Expert) Nur Diana as a trainee auditor, which covers social aspect of the audit. Graduated with Bachelor of Human Science and then perusing her postgraduate study focusing in Communication in one of the local university in Malaysia. She has various experience involving with Malaysian Non-Profit Organisation for about three years. In addition, she has a well exposure in human rights, women's rights and worker welfare issues. During this audit, she assigned to verify of Social and Worker's Rights aspect (under witnessed by Lead Auditor).</p>

Additional audit – Nov 23, 2015	Octo HPN Nainggolan (Lead Auditor) . A bachelor of Agriculture, majoring of Social Economics of Agriculture (Agribusiness). He has a working experience since 2004 oil palm Plantation Company in Indonesia. Trainings attended namely: Training of Conservation of Natural and Biological Resources in supporting HCV, Basic Plantation Management Program, Plantation Integrated Pest Management training, Followed the Management System Certification (ISO 9001-2008/SNI 19011-9001:2008), Environment Management System (ISO 14001:2004), RSPO Lead Auditors Training Course, Indonesian Sustainable Palm Oil (ISPO) Lead Auditor training course and supply chain certification system training by BM Trada. Currently, he worked at Professional Certification Body.
2.2 Assessment Methodology, Assessment Process and Locations of Assessment	
2.2.1	Figure of person days to implement assessment
ST-2	Number of auditors: 5 auditor Number of days for ST-2 at site : 5 days Number of working days for ST-2 at site: 25 Working days
Additional audit – Nov 23, 2015	Number of auditor : 1 auditor Number of day additional audit (desk review): 1 day or 1 working days
2.2.2	Assessment Process
ST-2	<p>The assessment was conducted by measuring the sufficiency of implementation with the consistency done by the FELDA Global Ventures Plantations (FGVP) Serting Complex to the requirements of National Interpretation of the Malaysia from RSPO Principles and Criteria for Sustainable Palm Oil Production (RSPO MY-NIWG, April 2008) and Supply Chain Requirement for CPO Mill</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) interview, aiming to obtain more detailed information and cross check the information; and (3) field observation, aiming to observe directly the sufficiency of implementation on site.</p> <p>Some opportunities for improvement of the results ST-2 delivered by the auditor MAL to the management unit and the results are the subject will be verified at the next assessment phase (S-1).</p> <p>Improvement of findings from main assesment 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.</p> <p>The assessment program please find Appendix 2</p>
Additional audit – Nov 19, 2015	The additional audit was based on data from 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 smallholders (Peneroka Urus Sendiri) from RSPO certification scope in estates which have smallholders; and reviewing the basic information for exclusion the independent smallholders.
2.2.3	Location of Assessment
ST-2	<p>Sampling area during this audit is: Serting Palm Oil Mill, FGVP Palong 21 Estate, FELDA Raja Alias 01 and FELDA Raja Alias 04.</p> <ol style="list-style-type: none"> 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. 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. Manuring Activities or Fertilizer 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 “Balai Raya”.** Gathering information from relevant stakeholders, such as settlers “peneroka/wati”, Teacher, Land Agency Officer of Rompin area.
5. **Riparian Area Sungai Botul.** Botul 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 Stakeholders Contacted	
2.3.1	Summary of stakeholder consultation process.
ST-2	Summary of stakeholder consultation process Public Notification 30 days before the initial assessment (28 August 2014) and uploaded on RSPO website (www.rspo.org), company and certification body website. Consultation of stakeholders for FGVP Seriting Complex was held by public consultation meeting with internal stakeholders by interviews and local stakeholders conducted by visits to villages and interviews with local peoples (1 October 2014). Numbers of input from stakeholders were clarified by FGVP Seriting Complex
2.3.2	Stakeholder contacted
	<i>Please find appendix 1</i>
2.4 Determining Next Assessment	
	The next visit (ASA-1) planned on periode of July to September 2016

3.0 ASSESSMENT FINDINGS

3.1 Summary of Assessment Report of the RSPO Certification

MUTUAGUNG LESTARI has conducted an assessment of SERTING POM – FELDA Global Ventures Plantations (M) Sdn.Bhd. Group/Holding operation consisting of one (1) mill and nine (9) oil palm estates.

During the assessment, there were Three (3) Nonconformities were assigned against Major Compliance Indicators; Five (5) nonconformities were assigned against Minor Compliance Indicators; and Fourteen (14) 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 Three (3) Major non-conformities and One (1) Minor non-conformity had been closed out and Four (4) Minor non-conformities still open shall be verified during next assessment.

MUTUAGUNG LESTARI found that SERTING POM – FELDA Global Ventures Plantations (M) Sdn.Bhd. Group/Holding **HAVE COMPLIED** with the requirements of **RSPO Principles & Criteria and National Interpretation, RSPO Principles and Criteria (P&C) for Sustainable Palm Oil Production, Malaysia National Interpretation Working Group (MY- NIWG), April 2008 and Supply Chain requirements November 2011.**

Therefore MUTUAGUNG LESTARI Recommends RSPO Certification of compliance is **ISSUED**.

Ref Std.	VERIFICATION RESULT of MUTU-Certification	
PRINCIPLE #1 COMMITMENT TO TRANSPARENCY		
1.1	Oil palm growers and millers provide adequate information to other stakeholders on environmental, social and legal issues relevant to RSPO Criteria, in appropriate languages and forms to allow for effective participation in decision making	
	<p>Serting Mill and Estates management has a mechanism to providing adequate information from/to other stakeholders through Log Book (In and Out), also they were using “Question and Respond Form / Borang Pertanyaan dan Maklumbalas”. This form contains of two (2) sections, A: Information Request and B: Respond of Management. Meanwhile, Estate management unit has its own mechanism how to manage and providing adequate information from related stakeholders through the Log Book (Buku Rekod Surat Masuk). All of information (including requests) can be delivering with three (3) options: email, pos and fax and recorded. Evidence of documents (based on request box “peti pertanyaan”) through form “Borang Pertanyaan & Maklumbalas-RSPO FPSB” dated 14 September 2014 on behalf of Mill Operator in Serting Mill has been obtained.</p> <p>There is evidence of transparency between Felda (Serting Mill and Estates) and their main stakeholders, the smallholder settlers and internal stakeholders (workers). Each of the settlers got the receipt of income every month containing the crops, revenue, deductions (of paid loans, insurance, Jawatan Kuasa Kemajuan Rancangan (JKKR) (Plan Development Committee) contributory, staple loans and cash). Settlers can also ask for interim debt balance statement documents each month to the management.</p> <p>During stakeholder consultation at Raja Alias-1 on 1st October 2014, each of the settlers has a copy of contract for the transfer of land to be undertaken by Felda. Evidence of Interim Statement attestation documents for September 2013 of settlers has been obtained. Interview with settlers in Raja Alias 1 & 4 expressed that for financial affairs, settlers could direct their questions to Technoplant. So far, Felda has always been open about the plantation development cost.</p>	
	Status: COMPLY	

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.

According to Section 7 of the Standard Operating Felda (RSPO) -Manual Lestari (ML-1A/L2-PR3(0) dated March 2012, titled, "Prosedur Komunikasi Penglibatan Dan Rundingan" the publicly available documents (with permission from the management) are as follows:

- a. Internal Circulars and Memo
- b. Monthly Management Minutes of Meeting
- c. Minutes of Meeting of Occupational Health and Safety Committee
- d. Suggestions from Staff
- e. Written comments from relevant external stakeholder
- f. Complaints Investigation Report
- g. Written feedback/responses from interested parties
- h. Records of internal/external communication for mill/estates
- i. Land titles/User rights
- j. Health and Safety Plan
- k. Plans and impact assessments relating to environmental and social impacts
- l. Pollution prevention plans
- m. Details of complaints and grievances
- n. Negotiation procedures
- o. Continuous improvement plan
- p. List of stakeholders

During observation at Palong 21 Estate, Raja Alias 1, Raja Alias 4, it was clear that document for publicly available are in place and maintained. The documents are: Land titles / user rights (confidential information), Safety and health plan, Plans and impact assessments relating to environmental and social impacts, Pollution prevention plans, Details of complaints and grievances, Negotiation procedures, Continuous improvement plan.

Status: COMPLY

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 procedure sighted for "Register of legal and other requirements" [FPI/L2/QOHSE-2.0] which effectively covers 3 aspects which [Identification / Implementation and Compliance / Review]. Estate has a "Legal Compliance Checklist" matrix updated in 2014 that contain the entire license and permit for easy tracking and monitoring of the validity. Document review done for pay slip that proven, workers are paid according to the government regulation. A cross referenced was made to criteria 6.5, on the mechanism of managing foreign worker's work permits. It was found no lapses in the renewal and a masterlist maintained and corresponded with UTK [Unit Tenaga Kerja] at HQ.

The millmanager is fully responsible for ensuring the "Quarterly Return Form" as per First Schedule of the Environmental Quality (Prescribed Premises) (Crude Palm-Oil) Regulations, 1977 is done on timely basis. Sighted KB [Kebenaran Bertulis] – ASNS (B) 31/152/000/002, No. dafter – 12/2007 dated on 27/04/2007 for 4 units of incinerator and 4 units of chimneys. As at audit date, only 2 units of incinerators and 2 units of chimneys in active. Sampled,

- ✓ PMT 3114 Water Softener No. 2, expires on 13/07/2015.
- ✓ PMT 1205 Thermal Dearator Boiler, expires on 13/07/2015
- ✓ PMT 0731 water Tube Steam Boiler, expires on 13/07/2015.

