



**PT. MUTUAGUNG
LESTARI
ASSESSMENT REPORT**

**Roundtable on Sustainable Palm Oil Certification
R S P O**

☐ Stage-1 ☒ Stage-2 ☐ Surveillance ☐ Re-Certification

Name of Management : Kilang Sawit Krau, Felda Palm Industries Sdn Bhd subsidiary of
Organisation : Felda Global Ventures Holding Bhd
Plantation Name : Felda Global Ventures Plantations Malaysia: Krau 02 Estate and Krau 04 Estate
Location : 28700 Bentong, Pahang, Malaysia

Certificate Code : **MUTU-RSPO/106**

Date of Certificate Issue : 29 December 2017

Date of License Issue : 29 December 2017

Date of Certificate Expiry : 28 December 2022

Date of License Expiry : 28 December 2018

Assessment	Assessment Date	PT. Mutuagung Lestari Auditor	Reviewed by	Approved by
ST-2	13 – 17 November 2017	Moh Arif Yusni (Lead Auditor), Mahaswaran Maliyapan; M Rinaldi	Ganapathy Ramasamy	Tony Arifiarchman

Assessment	Approved by MUTUAGUNG LESTARI on:
ST-2	29 December 2017

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Figure 1. Operational Map of Krau Complex

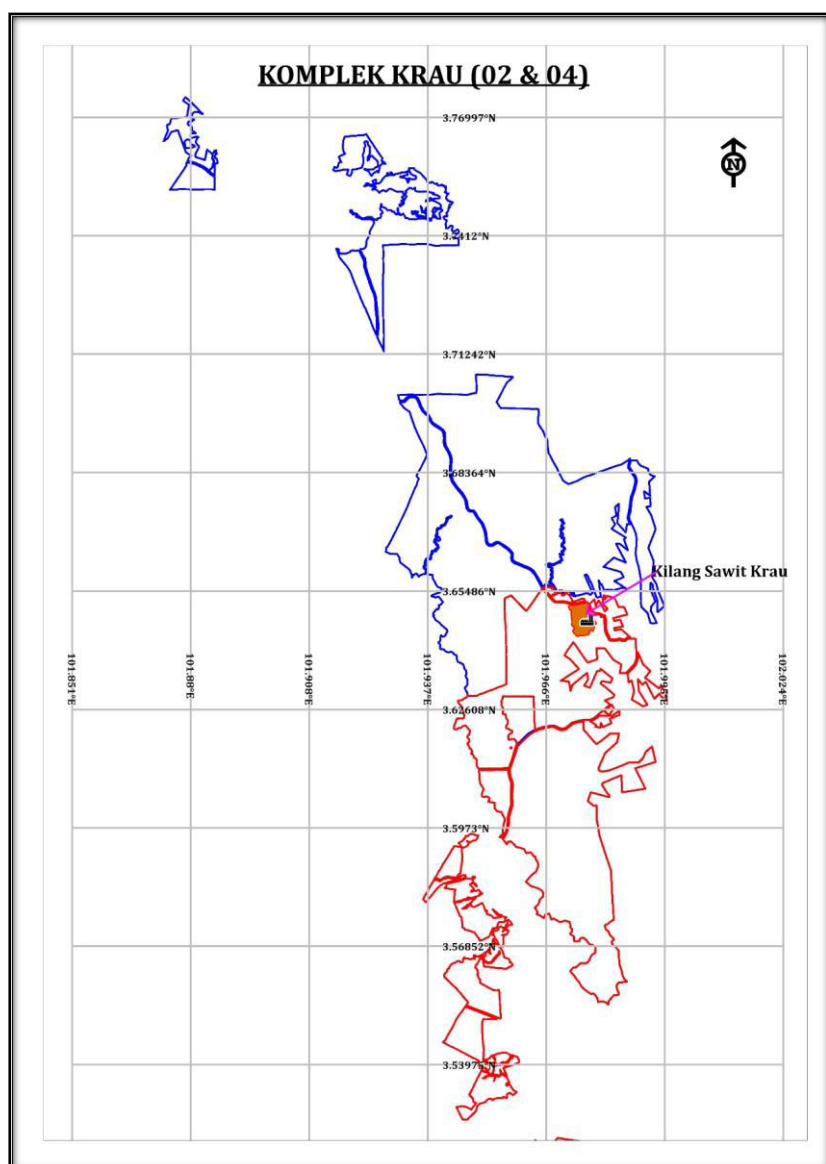


Figure 2. Operational Map of Krau 02 Estate

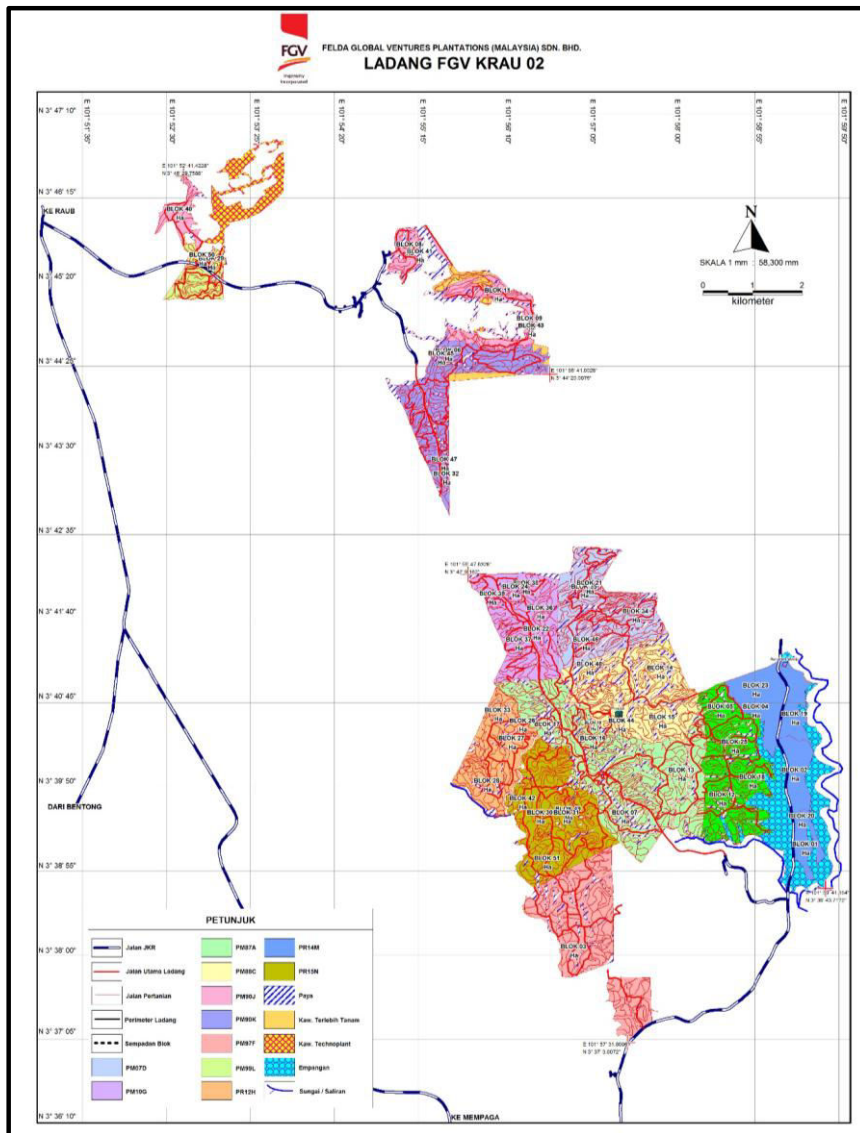
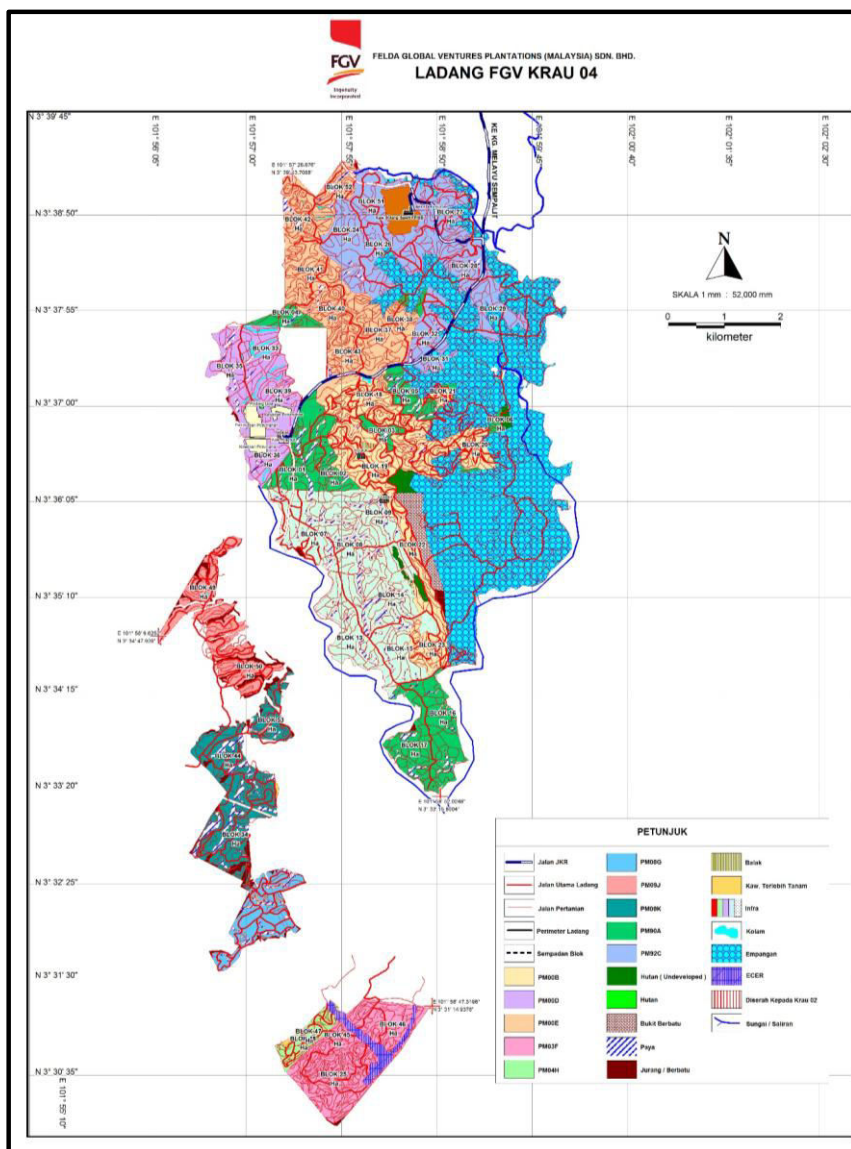