Records of expiry of these permits and licenses are kept in the office. Mr. Azizul is the person to ensure that the renewals to be done before the expiry dates to ensure no lapses in the compliance to Malaysian government laws and regulations. Also sighted the competence person – Charge man [Mujib B. Darusman – PJ-T-4-B-0299-2007 – expires on 05/07/15]. Another competence person – Boiler man, 1st Grade [Mohd Rizani – KN/06/03 – dated 23/09/2003]. Also verified Certified

Environmental Professional in the Treatment of POME - CePPOME [Adishahrol B. Shaffie- CePPOME/00002 valid for 17/03/14 to 17/03/2015].

The mill has conducted hazard identification, risk analysis and risk control measure taken for high risk activities. HIRARC sighted sample such Reception Station, Digester & Pressing Station, Laboratory, Boiler station and products dispatch. Based on the record, there are 9 processes identified with high risk and very significant. Among the high risk area is the engine room and sighted "Audiometric Test" conducted on various dates with no findings in regards to noise pollution.

Status: COMPLY

2.2

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

Land ownership document clearly indicate that land could be used for palm plantation activities. No disputes, conflicts or customary rights as the land belong to state government that leased to FGVP for 99 years. Sighted a map detailing the boundary stones spot, main roads and estate roads. During field visit, the auditors found satisfactory condition of the boundary stones.

During field observation in FTP Raja Alias, the boundary stones is visibly maintained with red painted. Verified records as below:

- ✓ Block 01 – settler No. 1001 – 4 boundary stones
- ✓ Block 03 – settler No. 1053 – 5 boundary stones
- ✓ Block 02 – settler No. 1037 – 3 boundary stones

Status: COMPLY

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.

The land occupied by Felda is a leasehold which is outside of Orang Asli reserves/areas and forest reserves. Orang Asli, the only indigenous peoples in Peninsular Malaysia do not have rights to land tenureship as per Aborigines Peoples Act, 1954 (pertaining to Aboriginal Areas (Section 6) Reserves (Section 7). Therefore, Serting Complex, according to the law, has no customary rights applicable as the land belongs to state government that leased to FGVP for 99 years.. As such, there are no land disputes recorded which does not necessitate participatory mapping or land acquisition.

Status: COMPLY

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.

Serting complex (Mill and estates) have planned for the budget in their in Budget Tahunan 2014 as indicated during the document review. The annual supply of FFB was projected for minimum 5 years was documented in the Financial & Ekonomi file which supply was projected from 2015 -2020 was reviewed in the document. The estates projected from 2009 -2014 since the replanting was from 2009/2010.

FGVP PALONG 21: Annual replanting programmed projected was from 2016-2020 which shows the replanting for this estate was documented in the "Pelan Pengurusan Kewangan" file.

FTP RAJA ALIAS 1: Annual replanting programmed projected for 2014 -2015 and replanting in the whole estate was documented in the "Program Tanam Semula" file. The smallholder plan documented for minimum 2 year was recorded.

FTP RAJA ALIAS 4: Annual replanting programmed projected for 2014 - 2015 since they have done replanting in the whole estate at 2009 -2010 was documented in the "Program Pembangunan". The document for projection for minimum 2 years was done on a yearly basis in this estate.

Status: COMPLY

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

4.1

Operating procedures are appropriately documented and consistently implemented and monitored.

Located the SOP for the mill from the "Senarai Manual Operasi" where the entire sop was documented for all the mill operation approved by the Sr. Operation Manager who have verified for the General manager approval for the changes time

to time.		
<p>The estate SOP document was divided into five sop file for matured and premature under “Manual Ladang Sawit Lestari” which shows as Immature (Pra Matang), Mature (Matang), Manuring (Pembajaan) and Nursery (Tapak Semaian). The SOP are also referred Felda Agriculture Services Sdn Bhd.</p> <p>Action on repairs were done 24/9/2014 and closed on the 26/9/2014. Records were shown in the “Tindakan Pembetulan” file for the mill.</p> <p>Records of monitoring and action taken and maintained for 12 months were located in the “Buku Kemajuan Kerja Pembangunan Tanam Semula” for the estates.</p>		
	Status: COMPLY	
4.2		
Practices maintain soil fertility at, or where possible improve soil fertility to, a level that ensures optimal and sustained yield.		
<p>Monitoring the fertilizer inputs through annual fertilizer were carried by the agronomist for Felda Agriculture Services where all fertilizer is recommended were provided for the application as documented in the file.</p> <p>The estates still carry out annual leaf sampling for monitoring of nutrient status. The Agronomist report on the tissue and soil sampling to monitor the nutrient status was recommended to the estate for the application was documented in the report from Felda Services in the “Laporan Agronomist”.</p> <p>The EFB from the mill are applied as mulching for the replanted oil palm trees and also for matured and The EFB application was carried out on 28 June 2012 to the plantation (Raja Alias 4) and currently there is no EFB application carried out. Minor Non-Conformity 4.2.3 refers to CAR 2014.01.</p> <p>No POME applications carried in this estate since the final discharge with the BOD level below 100 ppm were discharged to the river. Open burning was sited at replanting area where the burning was done. A police report dated 12 March 2014 was verified for this issue. Notice was shown and given to all settlers no open burning at plantation dated 5 March 2014. Finding from the BOMBA stated external fire was the cause of the open burning.</p>		
Minor	Status: CAR 2014.01	Open
4.3		
Practices minimize and control erosion and degradation of soils.		
<p>There is evidence that the schemes still maintain soil maps, e.g. Raja Alias 1 has a detailed soil map for the entire estate. According to the map and data sheet on the estate soil type and topography, the estate does not have any fragile or marginal soil and no peat. There is evidence of bare or exposed soils in the estates but efforts toward improving the actions required as the visit to the plantation showed that some bare soil was no properly protected. Whilst, the roads sighted during field visit to Palong 21 Estate, Raja Alias 1 and Raja Alias 4 scheme are well maintained.</p>		
	Status: COMPLY	
4.4		
Practices maintain the quality and availability of surface and ground water.		
<p>Water management program for mill seen associated with laboratory test results which produced the compliances statement. A matrix is available indication of the frequency, responsibility, legal indicators and parameters for the monitored activities.</p> <p>Even though they have the water management plan in the files, it was not for the proper management of quality and availability of surface and ground water. It was the action plan for water shortage, flood and fire.</p> <p>Riparian buffer zone was available at Sungai Botul near the border of FTP Raja Alias 4 and a letter Ref (01)3218/RSPO 4.4.2 “Larangan Menjalankan Aktiviti Meracun dan Membaja di sepanjang kawasan Buffer Zone” which also include specified 20 meter buffer zone on both sides of the river. This area is also clearly marked with blue and white lettering “Buffer Zone”.</p>		



Figure 1. Riparian zone at Sungai Botul near the border of FTP Raja Alias 4

During field visit to Sungai Botul and crossing over a small creek confirms that there are no constructions of any dam/weirs. Rain Gauge was available at FTP Raja Alias 3 and data was shared with other plantation. Water management plan made available.

Status: COMPLY

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

IPM techniques were documented in the “Kawalan Tanaman” from FASSB through the sheet showing all the pest diseases and weeds activity and procedure to control through the technique provided. All prevention and reduction technique were given to the estate management this technique.

Monitoring the IPM implementation for major pest was recorded in the Pest and Disease on a daily basis during application Records show the rat bait application done was in the recorded in the Working Progress (Kemajuan Kerja).

In Palong 21 Estate, the evidence of pesticide used area in the zon/block was recorded in the “Kerja Menabur Racun Tikus” book for 22- 27 April 2014. Monitoring of nettle caterpillar and bag worms was applied twice on a yearly basis.

While in Raja Alias 4, the evidence of recording for pesticide used which was rat bait and barn owl (as biological control) was mainly applied for the whole estates which consist of 1,850 hectare recorded in the “Rekod Kemajuan Kerja”.

The total pesticide (methamidophos) used for bag worms was 1.35 litre/Ha, while Paraquat 13% usage was 0.045 liter per palm in Palong 21 Estate.

Both of smallholder’s scheme area Raja Alias 1 & Raja Alias 4, they are currently used “Ecomax” with Glyphosate as active ingredients for weeding control. The amount utilized was 1.5 litre/Ha. Records shows the amount received from store for this application in the field.

Status: COMPLY

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.

The Material Safety Data Sheet provides all content and procedure on the usage of agrochemical and potential health effect. As usual all standard practice for SOP of all agrochemical was written from MPOA approval for the list of

Pesticide Registered for oil palm was located in the Manual Lestari 1A list of the pesticide for oil palm

The herbicide are currently applied for the weed clearing every 45 days by the contractor where the management have recommended was Ecomax (Glyphosate isopropylamine) were under the accordance with USECHH Regulation (2000)

The pesticide was stored according to OSHA Act 1994. Inspected during site visit at the store viewed all pesticide was kept according to OSHA & Health Act 1994

All workers were trained for 3 months at the beginning for the chemical usage hazards and generic names and are well aware of the information. Interview was carried at site with workers. Viewed the training record for information regarding

Interview five worker on duty at estate block 29 for verification. Annual medical surveillance was carried out on 26 Sept 2014

for all pesticide workers during the site interview with worker involved in this task at the General Hospital.
 Sighted and interviewed no women worker employed in this estate
 The record of Paraquat usage shows a small decline. All data received from the asst manager. The usage of Paraquat for the field for 2013 was 6,633 litre/ per year and 2014 was 2,454 litre from Jan – Sept 2014 which shows small reduction on the usage for 9 months.
 Aerial application not applicable in this estate.
 The CPO testing for chemical residue in this mill report from Nabbir Laboratory on the 5/10/2013 on the findings. The results were provided to the mill for the Phosphorus, Copper and Iron content using the spectrophotometer under MPOB method.
 Currently pesticides are not utilized in the plantation. The utilization of pesticide from 2007 – 2010 was carried out by settlers which records of usage are not available. FTP have are now managing the settlers plantation. **Minor Non-Conformity 4.6.10 refers to 2014.02.**
 Corrective action:
 12 February 2015
 Evidence of records pesticide used minimum minimum 5 years for Palong 21 Estate (period 2010 – 2014) and Raja Alias 01 (period 2009 – 2014) has been shown through the data.
 This corrective action is acceptable and **CLOSED.**

Status: COMPLY

4.7

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

All occupational health and safety plan are documented effectively but not implemented at the working area. Sighted the fire fighting equipments are not in order and rectified. The empty chemical containers were not disposed and spent oil not kept in order and spillage. The scrap irons are disposed all over the mill and estate. Showel reverse sensor not working during operation. The schedule waste store not available to store the waste items. **Major Non-Conformity 4.7.1 refers to 2014.03.**

Corrective action:
 Evidence of Corrective Action sent by the client on 12 February 2015. These all corrective action was accepted and **CLOSED.**

The documents of all accidents were recorded in the “Minit Keselamatan & Kesehatan Pekerjaan”.
 The meeting were held every two months by the team headed by the mill manager for all accidents for the mill and the report from HQ from other Felda mills where action were taken by individual person in charge.

Records of all accident for workers were located in the “Laporan Kemalangan Pekerja Ladang”. No proper safety and health team to review this matter periodically. **Major Non-Conformity 4.7.2 refers to 2014.04.**

The Safety and health team have records kept for accidents monitored periodically in the OSHA file and photograph capture was available for the training provided for all contractor and the field workers for the quarterly review but not written for reference.

Corrective action:
 A minute of the ‘review’ accidents occurred and was attended by representatives of employers and workers

Auditor conclusion:
 12 February 2015
 Corrective actions sent by the client to provide of OSH Minutes Meeting in Palong 21 dated 6 October 2014. The document containing of Working Safety at Estate including PPE usage to prevent of working accidents; Hazardous waste management; Storage management.

The evidence also provides the attendance list and pictures of meeting held.
 This corrective action is unacceptable due to lack of information that workers has involved during the meeting. Also the planning or timeline of OSH meeting review will be carried out by quarterly period. This NC are still OPEN.

The local workers are covered with accident insurance Etiqa Insurance Berkelompok shown by the management as located in the group policy. In addition to this coverage they are provided with SOCSO which is a government base insurance. The foreign workers were covered “Skim Pampasan Pekerja Asing”.

29 June 2015

FELDA sent the evidence of OSHA training for workers at FELDA Raja Alias 01 (26 Nov 2014) and FGVP Palong 21 (6 Oct 2014).

Material training and attendance list of workers are available.

This NC's are acceptable and status changed as **CLOSED with OBSERVATION**.

Status: COMPLY

4.8

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

In Seriting Mill Training plans were available for FY2014 approved by the respective mill managers. There are some planned training listed as below:

- a) First-Aid Training
- b) Safety Awareness and PPE Training
- c) Chemical Safety Training & HIRARC
- d) Fire-Drill / Emergency Response Procedure (ERP)
- e) RSPO awareness training

They also have shown their yearly training plans and records.

However, FGVP Palong 21, Felda Raja Alias 1 & 4 fail to show any evidence on the training planning and records. **Major Non-Conformity 4.8.1 refers to 2014.05.**

Corrective action:

12 February 2015

Corrective actions which sent by the client does not specify and explained a reference file is attached, the auditor team not able to find out. This corrective action is unacceptable and still OPEN.

10 August 2015

FELDA sent the corrective action related sufficient training for FGVP Palong 21, Raja Alias 1 and Raja Alias 4. The evidence contains of training programme (plan and actual) for year 2014 with activities such as Prunning, First Aid, Fire Extinguish, Personal Protective Equipment (PPE), Integrated Pest Management (IPM). According to the evidence, auditor team concludes that this NC's is acceptable and **CLOSED WITH OBSERVATIONS**.

Status: COMPLY

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 Aspect & Impact of plantation and mill management has been identified according to their own aspect & impact activities. It was merely shared among the plantations. Even though the basic A&I might be similar, the understanding of each plantation A&I is crucial as it affect the other RSPO's principles that follow.

As this was done, some plantations have a proper mitigation plan as they have proper understanding of the A&I Identification process.

Status: COMPLY

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.

Identification and Management Plan of HCV and Biodiversity have been made by Plantation Sustainability and Quality Management (PSQM) FELDA on 7 September 2014. Scope of HCV Identification study is Seriting complex. HCV Area were identified is Riparian Zone i.e Sungai Merliman (FELDA Raja Alias 1) and Sungai Mentiman (FELDA Raja Alias 5) and Forest Reserve border "Hutan Simpan Tapak RAMSAR Bera, Pahang" which located nearby the Estate (Palong 21 Estate).

Based on field observation at FGVP Palong 21, FTP Raja Alias 1 and FTP Raja Alias 4, ERT species which protected by National Status Wildlife Cons. Act 2010 or IUCN Redlist are not found along the estates border. Including border with Forest

Reserve “Tapak RAMSAR Bera, Pahang” located in FGVP Palong 21. According to public consultation on 1st October 2014, there was an issue from smallholder (peneroka) dated 2nd November 2011 against wildlife attacks (Elephant, Macaques and Wildboar) to their palm areas. This case has been respond and resolved by Department of Wildlife and National Park (PERHILITAN) State of Pahang.

Summary of HCV Area in Serting Complex (based on summary executive HCV assessment report) stated that no HCV was found in Serting Complex Area.

Ladang	HCV						Catatan
	1	2	3	4	5	6	
FGVPM PALONG 17	-	-	-	-	-	-	
FGVPM PALONG 18	-	-	-	-	-	-	
FGVPM PALONG 21	-	√	-	-	-	-	Sempadan Hutan Simpan Negeri Pahang
FELDA RAJA ALIAS 01	-	-	-	√	-	-	Sungai Merliman
FELDA RAJA ALIAS 02	-	-	-	-	-	-	
FELDA RAJA ALIAS 03	-	-	-	-	-	-	
FELDA RAJA ALIAS 04	-	-	-	-	-	-	
FELDA RAJA ALIAS 05	-	-	-	√	-	-	Sungai Mentiman
FELDA SERTING HILIR 01	-	-	-	-	-	-	

The HCV assessment also included relevant wider landscape-level consideration, i.e. the assessment captured HCV habitats and protected areas surrounding Serting complex, specifically the borders of Hutan Simpan Negeri Pahang (HCV2 and human-wildlife conflict).

The HCV document also includes a management plan for HCV habitats (including ERTs) and their conservation. A management plan for duration of 12 months (Sept 2014 – August 2015) is available for each estate and mill within the Serting Complex.

The company has erected signboards in each of the estates to discourage any illegal or inappropriate hunting, fishing or collecting activities. Interviews with workers, settlers (21 settlers at Raja Alias 1 and 22 settlers at Raja Alias 4) confirm that FELDA conducts regular briefings on the prohibition of hunting during the daily morning muster/roll call.

Status: COMPLY

5.3

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

FELDA has a policy on waste segregation, recycling and re-using waste. They even invited the Department of Environment to conduct talk on types of waste, Air, water and land pollution. During field visit in Schedule Waste storage, auditor seen that no emergency spill kits was developed surrounding this place. This could potential pollution to the environment. **Minor Non-Conformity 5.3.2 point 1) refers to 2014.06**

Nonetheless, a visit to their landfill site showed that the wastes are not segregated properly for recycling. There was presence of people scavenging the landfill, and worst of all it was on fire. **Minor Non-Conformity 5.3.2 point 2) refers to 2014.06**



Figure 2. Landfill situation at Raja Alias 4

Corrective Action for **Minor Non-Conformity 5.3.2 point 2)**
12 February 2015

The action has been taken by FELDA as follows:



Figure 3. Landfill condition before treatment



Figure 4. On Progress Activity



Figure 5. Landfill Condition after Treatment

Due this effort has been taken by FELDA Raja Alias 04, **Minor Non-Conformity 5.3.2 point 2)** is accepted and **CLOSED**. Crop residue and biomass are recycled. EFB being reused at the plantation and the. Effluent discharged is being monitored

Minor 5.3.2	Status: COMPLY	
5.4		
Efficiency of energy use and use of renewable energy is maximized.		
The renewable energy was in operation by the Serting Mill but not measured at the moment, no document was available for this issue. The total amount of direct fossil fuel utilized was 0.332 tonne palm product in the mill, according to document evidence were located in the mill budget file. Minor Non-Conformity 5.4.1.		
Minor 5.4.1	Status: COMPLY	
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.		
The company still applies their policy on Restriction of Open Burning dated 12 July 2011 signed by the Executive Head of Felda Plantations Sdn. Bhd. In addition, the company states a no open burning policy in in their Sustainability Manual (ML-1A) Compliance to RSPO P&C, Issue 1, 2012 Land clearing activities for replanting are carried out by contractors engaged by the company, and not the smallholders.		
Sighted Policy of Zero Burning [dated 01/06/2014, approved by President & CEO FGV Mr. Mohammed Emir Mavani		

Abdullah. Field visit by auditor proved appropriate signages were made available where appropriate. However ineffective implementation and awareness on use of fire was detected.

Based on field observation that open burning was sited at replanting area where the burning was done. Evidence of police report dated 12 March 2014 was verified for this issue. Notice was shown and given to all settlers no open burning at plantation dated 5 March 2014. Finding from the BOMBA stated external fire was the cause of the open burning.