Figure 3. Operational Map of Krau 04 Estate



Abbreviations Used

ASA	: Annual Surveillance Assessment	P&D	: Pest and Disease
BOB	: Barn Owl Box	LD	: Lethal Dosage
BOD	: Biological Oxygen Demand	NGO	: Non Government Organization
CDD	: Unit of Certification Due Diligent	OER	: Oil Extraction Rate
CEC	: Cation Exchange Capacity	OFI	: Opportunity For Improvement
CEO	: Chief Executive Officer	OSH	: Occupational Safety and Health
CPO	: Crude Palm Oil	P&D	: Pest and Disease
EFB	: Empty Fruit Bunch	PIC	: Person in Charge
EIA	: Environmental Impact Analysis	PK	: Palm Kernel
EMP	: Environmental Management Plan	POM	: Palm Oil Mill
eRML	: <i>Estate-Rangkaian Maklumat Ladang</i> (Estate Information Connection)	POME	: Palm Oil Mill Effluent
ETL	: Economic Threshold Level	PPE	: Personal Protection Equipment
FAS	: Felda Agriculture Services Sdn. Bhd.	R&D	: Research and Development
FFB	: Fresh Fruit Bunch	RM	: Ringgit Malaysia (Malaysia currency)
FGVPM	: Felda Global Ventures Plantations Malaysia	MB	: Mass Balance
FPTSB or FTP	: Felda Technoplant Plantation Sdn. Bhd.	RSPO	: Roundtable Sustainable palm Oil
FTPM	: Felda Techno Plant Malaysia	RTE	: Rear Threatened & Endangered
GHG	: Green House Gasses	SC	: Supply Chain
GPS	: Global Position System	SCCS	: Supply Chain Certification System
HCV	: High Conservation Value	Sdn. Bhd.	: Sendirian Berhad (non-public company)
HIRADC	: Hazard Identification Risk Assessment Determining Control	SDS	: Safety Data Sheet
KER	: Kernel Extraction Rate	SED	: Department of Sustainability & Environment
LCC	: Legume Cover Crop	SIA	: Social Impact Assessment
LD	: Lethal Dosage	SKB	: <i>Sistem Komputer Berintegrasi</i> (Integrated Computer System)
NGO	: Non Government Organization	SOP	: Standard of Procedure
OER	: Oil Extraction Rate	SPK	: <i>Surat Perjanjian Kerja</i> (Work Agreement Letter)
OFI	: Opportunity For Improvement	ST-2	: Stage - 2
OSH	: Occupational Safety and Health	WHO	: World Health Organization

1.0 SCOPE OF THE CERTIFICATION ASSESSMENT				
1.1 Assessment Standard Used				
<ul style="list-style-type: none"> Malaysian National Interpretation of RSPO Principles and Criteria 2013 by MY-NITF (Malaysian National Interpretation Task Force), endorsed by the RSPO Board of Governors 6th March 2015 RSPO Supply Chain Certification Standard For organizations seeking or holding certification Adopted by the RSPO Board of Governors on 21 November 2014 (Module D / E for CPO Mill) 				
1.2 Organisation Information				
1.2.1	Organisation name listed in the certificate	Felda Palm Industries Sdn Bhd subsidiary of Felda Global Ventures Holding Bhd		
1.2.2	Contact person	Mr. Norazam Abdul Hameed		
1.2.3	Organisation address and site address	RSPO Registered Company: Felda Global Ventures (HQ) Level 20, Menara FeldaPlatinum Park, No. 11, Persiaran KLCC, 50088 Kuala Lumpur, Malaysia.		
1.2.4	Telephone	(+ 603) – 2859 1955		
1.2.5	Fax	(+ 603) – 2859 1311		
1.2.6	E-mail	norazam.ah@feldaglobal.com		
1.2.7	Web page address	www.feldaglobal.com		
1.2.8	Management Representative who completed the application for certification	Mr. Norazam Abdul Hameed (Head of Certification & Due Diligence; Sustainability and Environment Department FGV Holding Berhad)		
1.2.9	Registered as RSPO member	1-0225-16-000-00, 27 December 2016		
1.3 Type of Assessment				
1.3.1	Scope of Assessment and Number of Management Unit	Palm Oil Mill and its supply bases: Krau Palm Oil Mill, FGVPM Krau 02 Estate and FGVPM Krau 04 Estate		
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	Longitude
	Kilang Sawit Krau	28700 Bentong, Pahang	N 3 ° 38' 50"	E 101° 58' 35"
1.4.2	Location of Certification Scope of Supply Base			
	Name of Supply Base	Location	Coordinate	
			Latitude	Longitude
	FGVP Krau 02	Ladang Felda Krau 02, 28800, Lurah Bilut, Bentong, Pahang	N 03° 36' 44"	E 101° 57' 20"
	FGVP Krau 04	Ladang Felda Krau 04, Peti Surat No 25, 28707 Bentong, Pahang	N 03° 36' 40"	E 101° 57' 20"

1.5 Description of Area Statement			
1.5.1	Tenure		
	• State	Estate : 7,301.52 Palm Oil Mill : 5,75 Total : 7,307.27	Ha Ha Ha
	• Community	-	Ha
1.5.2	Area Statement		
	• Total area	7,307.27	Ha
	• Planted area	6,140.82	Ha
	• Road	488.56	Ha
	• Unplanted Area (not economic area)	567.94	Ha
	• Infrastructure & Emplishment	36.65	Ha
	• ravines and rocky area	67.55	Ha
	• Palm Oil Mill	5.75	Ha
1.6 Planting Year and Cycles			
1.6.1	Age profile of planting year		
	Hectarage (Ha)		
	Planting Year	FGVPM Krau 02	FGVPM Krau 04
			Total
	1985	407.96	-
	1986	305.27	326.72
	1989	-	407.45
	1990	323.98	-
	1994	-	192.44
	1999	78.11	-
	2000	-	754.81
	2003	-	193.68
	2004	-	43.14
	2007	256.48	-
	2008	-	95.18
	2009	-	378.43
	2011	232.96	-
	2012	194.41	-
	2014	267.77	-
	2015	325.11	-
	2016	506.04	524.21
	2017	326.67	-
	TOTAL	3,224.76	2,916.06
			6,140.82

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 (%)
	Kilang Sawit Krau	40	135,370	26,268.85	19.41	6,766.81	4.99
	<i>*Production data source from November 2016 – October 2017</i> <i>* There is discrepancy between FFB received and FFB processed are 2,443.75 Ton. of these 1,920.16 tons are sent to another Mill due to Krau POM maintenance or over capacity and the remaining are 523.59 tons is carry over process.</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/ha/year)	Supplied to Mill	
						FFB (tonnes/year)	%
	FGVPM Krau 02	3,874.00	3,224.76	23,701.97	6.12	23,311.52	98.35
	FGVPM Krau 04	3,433.27	2,916.06	40,291.37	11.76	28,442.05	70.59
	TOTAL	7,307.27	6,140.82	63,993.34	8.76	51,753.57	80.87
	<i>*Production data source from November 2016 to October 2017</i>						
1.7.3	FFB description from other source						
	Name of sources/Organisation (RSPO certified / non-certified)	Type of Organisation	Number of smallholders	Production Area (Ha)	Supplied to Mill		
					FFB (tonnes/year)		
	Felda Lembah Klau	Outgrower	-	-	10,803.64		
	FTPSB Krau 01	Outgrower	-	-	10,350.59		
	Felda Lurah Bilut	Outgrower	-	-	14,274.23		
	Felda Krau 01	Outgrower	-	-	2,867.39		
	FTPSB Lembah Klau	Outgrower	-	-	907.77		
	FTPSB Lurah Bilut	Outgrower	-	-	480.86		
	Eng Huat Latex	Outgrower	-	-	15,669.23		
	Yew Foh Oil Palm Sdn Bhd	Outgrower	-	-	120.08		
	Kop. L/Klau	Outgrower	-	-	301.06		
	Lim Chee Fun	Outgrower	-	-	3,185.59		
	Mohd Raffi bin Mat Ariff	Outgrower	-	-	4,805.30		
	SN Enterprise	Outgrower	-	-	83.05		
	Kimma Oil Palm	Outgrower	-	-	81.74		
	Krau Plantation	Outgrower	-	-	1,005.13		
	Meng Chue @ Leng Yit Hoong	Outgrower	-	-	16.15		
	The Swee Lian	Outgrower	-	-	11.20		
	Seng Highland Fruits	Outgrower	-	-	6,833.85		