Status: COMPLY

5.6

Plans to reduce pollution and emissions, including greenhouse gases, are developed, implemented and monitored.

The Aspect & Impact of plantation and mill management has been identified according to their own aspect & impact activities. It was merely shared among the plantations. Even though the basic A&I might be similar, the understanding of each plantation A&I is crucial as it affect the other RSPO's principles that follow.

As this was done, some plantations have a proper mitigation plan as they have proper understanding of the A&I Identification process, including plans to reduce pollution and emissions both Mill and Estates.

According to the soil map, there was no peat soil at FELDA Serting audited.

Status: COMPLY

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.

There is a social impact assessment for Serting Complex, titled, "Laporan Penilaian Impak Sosial Kompleks Adela", dated 24 September 2014 (Palong 21 Estate), 2 January 2014 (Raja Alias 1) and 10 September 2014 (Raja Alias 4). The report includes a profile of each area, assessment methodology (with internal and external stakeholders) and identification of positive and negative social impacts. A standard questionnaire was used to elicit information from respondents. The SIA report was prepared internally using the ML-1A/L3-GP7 (0) Standard Operating Procedure on the identification of social impacts titled, "Pengenalpastian Penilaian Impak Sosial" dated March 2012.

There is evidence that the assessment has been done with the participation of various levels of employees. The data collection was done through a questionnaire survey involving each category of internal and external stakeholders, i.e. staff, workers (local/foreign), supplier, contractors, scheme participants (smallholders) and their families as well as external government agencies. The gender dimension was also included in the sampling. This was raised as a positive observation. However, the SIA did not adequately capture the responses of foreign workers, especially those who are not conversant in the local language. Also, the SIA relied solely on questionnaire and did not consider stakeholders who are illiterate/not conversant in Bahasa Malaysia. This was raised as a negative observation.

Status: COMPLY

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.

Open and transparent methods for communication and consultation between Estate, Mill and relevant stakeholders applied through SOP 3.4 Participation and Consultation Communication procedures / Prosedur Komunikasi Penglibatan dan Rundingan; No. Doc: ML-1A/L2-PR3(0); Date of Issued: March 2012. Furthermore, log book of incoming mail / letters and suggestion box is applied in estates or mill office. Each management unit (estate and mill) have responsible officer for communication and consultation issues. Records of all communication and consultations with relevant stakeholders during 2013-2014 are available in place.

A nominated plantation management official at the operating unit responsible for these issues are:

1. "Surat Perlantikan Sebagai Pegawai yang Bertanggungjawab ke Atas Komunikasi (Peti Cadangan dan Pertanyaan)" **Serting Mill**. Bil. : 2/4047/RSPO P2. Tarikh: 17hb.Jun 2014, on behalf Che Salmah Binti Omar (Kerani Kewangan). Person who responsible (in the Mill) to monitor the issues raised from stakeholders.
2. "Surat Perlantikan Sebagai Pegawai Komunikasi". Bil. : (01)3218/RSPO/C 6.2.2. Tarikh: 5 Februari 2014, on behalf

Noor Yustina Mat Yusof (No. Kakitangan: 1003839). Person who responsible (in **Raja Alias 1**) to monitor the issues raised from stakeholders, as “Pegawai Komunikasi Rancangan”.

3. “Surat Perlantikan Pegawai Penyelaras Komunikasi”. Bil. : ()FR4/OGOS 2014. Tarikh: 28 Ogos 2014, on behalf En. Faridzul Bin Mohd Ariff (Penyelia) **Raja Alias 4**. Person who responsible (in the RAL4) to monitor the issues raised from stakeholders, as “Pegawai Komunikasi”.

Nonetheless, responsible person for consultation and communication in FGVP Palong 21 Estate is not available. **Minor Non-Conformity 6.2.2 refers to CAR 2014.08.**

There also have a Joint Consultative Committee (JCC) at Felda Serting which is a platform for consultation and communication between the different schemes and estates. There are other platforms for scheme participants (smallholders) such as the Jawatankuasa Kemajuan Rancangan (JKKR), Felda smallholders cooperative and a united women’s movement for female scheme participants and their dependents (Gerakan Persatuan Wanita / GPW).

Each estate under Felda has a Social Development Assistant (SDA) who is responsible for engaging with stakeholders and dealing with social issues within the estate, including women’s issues. The SDA also acts as company representative in the women’s movement (GPW). Issues related to workers are handled by Technoplant or Felda Global Ventures while issues related to the smallholders are dealt by Felda. There is a list of stakeholders, titled, “Felda Palm Industries Sdn.Bhd. Kilang Sawit Serting-Daftar Stakeholder” which is kept at all schemes and estates.

Minor 6.2.2	Status: COMPLY
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<p>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>
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Each of the estates and the mill has a grievance mechanism which is documented and open to all internal stakeholders, i.e. all workers (local and foreign), staff, contractors, suppliers and smallholders. There are several methods whereby a grievance can be channelled to the relevant authority at the estates and mill. There are two Standard Operating Procedures related to grievance mechanism, i.e. “Prosedur Komunikasi, Penglibatan dan Rundingan” (ref: ML-1A/L2-PR3(0) and “Prosedur Menangani Aduan dan Rungutan” (ref: ML-1A/L2-PR4(0), which took effect since March 2012. Among the methods to channel complaints is via the morning muster/roll call, via respective supervisors (mandores), direct to the manager, in a complaints box located at the entrance to each estate/mill office or a standard form which is filled by workers to report about their housing/work conditions. The standard form is also available as a Standard Operating Procedure (ref: 105 FPI/L4/QOHSE-22.1 Pind 1, titled, “Felda Palm Industries Sdn.Bhd. (FPI SB).

As all the audited facilities are surrounded by other Felda complexes, therefore no disputes, complaints and grievances received and external stakeholders clearly understand the RSPO requirement on the mechanism to make complaints to Scheme Manager. System was found to be open for any affected parties by implementation of SIA form and stakeholders meeting by the management. During the planned stakeholder meetings, the management brief the process of lodging of any disputes, complaints and grievances.

Status: COMPLY

<p>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. In regards to this sighted a 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. History and documents of the development of Felda Mill, Palong 21, Raja Alias 1 & 2 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.

Status: COMPLY

<p>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>

Migrant workers are legalised, and a separate employment agreement has be drawn up to meet immigration requirements for foreign workers. It is clearly stated in the Hiring policy that FGV Allowed foreign worker to be hired by the estates and they will

	<p>get the salary based on Minimum Wages Payment which has been announced by the Malaysian government. However, the Minimum Wages Payment does not shown in the contractor Monthly Salary Slip. But the calculation of the payment is more than RM900. The calculation of the monthly salary is clearly stated in the worker's monthly salary slip. All the calculation is clearly stated in the monthly payment slip and a copy of the slip will be give to be given to the workers.</p>	
	<p>Status: COMPLY</p>	
<p>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.</p>		
<p>There is a statement about the freedom of association being published in Malay language at the mill. The employees and contractors has the right to form associations. Based on <i>Polisi Hak Kebebasan Bersuara & Menganggotai Kesatuan</i>, it has been mentioned that all the FELDA workers are free to join registered society in Malaysia. The workers are well aware that they have the freedom to join in any association.</p> <p>There is a union for staff called Felda Global Ventures Plantations Workers Union (Malaysia) Sdn.Bhd. and a Felda Palm Industries Sdn.Bhd. Worker's Union Semenanjung for all workers and staff. However, as per immigration department rules, foreign workers are not allowed to join unions. Felda has made special policy regarding Foreign Workers Recruitment, ML-1A/L2-PO7 (0) which took effect since March 2012. Felda provides a-week training on responsibilities, rights and rules applicable on field for the newcomers. There is evidence of training materials given to the new migrant workers.</p> <p>The mill 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. Policy on recognizing freedom of association in Bahasa Malaysia seen documented. In FGVP, all the employees [executive and non-executives] are in a group that formed throughout Malaysia. The union meeting for foreign workers is being conduct along with OHS meeting as management can brief more issues instead of OHS concerns.</p>		
	<p>Status: COMPLY</p>	
<p>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.</p>		
<p>Child labor policy contained herein the Sustainable Manual 1A No ML-1A/L2-PO9 (0) document which took effect since March 2012. The management will only hire someone after they have seen the applicant identification card, birth certificate and high-school graduation certificate and after it is confirmed that they are above the age limitation and then they will be hired.</p> <p>Based on interviews with selected employees and examination on the list of local and foreign workers, as well as the passport documents, there are no workers aged less than 18-years-old.</p> <p>There is documented evidence that minimum age requirement is met. Random checks of staff and local workers' employment contracts and personal details as well as passports of foreign workers at Serting Mill, Palong 21 Estate, Raja Alias 1 and Raja Alias 4 demonstrate compliance to the minimum age requirement of Malaysia, i.e. 16 years. Moreover, Felda, in a document dated 20 December 2010, titled, "Polisi Pekerja Kanak-Kanak" clearly stipulates that children under the age of 17 are not permitted to work in the estate.</p>		
	<p>Status: COMPLY</p>	
<p>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.</p>		
<p>The staffs are given equal opportunity by the management to apply for job vacancy/ transfer within FELDA from any state (If there is any vacancy suitable with the staff qualification and experience). The worker and staff received basic needs such as clean water supply, electricity and house. Other facilities such as medication, transportation and also basic equipment are provided by the management to the worker and staff. These can be seen around the office area.</p>		
	<p>Status: COMPLY</p>	
<p>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.</p>		

There is a policy on sexual harassment, titled, "Polisi Gangguan Seksual (Seksyen 22, Kod Etika dan Tatalaku Petugas)" dated 20 December 2012 sighted at Seriting Mill, Palong 21 Estate, Raja Alias 1 and Raja Alias 4. There is also a Standard Operating Procedure (Manual Lestari) for the grievance mechanism pertaining to sexual harassment dated March 2012 titled, "Prosedur Menangani Aduan Oleh Gender Committee" (ref: ML-1A/L2-PR10(0)).