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	Trading							
	Lim Yew Keng Sdn Bhd	Outgrower	-	-	24.72			
	Bakti Mas Sdn Bhd	Outgrower	-	-	672.10			
	FFB From Another mill	Outgrower	-	-	13,566.50			
	TOTAL				86,060.182			
	*Production data source from November 2016 – October 2017							
1.7.4	Product categories	FFB, CPO, PK						
1.8	Tonnage of Product*							
1.8.1	Past Annual Claim Certified Product	Previous Certificate Claim to (tonnes/year)	Actual certified product to (tonnes/year)					
	• FFB Production	Not Applicable	Not Applicable					
	• CPO Production	Not Applicable	Not Applicable					
	• Palm Kernel (PK) Production	Not Applicable	Not Applicable					
	*will be verify during ASA-1							
1.8.2	Product Selling*							
	Tonnage of selling product	Actual selling product period until						
	• CSPO	Not Applicable						
	• CSPK	Not Applicable						
	• CPO under other scheme trading (e.g ISCC, RFS)	Not Applicable						
	• CPO under conventional trading (if any)	Not Applicable						
	• PK under other scheme	Not Applicable						
	• PK under conventional trading (if any)	Not Applicable						
	*will be verify during ASA-1							
1.8.3	Estimate of Certified FFB Claim							
	Name of Estate(s)	Total Area (Ha)	Planted Area (Ha)	FFB (tonnes/year)	Yield (tonnes/ha/year)			
	FGVPM Krau 02	3,874.00	3,224.76	26,309	8.16			
	FGVPM Krau 04	3,433.27	2,916.06	44,724	15.34			
	TOTAL	7,307.27	6,140.82	71,033	11.57			
	*Projected FFB production for 12 months of certificate							
1.8.4	Estimate of Certified Palm Product Claim							
	Name of Mill	Capacity (tonnes/ hour)	FFB Processed (tonnes/year)	CPO Out put (ton)	Extraction (%)	Palm Kernel Out put (ton)	Extraction (%)	SC Module
	Kilang Sawit Krau	40	71,033	13,851	19.5	3,552	5.0	MB
	*Projected CSPO and CSPK production for 12 months of certificate							
1.9	Other Certifications							
	ISO 9001:2015							
	ISO 14001: 2004							
	OHSAS 18001:2007							
	MS 1722:2011			Certificate Number OHS 00700 validity date till 09 March 2020				

Commented [u1]: Other Certificates available at the mill and estate

Commented [ay2R1]:

		ISCC				
		CoP MPOB				
1.10	Time Bound Plan					
1.10.1	Time Bound Plan for Other Management Units					
	Management Unit		Estate (Supply Base)	Time Bound Plan	Location	Status
	Mill	Time bound				
	Selancar 2B	2017	FGVPM Selancar 6 FGVPM Selancar 8 FGVPM Selancar 9	2017	Malaysia	Audited
	Lepar Hilir	2017	FGVPM Lepar Hilir 5 FGVPM Lepar Hilir 6 FGVPM Lepar Hilir 8	2017	Malaysia	Audited
	Aring A	2017	FGVPM Aring 2 FGVPM Aring 3 FGVPM Aring 4 FGVPM Aring 5 FGVPM Aring 6 FGVPM Aring 8 FGVPM Aring 10 FGVPM Aring 11	2017	Malaysia	Certified
	Kechau B	2017	FGVPM Kechau 6 FGVPM Kechau 8 FGVPM Kechau 9 FGVPM Kechau 10	2017	Malaysia	Audited
	Bukit Sagu	2017	FGVPM Bukit Sagu 4 FGVPM Bukit Sagu 6 FGVPM Bukit Sagu 7 FGVPM Bukit Sagu 8	2017	Malaysia	Audited
	Keratong 09	2017	FGVPM Bera Selatan 5 FGVPM Bera Selatan 7 FGVPM Merchong FGVPM Keratong Timur FASSB Merchong	2017	Malaysia	Audited
	Lepar Utara 6	2017	FGVPM Lepar Utara 7 FGVPM Lepar Utara 8 FGVPM Lepar Utara 9 FGVPM Lepar Utara 11	2017	Malaysia	Audited
	Besout	2017	FGVPM Besout 6, FGVPM Besout 7	2017	Malaysia	To be Audited by CB 20-21 December 2017 (ST-1)
	Kemasul	2017	FGVPM Mengkarak 1 FGVPM Mengkarak 2	2017	Malaysia	Audited
	Triang	2017	FGVPM Triang 2 FGVPM Triang Selatan 1 FGVPM Triang 4	2017	Malaysia	Audited
	Lepar Utara 4	2017	FGVPM Lepar Utara 4 FGVPM Lepar Utara 10 FGVPM Lepar Utara 14	2017	Malaysia	Audited
	Maokil	2017	FGVPM Maokil 6	2017	Malaysia	Certified

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			FGVPM Maokil 7			
	Palong Timur	2017	FGVPM Palong Timur 4/5 FGVPM PALONG TIMUR 06	2017	Malaysia	Audited
	Selendang	2017	FGVPM Selendang 3 FGVPM Selendang 4 FGVPM Selendang 5 FGVPM Berabong 1	2017	Malaysia	Audited
	Krau	2017	FGVPM Krau 2 FGVPM Krau 4	2017	Malaysia	Certified
	Tenggaroh Timur	2017	FGVPM Tenggaroh 12 FGVPM Tenggaroh Timur 2	2019	Malaysia	To be Audited by CB
	Chini 3	2018	FGVPM Terapai 1 FGVPM Chini Timur 4	2018	Malaysia	
	Nitar	2018	FGVPM Nitar Timur	2018	Malaysia	
	Jerangau Baru	2018	FGVPM Rantau Abang 1 FGVPM Rantau Abang 2 FGVPM Chadon 1	2018	Malaysia	
	Serting Hilir	2018	FGVPM Tembangau 3 FGVPM Tembangau 5 FGVPM Tembangau 6 FGVPM Tembangau 7 FGVPM Tembangau 8 FGVPM Tembangau 9 FASSB Serting Hilir	2018	Malaysia	
	Serting	2018	FGVPM Palong 17 FGVPM Palong 18 FGVPM Palong 21	2018	Malaysia	
	Kota Gelanggi	2018	FASSB PPPTTR FASSB Kota Gelanggi 5/6	2018	Malaysia	
	Kerteh	2018	FASSB Kerteh FASSB Semaring 01	2018	Malaysia	
	Neram	2018	FGVPM Cherul 03	2018	Malaysia	
	Keratong 3	2018	FGVPM Keratong 11	2018	Malaysia	
	Tenggaroh	2018	FGVPM Tenggaroh 9 FGVPM Tenggaroh 11 FGVPM Tenggaroh 13	2018	Malaysia	
	Chiku	2018	FGVPM Ciku 4 FGVPM Ciku 8	2018	Malaysia	
	Keratong 2	2018	FGVPM Bera Selatan 3	2018	Malaysia	
	Jengka 21	2018	FASSB Jengka 24/25	2018	Malaysia	
	Adela	2018	FGVPM Kledang 02	2018	Malaysia	
	Bukit Kepayang	2018	FGVPM Terapai 3	2018	Malaysia	
	Belitong	2018	FASSB Ulu Belitong FGVPM Bukit Tongkat B	2018	Malaysia	
	Kulai	2018	FASSB Bukit Besar/Taib Andak	2018	Malaysia	
	Penggeli	2018	FGVPM Inas Selatan	2018	Malaysia	
	Chalok	2018	FGVPM Setiu 1	2018	Malaysia	
	Tementi	2018	FGVPM Bera Selatan 1	2018	Malaysia	

			FGVPM Bera Selatan 4			
Kalabakan	2019		FGVPM Kalabakan Utara 1 FGVPM Kalabakan Tengah 1 FGVPM Kalabakan Selatan	2019	Malaysia	
Kembara Sakti	2019		FGVPM Sahabat 30 FGVPM Sahabat 35 FGVPM Sahabat 40 FGVPM Sahabat 41 FGVPM Sahabat 42 FGVPM Sahabat 43	2019	Malaysia	
Nilam Permata	2019		FGVPM Sahabat 50 FGVPM Sahabat 51 FGVPM Sahabat 52 FGVPM Sahabat 53 FGVPM Sahabat 54	2019	Malaysia	
Hamparan Badai	2019		FGVPM Sahabat 23 FGVPM Sahabat 24 FGVPM Sahabat 26 FGVPM Sahabat 28 FGVPM Sahabat 31 FGVPM Sahabat 33 FGVPM Sahabat 34 FASSB Tambisan	2019	Malaysia	
Mercu Puspita	2019		FGVPM Sahabat 7 FGVPM Sahabat 46 FGVPM Sahabat 48 FASSB Sahabat 6	2019	Malaysia	
Lancang Kemudi	2019		FGVPM Sahabat 10 FGVPM Sahabat 36 FGVPM Sahabat 38 FGVPM Sahabat 39 FGVPM Sahabat 44 FGVPM Sahabat 45	2019	Malaysia	
Pontian United Plantation	2019		Pontian Fico Pontian Subok Pontian Orico Pontian Pendirosa Pontian Kuril Pontian Hilco Rawajaya Sdn Bhd Blossom Plantation Sdn Bhd	2019	Malaysia	
2Embara Budi	2019		FGVPM Sahabat 11 FGVPM Sahabat 12 FGVPM Sahabat 17 FGVPM Sahabat 56 FGVPM Sahabat 20 FGVPM Sahabat 21 FGVPM Sahabat 22 FGVPM Sahabat 25	2019	Malaysia	
Baiduri Ayu	2019		FGVPM Sahabat 9	2019	Malaysia	