Regular meeting conducted by Gender Committee of each management unit, i.e. 22 September 2014 (Palong 21 Estate) and 17 July 2014 (Raja Alias 4).

However, the female staffs are not really aware on the sexual harassment of the complaint procedure. They do not take it into account because incident such as sexual harassment has never occurred before.

Status: COMPLY

6.10

Growers and mills deal fairly and transparently with smallholders and other local businesses.

FFB pricing mechanism and input were followed according to MPOB daily provided price and the price will be display at the weighbridge for the supplier during the material dispatch to the mill. No complaints from small holders or middlemen involved.

The payments for outside supplier are paid by the mill office twice a week. The Felda HQ, Finance Department will issue payment to the settlers and FTP and FGVPM on a monthly basis.

The current price is written on the signboard for supplier and the past price will be printed in the payment bills.

The contractual agreement was agreed by the buyer and sellers were carried out by Felda under Felian Belian BTS. The outside suppliers were under the Felda marketing and the documents are kept at the Felda HQ office to avoid favoritism and other problem on pricing.

The payment are paid in a timely manner and verified for the invoice which take 3 days to outside supplier.

Status: COMPLY

6.11

Growers and millers contribute to local sustainable development wherever appropriate.

There are demonstrable contributions to local development such as FELDA Tuition Scheme (for school children), FELDA Higher Education Aid, and Loans for Higher Education and FELDA also giving aid for stallholder that have chronic diseases. Besides, FELDA also provide the community basic facilities such as hall, community hall, housing, school, hospitals, roads, and space for small businesses and many more.

Status: COMPLY

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.

No establishing new plantings operations in Seriting complex. Replanting is commenced in a part of managed area i.e Raja Alias 1 (replanted in 2012). Social and environmental assessment is undertaken by internal (PSQM FELDA) prior to replanting.

Status: NOT APPLICABLE

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.

No establishing new plantings operations in Seriting complex. Replanting is commenced in a part of managed area i.e Raja Alias 1 (replanted in 2012). Social and environmental assessment is undertaken by internal (PSQM FELDA) prior to replanting.

Status: NOT APPLICABLE

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.

No establishing new plantings operations in Seriting complex. Replanting is commenced in a part of managed area i.e Raja

Alias 1 (replanted in 2012). Social and environmental assessment is undertaken by internal (PSQM FELDA) prior to replanting.	
	Status: NOT APPLICABLE
7.4	
Extensive planting on steep terrain, and/or on marginal and fragile soils, is avoided.	
No establishing new plantings operations in Serting complex. Replanting is commenced in a part of managed area i.e Raja Alias 1 (replanted in 2012). Social and environmental assessment is undertaken by internal (PSQM FELDA) prior to replanting.	
	Status: NOT APPLICABLE
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.	
No establishing new plantings operations in Serting complex. Replanting is commenced in a part of managed area i.e Raja Alias 1 (replanted in 2012). Social and environmental assessment is undertaken by internal (PSQM FELDA) prior to replanting.	
	Status: NOT APPLICABLE
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.	
No establishing new plantings operations in Serting complex. Replanting is commenced in a part of managed area i.e Raja Alias 1 (replanted in 2012). Social and environmental assessment is undertaken by internal (PSQM FELDA) prior to replanting.	
	Status: NOT APPLICABLE
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.	
No establishing new plantings operations in Serting complex. Replanting is commenced in a part of managed area i.e Raja Alias 1 (replanted in 2012). Social and environmental assessment is undertaken by internal (PSQM FELDA) prior to replanting.	
	Status: NOT APPLICABLE
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.	
There were small reductions for the paraquat usage from 2013 to 2014 as documented and record shows the amount has decreased for 2014.	
There is no usage of paraquat in the pesticide usage in other estate but on the approved weeding herbicide Ecomax as in the reference by MPOA. The record shows the pesticide utilization from 2010 to 2013 showing a reduction in the usage in the records.	
<u>Waste Reduction Plan:</u>	
Recycle use for fertilizer bags: 200 bags (2015), 400 bags (2016), 600 bags (2017).	
Agrochemical containers resend to the suppliers: 100 units (2015), 150 units (2016), 200 units (2017).	
<u>Pollution and Emission Plan:</u>	
Volume of plastics waste disposal: 5 kg (2015), 15 kg (2016), 25 kg (2017).	
	Status: COMPLY

3.2 Summary of Assessment Report of Supply Chain Requirements

Clause	(Module E) CPO Mills - Mass Balance Requirements																						
1	Documented Procedures																						
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:																							
a) Complete and up to date procedures covering the implementation of all the elements in these requirements.																							
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.																							
Sighted document FGVPM-RSPO SCCS [rev 2.0] dated 01/12/12, titled "Standard Operating Procedure For Mill RSPO SCCS". Seen the supply chain model [MB] clearly mentioned in page 5 of 10 in the document. In page 2 of 10, sighted the SCCS organization chart that heads by the mill manager, Mr. Zulkifli. For the SCCS documentation and co-ordination, Mr. Azizul [Asst. Manager] been assigned.																							
Status: Comply as required																							
1.2																							
The facility shall have documented procedures for receiving and processing certified and non-certified FFBs.																							
Page 8 in the procedure outline the entire process flow, receiving of FFB to shipment of CPO. The MRP [Mill Processing Report] is the customized software for the entire Felda mills. Also seen a standard format [FPI/L4/QOSHE-1.2] established for all process in the mill. Sampled, QP4-01 for loading ramp/storage Hooper and QP11-01 for CPO shipment.																							
Status: Comply as required																							
2	Purchasing and goods in																						
2.1																							
The facility shall verify and document the volumes of certified and non-certified FFBs received.																							
SERTING POM has no certified yet. But they having identify of FFB sources, there are 2 sources namely Certified FFB's (supplied by scope certification) and Non-Certified FFB's (from outgrowers). The FFB Supplier is: FELDA Holdings, Dealer (FFB Collector), Estate (Other company), Persendirian (Individual SH).																							
Status: Comply as required																							
2.2																							
The facility shall inform the CB immediately if there is a projected overproduction.																							
NA yet. SERTING POM not certified yet. However,																							
Status: Not Applicable																							
3	Record keeping																						
3.1																							
The facility shall maintain accurate, complete, up-to-date and accessible records and reports covering all aspects of these requirements.																							
According to Actual Production Data Record of SERTING POM period September 2013 – August 2014 as follows:																							
<table border="1"> <thead> <tr> <th>Item</th> <th>Sep-Nov 2013</th> <th>Dec 2013 – Feb 2014</th> <th>Mar – May 2014</th> <th>Jun – Aug 2014</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>Internal (FELDA & FGVPM)</td> <td>75,459.07</td> <td>44,534.66</td> <td>39,134.03</td> <td>48,733.06</td> <td>207,860.82</td> </tr> <tr> <td>Outgrowers</td> <td>9,548.01</td> <td>7,826.19</td> <td>11,093.63</td> <td>23,029.71</td> <td>51,497.54</td> </tr> </tbody> </table>						Item	Sep-Nov 2013	Dec 2013 – Feb 2014	Mar – May 2014	Jun – Aug 2014	Grand Total	Internal (FELDA & FGVPM)	75,459.07	44,534.66	39,134.03	48,733.06	207,860.82	Outgrowers	9,548.01	7,826.19	11,093.63	23,029.71	51,497.54
Item	Sep-Nov 2013	Dec 2013 – Feb 2014	Mar – May 2014	Jun – Aug 2014	Grand Total																		
Internal (FELDA & FGVPM)	75,459.07	44,534.66	39,134.03	48,733.06	207,860.82																		
Outgrowers	9,548.01	7,826.19	11,093.63	23,029.71	51,497.54																		

FFB Received (mt)	85,007.08	52,360.85	50,227.66	71,762.77	259,358.36
FFB Processed (mt)	89,590.00	54,480.00	46,810.00	72,810.00	263,690.00
CPO (mt)	17,964.65	11,566.96	9,789.81	14,612.74	53,934.16
Palm Kernel (mt)	5,245.65	2,997.55	2,617.99	4,124.37	14,785.56

Status: Comply as required

3.2

Retention times for all records and reports shall be at least five (5) years.

All the data recorded into Felda Prodata System, Computerized Software. Felda's corporate policy for record retention is 10 years.

Status: Comply as required

3.3

- (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.

SERTING POM have not been certified, this clause are not available for the mean time until this POM are certified. However, Standard Operating Procedure For Mill RSPO SCCS (FGVPM-RSPO SCCS [rev 2.0] dated 01/12/12) has been developed.

SUMMARY OF THREE MONTHLY BASIS PRODUCTION (LAPORAN PENERIMAAN BTS MENGIKUT STATUS PEMBEKAL) – KILANG SAWIT SERTING.

Item	Sep-Nov 2013	Dec 2013 – Feb 2014	Mar – May 2014	Jun – Aug 2014	Grand Total
Internal (FELDA & FGVPM)	75,459.07	44,534.66	39,134.03	48,733.06	207,860.82
Outgrowers	9,548.01	7,826.19	11,093.63	23,029.71	51,497.54
FFB Received (mt)	85,007.08	52,360.85	50,227.66	71,762.77	259,358.36
FFB Processed (mt)	89,590.00	54,480.00	46,810.00	72,810.00	263,690.00
CPO (mt)	17,964.65	11,566.96	9,789.81	14,612.74	53,934.16
OER (%)	20.13	21.38	20.92	20.31	20.38
Palm Kernel (mt)	5,245.65	2,997.55	2,617.99	4,124.37	14,785.56
KER (%)	5.61	5.50	5.63	5.52	5.56

Status: Not Applicable

3.4

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.