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			FGVPM Sahabat 16 FGVPM Sahabat 55			
	Umas	2019	FGVPM Umas 5 FGVPM Umas 6	2019	Malaysia	
	Sampadi	2019	FGVPM Sampadi 1 FGVPM Sampadi 3 FGVPM Sampadi 4 FGVPM Sampadi 5 FGVPM Sampadi 6	2019	Malaysia	
	Bukit Mendi	2019	Felda Settlers	2019	Malaysia	
	Jengka 8	2019	Felda Settlers	2019	Malaysia	
	Jengka 18	2019	Felda Settlers	2019	Malaysia	
	Jengka 3	2019	Felda Settlers	2019	Malaysia	
	Padang Piol	2019	Felda Settlers	2019	Malaysia	
	Sg. Tengi	2019	Felda Settlers	2019	Malaysia	
	Mempaga	2019	Felda Settlers	2019	Malaysia	
	Pasoh	2020	Felda Settlers	2020	Malaysia	
	Kemahang	2020	Felda Settlers	2020	Malaysia	
	Tersang	2020	Felda Settlers	2020	Malaysia	
	Selancar 2A	2020	Felda Settlers	2020	Malaysia	
	Chini 2	2020	Felda Settlers	2020	Malaysia	
	Trolak	2020	Felda Settlers	2020	Malaysia	
	Semenchu	2020	Felda Settlers	2020	Malaysia	
	Jerangau Barat	2020	Felda Settlers	2020	Malaysia	
	Panching	2020	Felda Settlers	2020	Malaysia	
	Bukit Besar	2020	Felda Settlers	2020	Malaysia	
	Kahang	2020	Felda Settlers	2020	Malaysia	
	Waha	2020	Felda Settlers	2020	Malaysia	
	Air Tawar	2020	Felda Settlers	2020	Malaysia	
	Lok Heng	2020	Felda Settlers	2020	Malaysia	
	FGV Asian Plantation Milling Plantation	2021	Inco Setia Sdn Bhd Kronos Plantation Sdn Bhd Fortune Plantation Sdn Bhd BJ Corporatio Sdn Bhd	2021	Malaysia	
	FGV Yapid MAS (Golden Land)	2021	15 Estate : Sri Kehuma Yapidmas AE Tanah Emas Corporation Bhd Ladang Kluang Yapidmas D Sri Mosta 1 Sri Mosta 2 Sri Mosta 3 Cepat Ringgit A Cepat Ringgit B	2021	Malaysia	

			Cepat Ringgit D Karamuak Sg Milian Sg Imbak Kuamat Sg Imbak Kuamat			
	PT Citra Niaga Perkasa	2021	PT Citra Niaga Perkasa Estate	2021	Indonesia	
	PT Temilia Agro Abadi	2021	PT Temila Agro Abadi Estate	2021	Indonesia	
	FGV Estates without FGV Mill	2021	FGVPM Paloh Estate FGVPM Tawai 1 FGVPM Lawin Tengah	2021	Indonesia	
1.10.2	Progress of Associated Smallholders and Outgrowers for Certifiable Standard					
	Krau POM receive FFB from scheme smallholder and independent outgrower. The process of RSPO certification for scheme smallholder will be observed on next assessment.					

2.0	ASSESSMENT PROCESS
2.1	Assessment Team
ST-2	<p>1. Moh Arif Yusni (Lead Auditor). Indonesian citizen, bachelor of Agriculture, majoring of Plant Pest and Diseases (Plant Protection) Faculty of Agriculture. He has a working experience for 2 (two) years since 2010 as Operational staff in oil palm Plantation Company in Indonesia. Trainings attended namely: Indonesian Sustainable Palm Oil (ISPO) Lead Auditor training course. Now he worked at Professional Certification Body. He has been several times following audit related to sustainable palm oil certification system as an observer and auditor. Training attended: ISO 19011, ISO 9001; ISPO 14001, RSPO Lead Auditor, ISPO Lead Auditor, OHS Expert, OHS Auditor based on National Government No 50 year of 2012. Since 2012 has been following many audit as auditor for ISPO and RSPO Scheme for several aspect, such as land Legality, Worker Welfare, OHS, transparency, long term economic aspect and Supply chain for palm oil mill. At the time of audit, has appointed to verify SCCS, worker welfare HCV and environmental aspect</p> <p>2. Mahaswaran Malipayan (Auditor) Malaysian citizen, More than 15 years working experience in various industries in Malaysia that covering the full spectrum of Quality and Environmental Management System. As certified Lead Auditor and being the Principle Consultant. He too has vast exposure and experience in Quality Environmental Management System as well the Occupational, Health and Safety auditing. He owns proven track records of auditing various multinational companies both locally and internationally. At the time of audit, has appointed to verify Legality, social aspect and worker welfare</p> <p>3. M. Rinaaldi (Auditor). Associate of Oil Palm Plantations,. He have 4 years experience working as a staff operational plantations at oil palm plantation companies in Indonesia. He has attended the RSPO Awareness training, Lead Auditor/Auditor ISPO training, Auditor/Lead Auditor ISO 9001-2008 training, HCV training and Health and Safety Officer training. At the time of audit, has appointed to verify Transparency, best management practices, OSH Aspect and long term management plan aspect.,</p>
2.2	Assessment Methodology, Assessment Process and Locations of Assessment
2.2.1	Figure of person days to implement assessment
ST-2	<p>Number of auditors : 3 auditor</p> <p>Number of days for Stage -2 at site: 4.5 days</p> <p>Number of working days for Stage-2 at site : 13.5 Working days</p>
2.2.2	Assessment Process
ST-2	<p>The assessment was conducted by measuring the sufficiency of implementation with the consistency done by the Krau POM and its supply base to the requirements of Malaysia National Interpretation - RSPO MY-NIWG of Principles and Criteria (P & C) for Sustainable Palm Oil Production endorsed by RSPO Board of Governors 6 March 2015 and Supply Chain Certification Standard For organizations seeking or holding certification Adopted by the RSPO Board of Governors on 21 November 2014 (Module E 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) <i>interview</i>, 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 MUTU auditor to the management unit and the results are the subject will be verified at the next assessment phase (ASA-1). 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</p>

2.2.3	Locations of Assessment
ST-2	<p>Number of units in this certification activity is 2 estates, which supply the raw material (FFB) to Krau palm oil mill. In conducting the assessment, the team of auditors used the 0.8√y formula to determine the management units sampling to be focused on and also considered the issues raised by stakeholder. Based on this formula, the team of auditors determined that the sampling locations are One palm oil mill (Krau POM) and Two estates (FGVP Krau 02 estate and FGVP Krau 04 estate).</p> <p>Krau 4 Estate</p> <ol style="list-style-type: none"> Block 36. Observation and interview with harvester and supervisor (4 workers) discussing about foreign worker recruitment, worker status, worker rights, OSH implementation and implementation on company policy and procedure of harvesting. Block 08. <ul style="list-style-type: none"> Interview with IPM worker (1 worker), discussing about OSH implementation, worker status, basic salary, training, Knowledge of pests & diseases procedures Observation about control of rat pests by using owls Observation about control of leaf eating caterpillar by using beneficial plant with type of <i>Antigonon sp.</i> and <i>Turnera sp.</i> Block 23. Observation hilly area (>25°), the company does not perform land clearing Block 15. <ul style="list-style-type: none"> Observation and interview with fertilizer applicator (1 workers) about procedure implementation, foreign worker recruitment, promotion, mutation, worker status, salary, OSH implementation, and socialization of company policy. Observation and Interview with pesticide operators (1 workers) discussing about OSH implementation, worker status, basic salary, training, procedure implementation, safe work procedure. Block 15. Observation about replanting area on 2016 and management of sloped terraces with terrace making and planting of Legume cover crop Blk. PR16L. Sg. Gementi crossing the state road, the buffer zone well managed and signboards are clearly displayed. PKT. 04: Buffer zone of Sg. Bilut crosses the estate's boundary. PM00B – Block. 23: The estate is boundary to Kelau Dam which also separates the Kelau Reserve Forest. PKT. 04 – Block. 36: The original boundary stone was verified against the boundary map. PM00B - Block. 20: Boundary stone found well demarcated next to land belongs to Kelau dam. Line site: Visited both foreign and local worker's quarters. Fully build with concrete, no extension nor renovation done. Surrounding compound found with no evidence of illegal dumping and open burning. Cleanliness well maintained with recreational area and religious place. Interview: New workers from Bangladesh arrived on 06/11/2017 currently working as general workers. Interview - PM00B - Block. 20: Contractor for FFB collection [Fazila Enterprise], Driver is permanent residence of Malaysia [Indonesian] and the loader is Bangladeshi [Valid permit available] Warehouse complex (Agrochemical storage, Fuel and Lubricant Storage, Fertilizer Storage,). Observation and interview on environmental aspect, OHS implementation and understanding of working procedure. Landfill. Observations related to the implementation procedures of domestic waste. Block 41, Observation about effluent discharging <p>Krau 2 Estate</p> <ol style="list-style-type: none"> Block 19. <ul style="list-style-type: none"> Observation and interview with harvester and supervisor (4 workers) discussing about foreign worker recruitment, worker status, worker rights, OSH implementation and implementation on company policy and procedure of harvesting. Observation and interview with fertilizer applicator (2 workers) about procedure implementation, foreign worker recruitment, promotion, mutation, worker status, salary, OSH implementation, and socialization of company policy. Block 23. Observation hilly area (>25°), the company does not perform land clearing Block 09. <ul style="list-style-type: none"> Observation and Interview with pesticide operators (2 workers) discussing about OSH implementation, worker

- status, basic salary, training, procedure implementation, safe work procedure.
- Observation about control of rat pests by using owls
 - Observation about control of leaf eating caterpillar by using beneficial plant with type of *Antigonon sp.* and *Turnera sp.*
4. **Block 36.** Observation about management of soil fertility using empty bunch
 5. **Warehouse complex (Agrochemical storage, Fuel and Lubricant Storage, Fertilizer Storage,).** Observation and interview on environmental aspect, OHS implementation and understanding of working procedure.
 6. **Landfill.** Observations related to the implementation procedures of domestic waste.
 7. **Workers facility (housing, sport facility).** Observation and interview related to workers welfare such as house facilities, Water, Electricity, Sanitation, workers' wages and benefits, complaints mechanisms and response to complaints
 8. **Paneng River.** Observation on riparian management at Paneng River
 9. **Boundary PR14 M** Observation on legal boundaries and maintaining of plantation borders. Verified against GPS