SERTING POM have not been certified, this clause are not available for the mean time until this POM are certified. Anyhow, this management unit should be prepared for the document sampling to ensure this requirements (Modul-E: CPO Mills) will be implemented, after getting certificate.

Alihantar BTS Bersijil dan BTS Tidak Bersijil (Basic Delivery of FFB Certified and Non-Certified)

Documents of Certified FFB Delivery are:

- Manual Procedure of Controlling on Delivery FFB In and Out.
- Separation of FFB Certified and Non-Certified at Loading Ramp.
- Delivery Note must be including: RSPO Certified FFB stamp, Name and Address of Mill, Type of Goods, Date, Quantity, Approval Stamp by Mill Manager.
- Valid of RSPO Certificate.
- Mill Spreadsheet "Sustainability Verification Information Spreadsheet" for Certified Product.

Status: Not Applicable

3.5

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.	
NA. Serting POM does not have Kernel Crushing Plant. Kernel crushing plan are in Kuantan, Port Klang and Pasir Gudang.	
	Status: Not Applicable
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 	
SERTING POM have not been certified, this clause are not available for the mean time until this POM are certified. Anyhow, this management unit should be prepared for the document sampling to ensure this requirements (Modul-E: CPO Mills) will be implemented, after getting certificate.	
	Status: Not Applicable
5	Training
<p>5.1</p> <p>The facility shell specifies and provides the training for all staff as required to implement the requirements of the Supply Chain Certification Systems.</p>	
The 1st training was conducted on 24/09/14 in the mill meeting room, attended by all management staff. Trainer was Mr. Raja Mohd Nazmi from PSQM.	
	Status: Comply as required
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>	
Mill management unit have Standard Operating Procedure For Mill RSPO Supply Chain Certification System (No. Doc: FGVPM-RSPO SCCS, Version 1.0 dated 1 December 2012). Under Claim, the procedure stated:	
The Mill may only claim / sell a number of products (CPO / PK) from FFB certified processing, which is produced from the estate that is involved with the RSPO certification Mill, through the Mass Balance method.	
	Status: Comply as required

3.3 Conformity Checklist of Certificate and Logo Use (only apply for Surveillance Assessment Report)

1.	Evidence of permission or approval certificate and logo from Certification Body which submitted by Client	X or√
ST-2	Serting POM have not yet certified. This clause is NOT APPLICABLE.	N/A
	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	Serting POM have not yet certified. This clause is NOT APPLICABLE.	N/A
	Status: NOT APPLICABLE	
3.	Implementation of Certificate and Logo is not used on product	X or√
ST-2	Serting POM have not yet certified. This clause is NOT APPLICABLE.	N/A
	Status: NOT APPLICABLE	
4.	Controlling of Certificate and Logo, including withdrawing inappropriate logo.	X or√
ST-2	Serting POM have not yet certified. This clause is NOT APPLICABLE.	N/A
	Status: NOT APPLICABLE	

3.4 Summary of RSPO Partial Certification

<p>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.</p> <p>As of this assessment, Felda has successfully certified 28 mills and have had another 26 mills undergo main assessments between Q2-Q4, 2014. The remaining 17 mills will be audited as per the time bound plan under 1.9 above.</p>		
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>	Compliance
	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.	Compliance
	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.	Compliance
	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.	Compliance
	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√
	<p>FGVP Malaysia through its subsidiary in Indonesia, FGVP Kalimantan, has acquired land. The 2 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>	Compliance
	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>	Compliance
	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.	Compliance
	Status: Compliance	

3.5 Identification of Findings, Corrective Action, Observations, OFI and Noteworthy Positive Components

3.5.1 Identification of Findings, Corrective Actions and Observations at ST-2 Assessment

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
2014.01	4.2.3	<p>EFB mulching is applied.</p> <p>The EFB application was carried out on 28/6/ 2012 to the plantation, however there is no EFB application applied for the last 2 years in immature area. No evidence can be shown by the management about EFB mulching activity.</p>	RAL04	Minor	Next Surveillance	Scheme managers should monitor and follow up the recommendation in the area on which EFB is applied.	<p><i>Root cause: (filled by client)</i></p> <p><i>Corrective action: (filled by client)</i></p> <p><i>Preventive action: (filled by client)</i></p> <p><i>Auditor conclusion: (filled by CB)</i> 12 February 2015</p> <p>Corrective actions which sent by the client does not specify and explained a reference file is attached, the auditor team not able to find out.</p> <p>This corrective action is unacceptable and still OPEN.</p>	Open	
2014.02	4.6.10	<p>Records of pesticide use are maintained for either a minimum of 5 years or starting November 2007.</p> <p>No records available in this estate and settlers managing before FTP took over to manage the estates.</p>	PAL21, RAL01	Minor	Next Surveillance	Management unit should have a 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.	<p><i>Root cause: (filled by client)</i></p> <p>No regular monitoring over document retention time in place</p> <p><i>Corrective action: (filled by client)</i></p> <p>Felda has sent the record of pesticide used minimum minimum 5 years for Palong 21 Estate (period 2010 – 2014) and Raja Alias 01</p>	Closed	12 Feb 2015

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
							<p>(period 2009 – 2014)</p> <p><i>Preventive action: (filled by client)</i> There will be a monitoring in place to monitor the document retention time</p> <p><i>Auditor conclusion: (filled by CB)</i> 12 February 2015 Evidence of records pesticide used minimum minimum 5 years for Palong 21 Estate (period 2010 – 2014) and Raja Alias 01 (period 2009 – 2014) has been shown through the data. This corrective action is acceptable and CLOSED.</p>		
2014.03	4.7.1	<p>Implementation of Occupational Safety Health (OSH) plan.</p> <p>Mill:</p> <ol style="list-style-type: none"> 1). During the mill visit located most of the fire water hose reels were not in order or not utilized for the safety purpose. 2). The fire extinguisher in the workshop was expired. 3). Shovel reverse sensor not working during operation. 4). Diesel pipe supply to engine room from the main diesel tank 	SERTING POM, PAL21, RAL1, RAL4	Major	Prior to certificate issued	An occupational health and safety plan is documented, effectively communicated and implemented.	<p><i>Root cause: (filled by client)</i> Felda has not managed the mechanism of effective documentation, communication and implementation over OHS in unit management operation.</p> <p><i>Corrective action: (filled by client)</i> Felda has sent evidence of compliance to the indicator based on its each raised issue related to the documentation, plan and procedure communication and</p>	Closed	12 Feb 2015

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
		<p>was found leaking.</p> <p>5). The schedule waste not organized at the store where oil spillage all over and the spent oil kept outside the store.</p> <p>6). The scrap iron disposal area was not organized.</p> <p>7). Chemical kept in water treatment not locked and the chemical exposed.</p> <p>8). Paint containers were kept at the workshop.</p> <p>9). Diesel was kept in the containers in the engine room.</p> <p>Estates:</p> <p>1). The chemical was kept outside the chemical store by worker usage.</p> <p>2). There were open burning was sighted at the estate office. The dry leave and branches were burned at the back of the office. Sighted a bottle of diesel used for burning this rubbish.</p> <p>3). There scheduled waste store not available at the site and all scrap, tires roof zinc, unused lorry bins were scattered all over the place at the estate.</p> <p>4). General store was not organized since all items were</p>					<p>implementation in mill and estate.</p> <p><i>Preventive action: (filled by client)</i> The documentation, communication and implementation of OHS in estate and mill will be monitored by RSP0 internal audit and the PIC for OHS in mill and estate</p> <p><i>Auditor conclusion: (filled by CB)</i> Evidence of Corrective Action sent by the client on 12 February 2015. There are: Serting Mill:</p> <p>1). Evidence of treatment against unused hose reels has been managed by uninstalled the equipment and placed in disposal store. This corrective action was accepted and CLOSED.</p> <p>2). Evidence of fire extinguisher replacement in workshop area has been updated. The new expiry date is October 9, 2015. This corrective action was accepted and CLOSED.</p> <p>3). Evidence of repairing shovel reverse sensor in unit Komatsu VJA180 (heavy equipment vehicle) has been taken on September 30, 2014.</p>		

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
		<p>stored together like paint, grease lubricant oil and iron pipes.</p> <p>5). The old document store contains tires, calcium carbonate and spray equipment which was for disposal.</p> <p>6). The fire extinguisher was not available for all stores in the estate.</p> <p>7). The schedule waste store no available for disposal storage.</p>					<p>This corrective action was accepted and CLOSED.</p> <p>4). Evidence diesel pipeline has been repaired by appropriate treatment. This corrective action was accepted and CLOSED.</p> <p>5). Evidence of Washing and cleaning materials in scheduled waste store. Renovation store scheduled wastes by build the barrier to avoid of accidental spill out. This corrective action was accepted and CLOSED.</p> <p>6). Evidence of scrap iron disposal was made of 16.80 mt on 1st October 2014 and well maintained. This corrective action was accepted and CLOSED.</p> <p>7). Evidence that chemical store in water treatment location has been locked. This corrective action was accepted and CLOSED.</p> <p>8). Evidence of paint containers has been placed in scheduled waste store. This corrective action was accepted and CLOSED.</p> <p>9). Evidence of diesel has been</p>		