Krau POM

- 1 **Management Process.** Observation and interview with personnel related to FFB's processing into CPO, capacity each station, personnel understanding over the applicable SOP, fire emergency response facilities and infrastructure in mill, liquid waste management, first aid kits, the implementation of occupational health and safety, company's facilities, trainings from company and worker welfare. (2 worker)
- 2 **Loading Ramp.** Observation and interview with sortation personnel related to personnel understanding over sortation procedure, the implementation of sortation, fruit criteria, fruit separation with ripeness and rawness criteria. (2 worker)
- 3 **Power House Room.** Observation and interview with the worker related to implementation of OHS, understanding of safe working, administration of fossil fuels use. (1 worker)
- 4 **Boiler's Room.** Observation and interview with the worker related to implementation of OHS, understanding of safe working, overtime calculation. (1 worker)
- 5 **Empty Bunch Area.** Observation related to the EFB management and pollution.
- 6 **Water Treatment Plant.** To observe and interview with 1 Local Operator towards technical, maintenance, manpower, OSH and environment aspects.
- 7 **Workshop** Observation and interview related to wages, training, PPE, work accident, and complaint mechanism.
- 8 **Effluent Treatment** Observatin related to management and monitoring mill effluent
- 9 **Scheduled Waste Store** Observation on hazardous waste management
- 10 **Chemical Store** Ob observation related agrochemical storage

Stakeholder

- 1 Kampong Pareh [Orang Asli]
- 2 Kampong Lebu
- 3 Workers Union [staff]
- 4 Tabika [Tadika]- Krau 2
- 5 Government Clinic Krau Complex
- 6 Estate Security
- 7 Local sundry shop
- 8 Kelab Keluarga Dayabudi [KKD] (Gender Commitee)

2.3	Stakeholder Consultation and Stakeholders Contacted
2.3.1	Summary of stakeholder consultation process.
ST-2	<p>Consultation of stakeholders for Krau POM, FGVP(M) held by:</p> <ol style="list-style-type: none"> 1. Public announcement at web www.mutucertification.com and www.rspo.org o 04 September 2017. 2. Public consultation by interview with locals of the nearby village (Smallholder of Krau Complex and local contractor) on 19 November 2017. 3. Consultation meeting and interview with Internal Stakeholder (labour union and gender committee) on 19

	<p>November October 2017</p> <p>4. Consultation with NGO (Malaysian Nature Society (MNS) Kuala Lumpur, UNION – AMESU, Centre for Environment, Technology and Development Malaysia – CETDEM, National Council of Welfare & Social Development Malaysia – NCWSDM) via email on 14 November 2017.</p> <p>Numbers of input from stakeholders were clarified by Krau POM, FGVP (M).</p>
2.3.2	Stakeholder contacted
	<i>Please find appendix 1</i>
2.4	Determining Next Assessment
	The next visit (ASA-1) will be determined at least 12 months approval of RSPO certification process by CB.

3.0. ASSESSMENT FINDINGS
3.1. Summary of Assessment Report of the RSPO Certification

MUTUAGUNG LESTARI has conducted an assessment of Krau POM – Felda Palm Industries Sdn Bhd and FGVP(M) operation consisting of one (1) mill and two (2) oil palm estates.

During the assessment, there are three (3) Nonconformities assigned against Major Compliance Indicators, one (1) Nonconformity assigned against Minor Compliance Indicators and five (5) 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 action(s) that had been reviewed and accepted by Auditor(s) in form of documentation evidence(s) e.g. (document record/photographic/etc...). Those corrective actions taken that consist of two (2) Major Nonconformities had been closed out shall be verified during next assessment.

MUTUAGUNG LESTARI found that Those corrective actions taken that consist of three (3) Major Nonconformities had been closed out shall be verified during next assessment complied with the requirements of Malaysian National Interpretation (MYNI), March 2015 and RSPO Supply Chain Certification Standard November 2014 for CPO Mill.

Therefore MUTUAGUNG LESTARI Recommends RSPO Certification of compliance is **issued**

Ref Std.	VERIFICATION RESULT of MUTU-Certification	
PRINCIPLE #1 COMMITMENT TO TRANSPARENCY		
1.1	Growers and millers provide adequate information to relevant stakeholders on environmental, social and legal issues relevant to RSPO Criteria, in appropriate languages and forms to allow for effective participation in decision making.	
1.1.1	<p>The company has list stakeholders on 2017 with total 11 stakeholders, 9 boundary stakeholders, 26 internal stakeholders and 34 eksternal stakeholders with type of hospital, clinic, school, government, police, village, till estate and mill around the company.</p> <p>The company has SOP of “<i>Komunikasi Penglibatan dan Rundingan</i>” dated 1 June 2016 (No. FGV/ML-1A/L2-Pr12) related to :</p> <ul style="list-style-type: none"> • Responsibility of Manager • Communication management towards the workers • Procedure on internal communication • Communication of workers towards the management • External communication with the outsiders • Timeline for the external communication • Communication with media • Communication with Head quarters • Communication with workers , contractor <p>The company has appointment person in charge of communication that is assistant manager, human resources clerk and RSPO officer.</p> <p>For getting information, the company conduct meeting/ consultation with the stakeholder around company. In Krau</p>	

Complex has conduct the Stakeholders consultation on 17 October 2017 with attendance 60 stakeholders.

1.1.2

In the SOP of "Komunikasi Penglibatan dan Rundingan" – dated 1 June 2016 (No. FGV/ML-1A/L2-Pr12) explaining the mechanism of communicate and response the request of information. The response of information request must conduct 2 weeks after the letter/mail has been receive. The SOP has inform type of information that can be accessed and has include the information about environmental, social and/or legal.

Records of information requests are recorded in documents "record books of email & incoming letter". According to that document, it is known there is no information request. However there is a letter of request for assistance, for example, on Krau 4, there is letter of permission for car loan by kindergarten on 07 March 2017 and has been responded on 07 March 2017 and in Krau 2 there is demand for meeting hall loan on 21 April 2017 and has been responded by phone.

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.

1.2.1

In SOP of "Komunikasi Penglibatan dan Rundingan" (No. FGV/ML-1A/L2-Pr12 dated 01 June 2016) explain the type of information that can be accessed, for example:

- Circular letter and Memo
- Minutes of monthly meeting
- Minutes of OSH meeting
- Record of communication letter letter
- Land title document
- OSH plan
- Plan and impact of social and environment
- HCV report
- Human right policy
- Sustainability plan
- Plan of Pollution Mitigation

This has been comply with element of environment, social, land title and OSH.

All data related to RSPO principles and indicators are recorded and collected in the RSPO Assistant (RSPO Officer).

Status: Comply

1.3

Growers and millers commit to ethical conduct in all business operations and transactions.

1.3.1

The Company has a policy related to the code of ethics of work and integrity authorized by the FGV president & CEO dated 01 June 2014. The policy explains that all workers must commit to:

- Refuse bribery, corruption and violations of criminal trust
- Avoiding any objections of interest (conflicts of interest)
- Conducting business affairs with transparent, honest and fair
- Protect the confidentiality of the group's information in accordance with the ethics of information disclosure following the rules
- Increasing the stage of professionalism

The socialization of the code of ethics policy is done by sticking the policy at the office and for the contractor has been socialized on August 24, 2017 for Krau Complex. Based on interviews of workers in Krau 2, Krau 4 and Krau POM, it is known that the workers have received socialization related to the code of ethics and already know

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.
2.1.1	<p>In mill there is a "Legal & Requirements Register" established by the CDD [Certification & Due Diligence] which was checked and approved for compliance on 05/01/2017 by the Mil Manager. Based on the evaluation Compliance Register, the general requirements and environmental concern has scored full compliance. During mill visit, sighted the mill effectively managing the chemical/lubricant store area with latest copies of SDS [Safety Data Sheet] displayed and the soft copies being maintained at mill's office as required by Classification, Labelling, and Safety Data Sheet of Hazardous Chemicals (CLASS) Regulations 2013.</p> <p>In estates, among the legal & other requirements evaluated were Classification, Labelling & Safety Data Sheet of Hazardous Chemicals Reg 2013, Pesticide Act 1974 (Act 149), Electrical Supply Act 1990 (amended 2015), Akta Kesatuan Kerja 1959, Immigration Act 1959, Passport Act 1966, Employee Provident Fund Act 1991, Weight and Measures Regulations 1981 (Act 71), Water Management Authority (Licensing) Regulation 2012, Estate Hospital Assistants (Registration) Act 1965 -rev. 1990, Employee Social Security Act 1969 etc.</p> <p>Based on field observation there is non compliance with legal requirements for example:</p> <ol style="list-style-type: none"> 1. The mill has not obtained the Fire Certificate as required by Fire Services [Fire Certificate] Regulation 2001 – 28(1). The mill management not able to demonstrate any positive movement or corresponding evidence with Bomba in obtaining the certificate. 2. During site visit to mil, seen multiple issues that required immediate attention from the mill management as it against the requirement stipulated in Jadual Pematuhan: <ul style="list-style-type: none"> • The signages at effluent pond not available and or not in accordance to the requirements stated in Jadual Pematuhan. • During filed visit to Block B40, found the effluent pipe leaking at 3 points. • The EFB does not disposed within 14 days after produced • The fencing at effluent area seen broken and damaged that due for replacement. It is evidence of cow intrusion within effluent pond area was sighted. • Hydro cyclone drains seen clogged by empty plastic bottles. • The diesel skid tank found clogged by fiber ashes and contaminated with diesel that leaked while pumping. • Its evidence of cigarette packs and buds in the area is restricted from smoking <p>Based on that explanation, raised the Non-Conformance No 2017.01 with Major category</p> <p>2.1.2; 2.1.3 & 2.1.4</p> <p>The distribution of revisions is centralizing in HQ and email communication evidence for any changes / notification to all the operating units. The appointed HSEMR is the responsible person to co-ordinate with HQ and other sources for any changes in the requirements as well to update the internal members on the revisions.</p> <p>During field observation its known if continuous Emission Monitoring System [CEMS] and Smoke Density Meter [SDM] monitoring which to be real time connection to DOE was verified unstable due to distortion and poor internet connectivity [sighted the graph from 01-16/11/17 with no readings captured except on 15/11/17]. Since this is a requirement from DOE, sighted communication to DOE on 30/05/17 of the error been documented. The next assessment will be verified on the compliance status. OFI 1</p> <p>There was an update on Electrical Supply Act 1990 (Amendment 2015). The communication from CDD to estates needs further enhancement as sighted the Register of Legal and Other Requirements not updated accordingly. Aside the operating unit to be made known on the changes and what are the potential impact to respective operating units. OFI 2</p>
Major 2.1.1	Status: Non-Conformance No 2017.01 with Major category
2.2	The right to use the land is demonstrated, and is not legitimately contested by local people who can demonstrate that they have legal, customary or user rights.