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
							<p>transferred and placed in scheduled waste store. This corrective action was accepted and CLOSED.</p> <p>Estates:</p> <ol style="list-style-type: none"> 1). Evidence of chemical waste (unused spraying equipment) behind workers quarters in Palong 21 Estate has been clean up and was placed in appropriate storage. This corrective action was accepted and CLOSED. 2). Evidence of no open burning behind the Raja Alias 1 office was proved by sign board and restricted line. This corrective action was accepted and CLOSED. 3). Evidence that workshop has re-constructed and repaired. Unused material (i.e. scrap, tires roof zinc, unused lorry bins) has been placed in scheduled waste storage. This corrective action was accepted and CLOSED. 4). Evidence of general store was built and all items stacked and placed inside. This corrective action was accepted and 		

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
							<p>CLOSED.</p> <p>5). Evidence of scheduled waste and disposal store in Raja Alias 1 was built and all items (i.e. tires, calcium carbonate sacks, spray equipment) was placed inside. This corrective action was accepted and CLOSED.</p> <p>6). Evidence of fire extinguisher was placed in all stores (fertilizer store, chemical store, general store). This corrective action was accepted and CLOSED.</p> <p>7). Refer to point No. 5). This corrective action was accepted and CLOSED.</p>		
2014.04	4.7.2	<p>Records of all accidents.</p> <p>Records of all accident for workers were located in the "Laporan Kemalangan Pekerja Ladang". No proper safety and health team to review this matter periodically. The written document must be properly written with the attendance by the workers.</p>	PAL21	Major	Prior to certificate issued	Records should be kept of all accidents and periodically reviewed at quarterly intervals.	<p><i>Root cause: (filled by client)</i></p> <p>There is no regular monitoring over the accident record including its retention time in place</p> <p><i>Corrective action: (filled by client)</i></p> <p>A minute of the 'review' accidents occurred and was attended by representatives of employers and workers.</p> <p><i>Preventive action: (filled by client)</i></p>	Closed with Observation	29 June 2015

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
							<p>The record system and its retention time will be monitored by RSPO internal audit through document review and the PIC for OHS</p> <p><i>Auditor conclusion: (filled by CB)</i> 12 February 2015</p> <p>Corrective actions which sent by the client does not specify and explained a reference file is attached, the auditor team not able to find out.</p> <p>This corrective action is unacceptable and still OPEN.</p> <p>RSPO requires that unit management should have Occupational Safety and Health team to review of all accidents (whether or not happened) at quarterly intervals. The records of meeting review should be available.</p> <p>29 June 2015</p> <p>FELDA sent the evidence of OSHA training for workers at FELDA Raja Alias 01 (26 Nov 2014) and FGVP Palong 21 (6 Oct 2014).</p> <p>Material training and attendance list of workers are available.</p> <p>This NC's are acceptable and status changed as CLOSED with</p>		

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
							OBSERVATION.		
2014.05	4.8.1	<p>Sufficient training</p> <p>According to the document review and management interview, evidence of yearly training programs and records that have been held for the hold year of 2014 are not sufficient.</p>	PAL21, RAL01, RAL04	Major	Prior to certificate issued	A training program (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training for employees are kept.	<p><i>Root cause: (filled by client)</i></p> <p>There is no monitoring yet on the development of training program that includes regular assessment of training needs and documentation including the record of training activity for employee.</p> <p><i>Corrective action: (filled by client)</i></p> <p>The unit management developed a sufficient training for FGVP Palong 21, Raja Alias 1 and Raja Alias 4. The evidence contains of training programme (plan and actual) for year 2014 with activities such as Prunning, First Aid, Fire Extinguish, Personal Protective Equipment (PPE), Integrated Pest Management (IPM).</p> <p><i>Preventive action: (filled by client)</i></p> <p>The plan of training program that includes regular assessment of training needs and documentation including the record of training activity for employee will be monitored internally by document review of RSPO internal audit and</p>	Closed with Observation	18 August 2015

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
							<p>PIC in unit management.</p> <p><i>Auditor conclusion: (filled by CB)</i> 12 February 2015</p> <p>Corrective actions which sent by the client does not specify and explained a reference file is attached, the auditor team not able to find out.</p> <p>RSPO requires that training program (including plan and actual) is available in place and supported by relevant records.</p> <p>This corrective action is unacceptable and still OPEN.</p> <p>10 August 2015</p> <p>FELDA sent the corrective action related sufficient training for FGVP Palong 21, Raja Alias 1 and Raja Alias 4. The evidence contains of training programme (plan and actual) for year 2014 with activities such as Prunning, First Aid, Fire Extinguish, Personal Protective Equipment (PPE), Integrated Pest Management (IPM). According to the evidence, auditor team concludes that this NC's is acceptable and CLOSED WITH OBSERVATIONS.</p>		

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
2014.06	5.3.2	<p>Wastes and pollutants avoid or reduce pollutions</p> <p>1). During field visit in Schedule Waste storage, auditor seen that no emergency spill kits was developed surrounding this place. This could potential pollution to the environment.</p> <p>2). Waste was not properly segregated. Even though recycled bins were available, a visit to the landfill showed that waste segregation and recycled are not well implemented.</p>	PAL21, RAL04	Minor	Next Surveillance	Management unit shall having identified wastes and pollutants, an operational plan should be developed and implemented, to avoid or reduce pollution.	<p><i>Root cause: (filled by client)</i></p> <p><i>Corrective action: (filled by client)</i></p> <p><i>Preventive action: (filled by client)</i></p> <p><i>Auditor conclusion: (filled by CB)</i> 12 February 2015</p> <p>Corrective actions which sent by the client does not specify and explained a reference file is attached, the auditor team not able to find out.</p> <p>For point 2) Evidence of landfill management has been taken by FELDA Raja Alias 04.</p> <p>This corrective action is unacceptable and still OPEN for point 1). Corrective action for point 2) is accepted and CLOSED.</p>	Open	
2014.07	5.4.1	<p>Monitoring of renewable energy.</p> <p>The renewable energy was in operation but not measured at the moment. No document was available for this issue.</p>	SERTING POM	Minor	Next Surveillance	Mill management should be monitor of renewable energy use per ton of CPO or palm product in the mill.	<p><i>Root cause: (filled by client)</i></p> <p><i>Corrective action: (filled by client)</i></p> <p>The Mill has been in discussions with the contractor, ALT Energy (M) Sdn Bhd. The contractor is temporarily halted Biogas because the market price for the Clean Development Mechanism (CDM)</p>	Open	

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
							<p>and Emission very low. Preventive action: (filled by client)</p> <p>Auditor conclusion: (filled by CB) 12 February 2015</p> <p>Evidence of respond from ALT Energy Sdn. Bhd (27 October 2014) related to temporarily halted of Biogass.</p> <p>This corrective action is not appropriate with RSPO standard request. The RSPO request that Mill management should be monitor of renewable energy use per ton of CPO or palm product in the mill.</p> <p>This is mean that Serting Palm Oil Mill should be calculate of renewable energy used, at least use of shell and fiber as a fuel of burning process in the boiler, it must be converted into energy / tonne of CPO (kWh / tonne of CPO or Joules / tonne CPO).</p> <p>This corrective action is unacceptable and still OPEN.</p>		
2014.08	6.2.2	<p>Responsible person for consultation and communication</p> <p>Document review and management interview showed that a nominated</p>	PLG21	Minor	Next Surveillance	Management unit should have a nominated plantation management official at the operating unit who responsible for	<p>Root cause: (filled by client)</p> <p>Corrective action: (filled by client)</p> <p>Preventive action: (filled by client)</p>	Open	

CAR No	Ref Std	Finding	Area	Grade	Time Limits*	Corrective Action	Observation	Status	Closing Date
		plantation management official at the operating unit responsible for communication and consultation is not available.				communication and consultation issues.	<p><i>Auditor conclusion: (filled by CB)</i> 12 February 2015</p> <p>Corrective actions which sent by the client does not specify and explained a reference file is attached, the auditor team not able to find out.</p> <p>This corrective action is unacceptable and still OPEN.</p>		

3.5.3 Opportunity for Improvement

No	Ref Std	Descriptions
1	1.1.1	Estate management unit need to improve the date of responses made in the records.
2	2.1.4	Raja Alias 1 – Sighted the annual assessment record “Senarai Undang-Undang Dan Keperluan yang Berkaitan Bagi pematuhan RSPO” not been updated in accordance to procedure [legal requirements [FPI/L2/QOHSE-2.0].
3	4.3.1 4.3.2	Even though it is stated in the “Manual Operasi Ladang Sawiit Lestari” explains the practice of using legume plants such as Mucuna Bracteata and use of EFB to minimize soil erosion and degradation, the actual practice requires improvement and better documentation including maps.
4	4.3.3	Road maintenance programs requires more information such as marked locations on maps and better documentation apart from records of SPKs
5	4.4.1	Manual Lestari 1A “Prosedur Pengenalpastian Kawasan Curam dan Rizab Sungai” was furnished, nonetheless, the plan submitted was for action plan and impact due to 1-Water shortage/cuts, 2-Flood and 2-Fire. and NOT for protection of such zones.
6	4.6.4	.All briefing was provided to the workers but scheme managers need more improvement for the written document during the briefing. Example to list the attendance and the topic of the briefing given time to time.
7	4.6.7	The calculation should be given in litre per hectare for the reduction finding.