2.2.1

This POM is one of the 67 mills that owned by FPI a subsidiary company of FGVH throughout Malaysia. The mill is located on Krau 04 land [HSD 7638, Negeri Pahang, Daerah Raub, Mukim Gali, Lot No. PT 18794]. This mill was commissioned on 15/10/1990 with 1 line and 4 press of processing capacity 40MT/hr. Based on the mill layout, it is on the land of Krau 04 Estate with total land area of 5.750HA inclusive of effluent treatment plant.

Krau 04 Estate with main and Mempaga 04 division located in district of Bentong, [25km from Raub city, 8km from Bilut Village, and 5km from Temir village] fully planted with oil palm. The current total titled hectares are 3427.52 ha [main division with 2622.38 ha and Mempaga division with 805.14 ha]. The planted area of Main division – replanting 524.21 ha and 1681 ha matured and Mempaga division – 710.43 fully matured.

This estate has 2 divisions [01 & 02] which is 20km from Bentong city, 8km from Lebu Village, 10km from Hulu Pareh Village, 3km from Asap Village and 12km from Felda Mempaga. The estate is fully planted with oil palm. The planting profile is 3 – 31 years and replanting expected in 2018.

2.2.2

The estates were seen compliance to “Manual Ladang Sawit Lestari” – document No. MLSL(Ed.2) – Sec. 2 (2.0) – Menanda Batu Sempadan. During field visit, sighted the estate’s boundary / land area are not connected to any smallholder’s land, government reserve land nor villages. The estate is maintaining a “GPS Surveyed Map” that consist of estate mapping on boundary stones / markers and geo-reference.

2.2.3; 2.2.4; 2.2.5 & 2.2.6

This POM is on the land of Krau 04 Estate. No communities nor individual has any implications for the legal status of their land or have been disputes since FGV has legal land titles that leased by the Pahang state government for 99 years.

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.

2.3.1, 2.3.2, 2.3.3 & 2.3.4

This POM is on the land of Krau 04 Estate. There is a documented procedure – (FGV/ML-1A/L2-PR12(0)) that is applicable if any arising issues from the local communities neighboring the estate or stakeholders or during land surveying process by authorized agencies. During field visit, sighted the estate not adjourn with any smallholder’s plantations, government reserve, villages nor with government reserve forest. There is no evidence collected during this audit period for any legal, customary or user rights.

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.

3.1.1

The Company has demonstrated long-term plans for 2018-2020 for estates and for Mill in 2017-2020 that outline total area, production data (FFB, CPO and PK), forecast prices, operational costs including cost for safety, social and environmental and financial indicators. Review budget is done once every year in the Pre-Budget annual meeting, for example for budget year 2018 has been done on June 20, 2017.

3.1.2
KRAU 4

The company shows Replanting Program year 2017-2022, the details are as follows:

Area	Total Ha	2017	2018	2019
PM90A	334.52		324.52	
PM92C	424.57			424.57

KRAU 2

The company shows Replanting Program year 2017-2022, the details are as follows:

Area	Total Ha	2017	2018	2019
PM88C	394.81		394.81	
PM90J	250.16		250.16	
PM90K	292.67		292.67	
PM97F	380.48			380.48

For other planting years, it is still under replanting criteria (<25 years). Based on the policy of replanting dated 01 June 2014. It was stated that replanting activities were carried out for plants that were 25 years old.

Implementation of replanting activities recorded in the area statement document, for example on Krau 4 there is a description of there is planting on 2016 with total area is 524.21 Ha.

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.

4.1.1
Estates

Procedures (SOP) of oil palm Agronomy was presented in Sustainable Estate Manual, issued in June 1st 2012 by Senior Vice President R&D, General Manager R&D (Plant and Health), Editor and Coordinator. It were divided into five documents as follows:

- No. MLSL (Ed. 2) Vol. I – Sec. 1 (1.0 – 20.0) about management on nursery.
- No. MLSL (Ed. 2) Vol. I – Sec. 2 (1.0 – 20.0) about replanting.
- No. MLSL (Ed. 2) Vol. I – Sec. 3 (1.0 – 11.0) about immature palm management.
- No. MLSL (Ed. 2) Vol. I – Sec. 4 (1.0 – 12.0) about mature palm management.
- No. MLSL (Ed. 2) Vol. I – Sec.5 (1.0 – 8.0) about oil palm manuring.

The SOP has covers all agronomy aspects such as land preparation, nursery, planting, field upkeep, weeds control, integrated pest management, harvesting management, soil fertility enhancement (manuring, by-products application).

Mill

Procedure of oil palm processing was presented in Mill Operation Manual dated September 9th 2015. Procedure has covers 139 activities (code: FPI/L3/1-01 to FPI/L3/16-01), from FFB acceptance to product (CPO and PK) dispatch.

Safe working procedure

In every procedure has section about safety working, for example in procedure about Harvesting (No. MLSL (Ed. 2) Vol. I – Sec. 4) section 5.10 has explain safety work in harvesting, that must:

- Make sure workers are healthy to work
- Appropriate work clothes
- Use personal protective equipment
- Sharp equipment should be used carefully and sheathed when not in use
- Workers need to comply with safety measures in accordance with the provisions of the worker's safety and health manual and the environment.

In addition, the company may show safe working procedures for each job eg:

- Safe Working Procedure of Harvesting (FGVPM/L3/PK-11)
- Safe Working Procedure of Pruning (FGVPM/L3/PK-15)
- Safe Working Procedure of Use of Personal Protective Equipment (PPE) (FGVPM/L3/PK-25)
- Safe Working Procedure of thresher operation (FPI-PK-008 dated 14.07.2010)

- Safe Working Procedure of boiler operation (FPI-PK-021 dated 14.07.2010)

Based on interviews with workers, explained that the workers have received training related to the work according to procedure and how to work safely. For example, in the harvesting activity, workers can explain the criteria of the fruit, how to implement safe work at harvesting by way of cutting bunches should not be in the circle area.

4.1.2 & 4.1.3

To ensure the implementation of the procedure, the company has Felda Agriculture Services Sdn Bhd. (FASSB) tasked with internal audit of operations in the Estate and Mill Advisory conducts internal audits at the mill annually. Internal audit activities are recorded in the document:

- Agronomic Report for Krau 4 was carried out on 07 June 2017; there were 6 comments, among others the lack of Boron nutrient, fertilization delays, to the lack of beneficial plant
- Agronomic Report for Krau 2 was conducted on 06 June 2017; there are 6 comments, among others, the lack of nutrients K and Mg, fertilization delays, to the lack of beneficial plant
- Mill Advisory Report for Krau POM was conducted on 06-07 December 2016; there were 5 issues among others cost above budget, quality of FFB did not meet the standard up to machine condition.

The Company has shown evidence of follow-up of the results of internal audit visits listed in the "Progress of the Visit" document, for example:

- Krau 4 of the 6 given comments has been completely resolved, such as the comments related to soil fertility in the PM00B complex have been followed up by the addition of EFB and the delay in fertilization activities has been followed up by the addition of new manpower.
- Krau 2 of the 6 comments have been completed, including comments on soil fertility in the PM07D complex have been followed up by the addition of EFB and the delay in fertilization activities has been followed up by the addition of new manpower.

The POM Krau shows the latest improvement on 31st of October 2017 for example for the poor quality of FFB has conducted socialization to all FFB suppliers.

4.1.4

Procedure of third party FFB sourcing was presented in document No. FGV/FGVPM/II/QOSHE/15/012.1 dated April 1st 2016. Procedure has covers scope, definition, reference, responsibility, activities, supplier information and requirements, purchasing, License, FFB grading, Assessment, FFB Quality, meeting, recording and procedure chart for request. List of FFB third party was available. Furthermore, Mill management unit was able to shows daily and summary records of FFB volume received. Krau POM Received FFB from Outgrower are Felda, Feda Technoplant and outgrowers.

Status: Comply

4.2

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

4.2.1 & 4.2.4

Procedure of soil fertility management was presented in several documents, as follows:

- Document No. MSL (Ed. 2) Vol. I – Sec.5 (1.0 – 8.0) about oil palm manuring (chemical fertilizer).
- Document No. MSL (Ed. 2) Vol. I – Sec.3 (3.0 – 4.0) about EFB application and Felda mulching.
- Procedure of Leaf and Soil sampling (Manual for Staff).
- Policy for Replanting area on 01 June 2014, explain that the replanting area must plant Legume Cover Crop (LCC)

Based on field observation and document verification, it is known that the company has implement several strategy to manage soil fertility and has been implement the nutrient recycling strategy, for example:

- Has conduct manuring (see indicators 4.2.2)
- Based on EFB record and field visit in Krau 2 Block 36, Krau 4 has been implement EFB application with total EFB that implemented are 2.000 ton at all block complex.

- Based on field visit at replanting area (Krau 4 Complex PR16L), it is known that in the area has been planted the Legume Cover Crop (LCC)
- Based on field visits in the PR16P field at Krau 2 and PR16L in Krau 4, it was found that the palm residues after replanting were collected in the field.

4.2.2

The company shows the document of "Rumusan Program & Pencapaian Pembajaan 2017" which explains the complex, planted area, stand/ha, type of fertilizer, dose/oil palm, amount of fertilizer to plan and fertilizer realization. For example:

Field PM00B KRAU 4

Fertilizer	Dosage (kg/palm)	Total Fertilizer of	Program	Realization
NK30	3.00	130.78	Jan	03 August 2017
NPK Magnesium Granular 25	2.5	108.98	March	05 October 2017
NK30	2.25	98.09	May	-
Ground Magnusim Lamstone	1.5	65.39	August	-

Field 07D Krau 2

Fertilizer	Dosage (kg/palm)	Total Fertilizer of	Program	Realization
NPK Magnesium Granular 10	7.5	246.2	Jan-Jun	-

Based on these data, it is known that there are fertilization delays in Krau 2 and Krau 4, for example for the Krau 4 PM00B complex type of NK30 fertilizer should be done in May but it still not implemented. Based on the internal results of the Agronomy Audit of June 2017, this has been identified and caused by a lack of manpower; the company has shown improvement over the problem. At the time of the audit, the company has conducted fertilization progress in the delay area, for example in Krau 2 block 19, during the field visit, the company is performing NPK fertilization activities, where the NPK fertilization program should be done in January-June.

Company shows document of Fertilizer Recording and FFB of January-October 2017 with total:

Krau 2

Total fertilizer 1,178.75 tons; total production FFB of 20,376.62 tons; fertilizer/ton FFB: 0.06.

Krau 4

Total fertilizer 1,652.40 tons; total production FFB of 35,138.04 tons; fertilizer/ton of FFB: 0.02.

4.2.3

Procedure of Leaf and Soil sampling (Procedure for Felda Agricultural Services) mentioned that leaf and soil analysis were conducted annually to be used as a basis of annual manuring recommendation calculation. Both analysis were carried out annually by Felda Agricultural Services.

The Company has recorded the soil & leaf sample activity in the Leaf and Soil nutrient Levels document conducted by Felda Agricultural Services on 10 & 15 February 2016 explaining nutrient assesment of N, P, K, Mg, Ca, Mg and B from leaf sample and nutrient assesment of PH, N, P, K, Ca, Mg from soil sampel.

Status: Comply

4.3

Practices minimize and control erosion and degradation of soils.

4.3.1

The company shows the soil map for Krau 2 and Krau 4. From the data, it is known that the type of soil in the company area is Durian, Batu Anam, Bungor, Alluvium, Musang Shallow, Lunas, Malacca, and Colluvium (Malaysia Soil Series) .

Based on field visit, it is known that the area in Krau 2 and Krau 4 is mineral soil. The company can improve the information in soil map by adding the map scale. **OFI**

4.3.2

The company has a SOP on the preparation of terraces (No. MLSL (Ed.2) -Sec 2 (11.0)) explaining that the making of terraces when there are areas with steepness between 6° to 25°. In addition, there is a protection policy of steep soil and river area dated June 01, 2014 which explains that for steep areas exceeding 25°, should not be planted by palm, planting ground cover soil until letting the grass soft.

Based on the Map of Slope Class document and the "Maklumat Asas Ladang", it is known that the company area consists of undulating area (2-6 °), Rolling (6-12 °), Hilly (12-20 °), Steep (20-25 °), Very Steep (> 25).

Based on field visits in the PR16P field at Krau 2 and PR16L fields in Krau 4, it is known that the company has implement the strategy for planting in steep area, which is:

- Creating a terrace on a steep area.
- Planting pulses on the terrace area.
- Controlling weed only on main circle area.

In addition, on Block 23 in Krau 4, it is known that there are unopened areas in a form of the bush (secondary forest), in areas with high steepness.

4.3.3

The Company has documented the Work Program of Road Maintenance in 2017 that describes the plan and realization of road maintenance activities for example in Krau 2:

Field		Month (In Meter)					
		June	July	August	September	October	November
PR16P	Planning	37,600					
	Realization	24,000	13,600				
PM07D	Planning		2,800				
	Realization		2,800				
PR15N	Planning		12,000				
	Realization		6,000	6,000			
PM97F	Planning		2,800				
	Realization		2,800				
PM99L	Planning			3,400			
	Realization			3,400			
PM10G	Planning			9,400			
	Realization			9,400			
PM12H	Planning				9,100		
	Realization				9,100		
PR14M	Planning					13,600	
	Realization					6,800	6,800

In addition, there is a Budget 2017 in which there is a budget for road maintenance. For example in Krau 4 there are activities to level out and condense the road using heavy equipment (Grader and tractor).

Based on field visits in Krau 2 and Krau 4, it was found that roads in the operational area of the plantation were in good

condition and accessible for transportation access.

4.3.4 & 4.3.5

Based on soil map and field visit in Krau 2 and 4, it is known that there are no peat in the operational area

4.3.6

Based on soil map and field visit in Krau 2 and 4, it is known that there are no fragile soil (podzols and acid sulphate soils) in the operational area. All of soil type in the company are mineral soil.

Status: Comply

4.4

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

4.4.1

Water management plan available for each management unit as shown by document "Pelan Pengurusan Air tahun 2017 for Estate and Mills. The plan covered the explanation of: water sources, efficiency, impact on catchment and stakeholders, renewability, action plan, person in charge in the management, including source of problem, action plan and note. Water management in mills had been associated with mills performance indicator that covered the efficiency, quality of water, and waste water. Water for palm oil processing comes from krau dam.

There is no water pollution issues raised during field visit and stakeholder consultation. Housing supplied by Pengurusan Air Pahang.

4.4.2

Based on the river map of Krau 02 and Krau 04 There are some river or water bodies that are located and across the company's operation area namely Gementi River in Krau 04 and Paneng River in Krau 02. Based on the results of field visits in Gementi River in Krau 04 and Paneng River in Krau 02n known that there are no specific use of the water course by surrounding community. Sighted the estate management had started enforcing of buffer zone of minimum 5 meters at both river sides. Buffer zone sign and marking available, no indication of chemical use in buffer zone. The company has had the procedure Identification of water courses available in document number FGV/ML-1A/L2-Pr8, in other that procedure for water quality sampling available in document number ML-1A/L2-PR6(0) Manual Lestari dated on March 2012 regarding water quality sampling. on that's procedure mentioned minimum water quality test conducted once in a year unless there are significant environmental cases.

4.4.3

Effluent produced by the mill is managed on Waste Water Treatment Plant (WWTP) before it is before discharged to the water body. Documents verifications showed that the effluent quality monitoring is conducted regularly every week. Results of testing for the October 2017 showed that all the test parameters are met the quality standards.

4.4.4

Based on field observations in the mill, the management unit has been measuring the use of water used by the mill in operational activities. There is flow meter installed in the reservoir and in the water treatment plant (WTP). The volume of water used routinely documented every day. The results of the documents verifications known that the needs of water for every tons of FFB is under the budget has been set.

Status: Comply

4.5

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

4.5.1

The Company has procedures in controlling pest and disease in the document of Manual of Lestari Palm Field on 01 June 2012, among others:

- Census ganoderma procedure (No. MSL (Ed.2) - Sec 2. (1.0))
- Oryctes Sp. Controlling procedure (No. MSL (Ed.2) -Sec.2 (3.0) dated June 1, 2012
- Procedure of rat pest control using owl (No. MSL (Ed.2) -Sec 2 (20.0)
- Procedure of beneficial plant planting for leaf caterpillar pest control (No. MSL (Ed.2) - Sec 3 (11.))

- Baiting rats procedure (No. MSL (Ed.2) -Sec.4 (1.0).

Based on the procedures, it is known that the company applies techniques of pest control by manual, biological to chemical, for example in planting beneficial plant for leaf caterpillar pest control procedure (No. MSL (Ed.2) - Sec 3 (11) and The procedure for controlling pests of rat using owls (No. MSL (Ed.2) -Sec 2 (20.0). Based on site visits in Krau 2 block 9 and Krau 4 block 8, it is known that there are beneficial plants planting (*Turner* sp. and *Antigonon* sp.) as well as the installation of an owl cage.

The company shows the document "*Buku Rekod P&D & Sensus Serangan*" created for each field area. The company has conduct several censuses, among others:

- Ganoderma census performed in April 2017 was conducted on Krau 4 Field PM90A
- Census pests of *Oryctes* sp. which is done every week. Based on the last census on October 30, 2017 in Krau 4 field PR16L with results there are 69 *Oryctes* sp.
- Leaf-eating pest (*Apogonia* sp) pest in Krau 4 field PR16L. The census was conducted in October 2017 and was implemented on 2 blocks of 6 blocks. The last census result in block 8 is known to have pest attacks that have damaged the plant as much as 695 plants. The company need to re-ensure conducting control of leaf eating pests after all of census has been done. **OFI**
- The census of rats in Krau 2 field PR16P was conducted in April 2017 with the result of an attack of 324 oil palm tree.

In addition, the company shows pest control documents, for example:

- Records of pest control of *Oryctes* sp. by using Furadan. Activities have been conducted from June to October 2017. For the month of June has been controlled area of 24 Ha, in August area of 20 Ha and October area of 28 Ha.
- Records of rat pest control in Krau 2 field PR16P with control area up to October 2017 covering 564.72 Ha.

4.5.2

The company can show the pest training, among others:

- Pest training on 19-20 January 2017 to all complex staff with total of 28 staff (manager, assistant manager, foreman and supervisor).
- Pest training for Krau 2 conducted on 21 September 2017 for poisoning rhinoceros beetle training to 20 workers
- Pest training for Krau 4 on September 25, 2017 for training poisoning rhinoceros beetle to 10 workers

Based on interviews with census workers in the PR16L Krau 4 field, it is known that workers have been trained and can explain how to conduct census and Carbofuran active ingredient applications according to procedure

Status: Comply

4.6

Pesticides are used in ways that do not endanger health or the environment

4.6.1

Justification of pesticide use is recorded in document "*Manual Ladang Sawit Lestari*" which explains the type of pesticide used for each kind of weed or pest disease, for example:

- For grass: *Imperata cylindrical* uses *Glyphosate* herbicide at a dose of 6 L/ha
- For woody weed: *Melastoma malabathricum* uses *Triclopyr* with a dose of 1 L/ha.
- For *Oryctes* sp. pests uses *Cypermethrin*

Based on interviews with spray workers in Krau 4, it is known that the use of pesticides has been adapted to the type of weed, for example for woody weed using herbicides of the type "*Garlon*" (*Tryclopyr*) and for grasses using the type "*Genee*" (*Glufoset ammonium*).