8	4.7.2	Briefing and training provided need written attendance and the topic given to workers.
9	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.
10	5.1.2	When each plantation understand the aspect impact assessment, they would have no issue with 5.1.2 that were not properly done
11	5.3.1	Documented identification of all wastes and source of pollution requires improvement. Policy and guidelines that are available should be followed.
12	5.6.1	Having identified the aspect impact in 5.1.1, documentation of plans to mitigate all polluting activities can be improved
13	6.9.1	The gender committees have successfully conducted meetings and during the meeting they have discussed about policy on sexual harassment, complaint process, reproductive rights, women rights, and facilities on women health. However, during the interview the workers are not aware of the sexual harassment policy and they are not aware of the complaint procedure (FGVP Palong 21, FELDA/ FTP Raja Alias 1 & 4). There is policy on the grievance mechanism but the staff and worker are not aware on the grievance mechanism.
14	8.1	Palong 21 - Most of the RSPO files produced during assessment was found with empty. Even if no records available or applicable, at least can maintain with some photographs, procedures or SOPs for reference instead of just cover page. All figures used in the Environmental Impact, Maximizing recycling, minimizing waste or by-products and pollution prevention plans available should reflect factual figures and supported with actual documents.

3.5.4 Noteworthy Positive Components

No	Ref Std	Descriptions
1	2.1.2	Mill – All legal permits, licenses and records well maintained and tracking mechanism of any changes in the legal well monitored.
2	2.2.3	Raja Alias 4 – Very good monitoring of boundary stones with updated records and acknowledgement.
3	5.3	Scheme smallholders and independent smallholders that were met in the meeting displayed good understanding of the need to control and reduce of waste.
4	6.5.1	Mill – Records, minutes and awareness of union activities well implemented.
5	8.1	Raja Alias 1 – Very good RSPO filing and identification that made fast retrieving of documents during audit process.

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

Public Issues (Institution/ NGO/Community)	Management Responses	Auditor Responses
<p>1st October 2014 <u>Dr Kalsom – Seri Jempol (Public Health Officer Representative)</u></p> <p>We have a good relationship with Felda. In terms of the worker health, the management has sent them for check-ups. The management also has conducted an awareness event on how to avoid infectious diseases.</p>	<p>Felda always take a good care of workers health and have a relationship with local Public Health Organization.</p>	<p>FELDA have a concern to all workers health as they responsibilities. It is required under Criteria 4.6 and 4.7.</p>
<p><u>Hamzah – Local Police Officer</u></p> <p>The police is handling the security very well. And also there are support from RELA. There are some cases on drug abuse but everything is under control. There are monitoring being held from time to time.</p>	<p>In Felda we do have our own auxiliary police and we have RELA to monitor and handle security. We are working closely with Local Police Department.</p>	<p>Relationship with surrounding stakeholders well organized by FELDA and it is required under social impacts RSPO Criteria 5.1 and 6.1.</p>
<p><u>Zainal – Guru Penolong Kanan (Senior Assisstant Teacher)</u></p> <p>The management has been very generous to the school because they have helped us on the students’ tuition scheme. Moreover, the management also allows to school to use the facilities around the felda area for any school activities. The school has received a full support from the management in terms of education.</p> <p>There is grants for tuition scheme under Felda. The management also provide the school some intensive for students that scores good result. Sometimes, Felda management will come and give motivation talk for students</p>	<p>Felda are not only taking care of Felda smallholders and staff, but we also take a good care of smallholder and staff child such as in educational matter.</p>	<p>Relationship with surrounding stakeholders well organized by FELDA and it is required under social impacts RSPO Criteria 5.1 and 6.1.</p>
<p><u>Smallholders</u></p> <p>There was a wildlife attacks of Elephant, Macaques and Wildboar to smallholder’s plantation area on 2nd November 2011. This case had been</p>	<p>Felda are not only taking care of Felda smallholders and staff, but we also take a good care of smallholder</p>	<p>Felda has a concern on increasing its smallholders’s suppliers and the need to involved</p>

Public Issues (Institution/ NGO/Community)	Management Responses	Auditor Responses
<p>responded and resolved by Department of Wildlife and National Park (PERHILITAN) State of Pahang.</p> <p>The associated and independent smallholders have a good understanding on the need of control and reduce of waste.</p>	<p>and linked them to the concerned government institution.</p>	<p>the concerned government institution based on the case</p>
<p>Wetlands International No response</p>		
<p>Wild Asia Sdn Bhd No response</p>		
<p>Malaysian National Animal Welfare Foundation No response</p>		

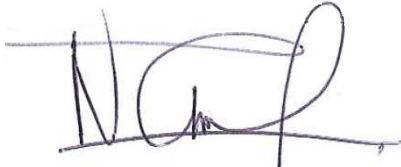
4.0 CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY

4.1 Formal Sign-off of Assessment Findings

Hereunder sign by management representative from inspected company and audit team to acknowledge a field assessment and agree for all content explained in this assessment report, included of nonconformities issues.

Signed on behalf of:

Felda Global Ventures Plantations (M) Sdn Bhd
Management Representative



NORAZAM ABDUL HAMEED

7 October 2015

Mutuagung Lestari
Lead Auditor



YUDWI WISNU RAHMANTO

7 October 2015

APPENDICES

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

No	Institution/NGO/Community	Address	Phone/Email	Form of Communication	Date of Contact	Response	
						Yes	No
1	Public Health Officer Representative	Bandar Seri Jempol	-	Direct Interview	October 2 nd , 2014	√	
2	Local Police Officer	Bandar Seri Jempol	-	Direct Interview	October 2 nd , 2014	√	
3	Senior Assisstant Teacher	Bandar Seri Jempol	-	Direct Interview	October 2 nd , 2014	√	
4	Wetlands International	3A31 Block A, Kelana Centre Point, Jalan SS7/19, 47301 Petaling Jaya Malaysia	malaysia@wetlands.org,my	email	20 September 2015		
5	Wild Asia Sdn Bhd	Upper Penthouse, Wisma RKT, No 2 Jalan Raja Abdullah, Kuala Lumpur, Federal Territory 50300 Malaysia Tel: +603 6201 2150	info@wildasia.org	email	20 September 2015		
6	Malaysian National Animal Welfare Foundation	Wisma Medivet, 8, Jalan Tun Razak, 50400 Kuala Lumpur, Malaysia Tel: 6(03) 40435113, 40432420 Fax: 6(03) 4041 3660	secretary@mnawf.org.my	email	20 September 2015		

Appendix 2. Assessment Program

DATE	29 September – 3 October 2014	
ACTUAL DURATION	PROCESSES / CLAUSES TO BE AUDITED	AUDITOR
MONDAY, 29 September 2014		
09.00 – 10.00	Opening Meeting	All Auditors
10.00 - 13.00	Document review at Serting Palm Oil Mill WWTP, Mill Operational, Safety and Health, Supply Chain, Hazardous Waste Management	
13.00 – 14.00	BREAK	
14.00 – 17.00	Field Observation at Serting Palm Oil Mill WWTP, Mill Operational, Safety and Health, Supply Chain, Hazardous Waste Management	WR / MM / KA / RR / ND
TUESDAY, 30 September 2014		
08.00 - 13.00	Field Observation to: Field Observation to FGVP Palong 21 <ul style="list-style-type: none"> • Manuring, Spraying, Harvesting, Best Agricultural Practices • Worker Welfare (payments, complaint mechanism, etc.) • Legal operational boundary and Conservation Area • Worker facilities (housing, health clinic, clean water, etc) • Land Fire facilities, Storage, etc. • Hazardous Waste Material management 	WR / MM / ND KA / RR
13.00 – 14.00	BREAK	
14.00 – 17.00	Continue Field Observation to: FGVP Palong 21	WR / MM KA / RR
WEDNESDAY, 1 October 2014		
08.00 – 13.00	Field Observation to: Field Observation to FELDA / FTP Raja Alias 1 (21 settlers) – Team 1 FELDA / FTP Raja Alias 4 (23 settlers) – Team 2 Stakeholders consultation to Nearest village andd community leader, labour union, gender committee. Stakeholders consultation to Related Government Institution (District Government and local NGO)	KA / MM WR / RR / ND
13.00 – 14.00	BREAK	
14.00 – 17.00	Document Raja Alias 1 <ul style="list-style-type: none"> • Manuring, Spraying, Harvesting, Best Agricultural Practices • Worker Welfare (payments, complaint mechanism, etc.) • Legal operational boundary and Conservation Area • Worker facilities (housing, health clinic, clean water, etc) • Land Fire facilities, Storage, etc. • Hazardous Waste Material management 	WR / MM / KA / RR
THURSDAY, 2 October 2014		
08.00 – 13.00	Stakeholders consultation to Nearest village andd community leader, labour union, gender committee. <u>At Balai Raya Raja Alias 2</u> Stakeholders consultation to Related Government Institution (District Government and local NGO)	WR ND

DATE	29 September – 3 October 2014	
ACTUAL DURATION	PROCESSES / CLAUSES TO BE AUDITED	AUDITOR
	FELDA / FTP Raja Alias 4 (Document Review) <ul style="list-style-type: none"> • Manuring, Spraying, Harvesting, Best Agricultural Practices • Worker Welfare (payments, complaint mechanism, etc.) • Legal operational boundary and Conservation Area • Worker facilities (housing, health clinic, clean water, etc) • Land Fire facilities, Storage, etc. • Hazardous Waste Material management 	MM / KA / RR
13.00 – 14.00	BREAK	
14.00 – 17.00	Continue Field Observation to: FELDA / FTP Raja Alias 4	All auditors
FRIDAY, 3 October 2014		
08.00 – 12.30	Completion of checklist / Audit finding preparation	All auditors
12.30 – 14.00	BREAK	
14.00 – 14.30	Team meeting & briefing to client representative	
14.30 – 16.00	Closing Meeting	