4.6.2

The Company already has a 5 Year Annual Pesticide Use Record (2012-2017) describing the chemicals type, active ingredient type, active ingredient content, application area, chemical quantity, rotation number, active ingredient amount, active ingredient / application width and active ingredient per tonne of FFB.

4.6.3

IPM plans to reduce the use of pesticides are listed in company procedures such as:

- The use of owls for rat pest control is listed in the procedure No.MLSL (Ed.2) -Sec 2 (20.0)
- Use of beneficial plants for leaf-eating caterpillar pests control is listed in the no. MLSL (Ed.2) - Sec 3 (11.)
- Control of a *Oryctes* sp. by applying a manual system using a pheromone trap.

In addition, the company has have 5 Year Annual Pesticide Use Record (2012-2017) for monitoring the pesticide use.

The company has implement the IPM plans to reduce the use of pesticides. Based on the field visit at Krau 2 block 9 and Krau 4 block 8, it is known that the company has implemented IPM plan that has been planting beneficial plants (*Turner* sp. and *Antigonon* sp.) as well as the installation of the owl cages.

Based on the procedures and document review, the company has conducted census activity to know the level of pests & diseases before controlling using chemicals. This shows that the company does not apply prophylactic way in the use of pesticides.

4.6.4

The Company has a Policy from Circular Memorandum No. (27) 010810 / HQ / JAB.OP.17 / PLANTATIONS / AM, dated May 8, 2017, concerning the **Prohibition of Herbicide Paraquat Dicloride**, by the Chief Executive Officer of FGVP (M) Sdn Bhd.

Based on a visit in the pesticide warehouse, there are herbicides with the type of paraquat and rodenticide with *Chlorophacinane* type which belongs to WHO category 1A pesticide. For paraquat use, the company shows a letter from the Estate Manager to the FGV CEO explaining the permit of paraquat application to spend the stock purchased prior to the ban the use of paraquat in May 2017 and the use of paraquat will only be used in replanting area. For Krau 2 mail is sent on September 18, 2017 and for Krau 4 sent on May 11, 2017.

For the use of *Chlorophacinane* rodenticide was done on the basis of pest census results, for example, the Krau 2 PR16P field was conducted in April 2017 with the result that there were attacks on 324 oil palm tree and has been controlled until October 2017 of 564.72 Ha with 96 kg rodenticide. Based on field trips to Krau 2 blocks 9 and Krau 4 blocks 8, it is also known that the company has made efforts to replace rodenticides with owls for rat pest control.

4.6.5, 4.6.7 & 4.6.9

Company can show safe working procedure for spraying activity in procedure:

- Working Procedures for Chemical Goods Control (No. FGVP / L3 / PK-04 dated 01 April 2014) explaining how to receive, to transfer, to store, to release chemicals, to mix and to take action for used cans. In the procedure it is clear that after using the chemicals all workers should wash the working tools including the PPE and clean it in a special place at the office and store all the equipment and PPE in the provided space.
- Spraying Safe Work Procedure (No. FGVP / L3 / PK-16 dated April 01, 2014) explains what to do before, during work until after work. In this procedure it is clear that spray workers should be check up every year, spray equipment and PPE should be washed and placed in special places, used cans should be stored in the store up to the types of spray equipment.

The Company has conducted a chemical risk assessment in its "Chemical Health Risk Assessment" report. For Krau 4 has been done on March 1, 2017 and for Krau 2 was conducted on November 09, 2017.

The company shows evidence of training of spraying and pesticide management, among others:

- Chemical management training on 09 November 2017 to 8 workers in Krau 2
- Spray safe training was conducted on 12 September 2017 to 9 spray workers in Krau 4
- Training related to chemical storage on 31 October 2017 to 24 workers (clerks, and staff) at Krau 4
- Chemical management training on May 24, 2017 to 10 workers in Krau 4

Based on interviews with spray workers in Krau 2 and Krau 4, it was explained that the workers have been trained and can explain safe working practices for pesticide management. The worker also explained that the pesticide mixing activity

is done in a special place and after spraying activity is completed the PPE and the spray equipment must be cleaned and stored in a special place.

Based on field visits, workers have been given PPE in accordance with HIRAC and MSDS, for example on spray activities known to have been given helmets, boots, nitrile gloves, apron, masks/respirators. This is in accordance with the MSDS Perstisida "Genee", HIRAC spraying which refers to the Spraying Safe Work Procedure (No. FGCPM / L3 / PK-16 dated 01 April 2014). Based on interviews with workers and supervisors at Krau 2, Krau 4 and Krau POM, that if the PPE is damaged, it can be directly replaced by reporting it to the supervisor.

4.6.6

Procedure of agrochemical management was presented in document No. FGVPM/L3/PK-04 dated April 1st 2014. SOP has covers scope of management, definition, technical procedure of chemicals acceptance, moving, storage, delivery and distribution, transportation to the field, safety uses (before, during and after application), mixing, powder pesticide, emergency action, recording management control and disposal.

Based on observation to agrochemical store/warehouse in krau 4 and Krau 02, it was found that pesticides were stored properly by adopting first in first out method, grouped into toxicity category, limited accessed and labelled in accordance with its hazardous properties. Furthermore, based on observation to housing areas in both estates, it could be concluded that used pesticide containers were not used for domestic household purposes.

4.6.8

Based on field observation and information form estate management, it was informed that there were no pesticide application by plane through the air.

4.6.10

Based on interview with store keeper on agrochemical warehouse and hazardous waste warehouse in Krau 02 and Krau 04 Estate, mentioned that all used pesticide containers were three times rinsed/washed, holed and labelled before stored in the hazardous waste warehouse. Later on those used pesticide containers were transported by licensed forwarders or hazardous waste collector. The amount and type of waste discarded has recorded on the balance report. But based on field observation and documents review, Krau 04 Estate not able to show if chemical containers has yet to be managed properly in accordance with the applicable regulation and Procedure. its proven by no clear documented and updating about records ex chemical container that's reused and disposed, **Based on that explanation, raised the Non-Conformance No 2017.02 with Minor category**

4.6.11

The company shows a list of spray workers in a Pocket Checkroll report in October 2017 with 6 workers for Krau 4 and Krau 2 with 17 workers.

The company shows the medical surveillance report in 2017 with the examination method of physical, blood, urine, spirometry, x-ray and cholinesterase that in accordance with Regulation 26, of the OSHA (Use and Standards of Exposure of Chemicals Hazardous to Health Regulations) 2000, among others:

- KRAU 4: has been implemented on May 16, 2017 with a total of 20 workers with overall results under normal circumstances
- KRAU 2: was implemented on March 23, 2017 with a total of 58 workers with overall results under normal circumstances

Based on interviews with spray workers, it is known that medical checks are always done every year and so far there are no workers who suffer from toxic / pesticide diseases. The results of medical checks are only notified to workers who experience health decline.

4.6.12

The company has a notification letter from the manager to all female workers in 2017 concerning Agrochemical Control by female workers explaining that female workers are prohibited from working in chemical activities in pregnant or lactating circumstances. Based on worker lists and interviews with spraying workers in Krau 2 and Krau 4, it is known that all spraying workers are male.

Minor 4.6.10	Status: Non-Conformance No 2017.02 with Minor category
4.7 An occupational health and safety plan is documented, effectively communicated and implemented.	
4.7.1 <p>The Company has an OHS policy in the Policy of "<i>Dasar Kualiti, Keselamatan Kesihatan Pekerja dan Alam Sekitar</i>", date of revision 1 February 2017 signed by CEO. There is Occupational Health Safety Objective Year 2017 which describes action plan to improve Occupational health safety, the activity plan for example:</p> <ul style="list-style-type: none"> • Providing workers with safety training (planned for March and completed in March) • Workplace monitoring is conducted at the end of the year (December 2017) • Training / socialization of PPE usage (planned in October 2017 and implemented in October 2017). <p>The company can show the implementation of OHS plan, among others:</p> <ul style="list-style-type: none"> • OHS meeting on a regular basis every 3 months • One-year health checks conducted in April 2017 • Regulations related to aspects of OHS (see indicators 4.7.3 and 4.8.2) • OHS audit was conducted on 27-28 December 2016 <p>A review of the OHS program is conducted during the OHS Management Review meeting, for example for KRAU 4 conducted on October 27, 2016 and Krau POM on April 18, 2017.</p>	
4.7.2 <p>The Company has a HIRADC document that identifies the risks and their controls for all operational activities in the mill and estate. A review of HIRADC has been conducted among others for the Estate has been done on May 16, 2017 and for the mill was done on January 20, 2017.</p> <p>Based on field visits at WTP, it is known that the use of PPE has been in accordance with MSDS and HIRADC/PPE Matrix, among others have used helmet, safety shoes, masks, google, rubber gloves and ear plug.</p>	
4.7.3 <p>The Company has shown evidence of safe worker training, including:</p> <ul style="list-style-type: none"> • Training related to chemical storage on October 31, 2017 for 244 workers (clerks, and staff) at Krau 4 • Training of FFB loading on August 9, 2017 to 19 workers in Krau 4 • Training on how to harvest on 14 September 2017 to 11 workers in krau 2 • Manuring training on October 10, 2017 to all fertilizers in Krau 2 • Station press operation training was conducted on February 22, 2017 to 11 workers in Krau POM <p>Based on interviews with workers in field visit in Krau 2, Krau 4 and Krau POM, it is known that workers have been given PPE in accordance with HIRAC / safe working procedures of the company, for example in harvest activities, the worker has been given PPE in the form of helmets, boots, gloves and cover harvest tools. Based on interviews with workers and supervisor at Krau 2, Krau 4 and Krau POM, it is explained that if the PPE is damaged, it can be directly replaced by reporting it to the supervisor.</p> <p>The company has also conducted audiometry medical tests to all factory workers that works in noisy area, such as tests conducted in April 2017 to 65 workers. From the data there are 11 workers to be re-tested. The company also shows evidence of a re-examination letter from the Clinic "Sulaiman Temerloh" which explains having conducted a follow-up medical examination on 06 November 2017. Based on field visit in the Krau POM, it is known that all workers has been equipped with ear plug/ ear muff.</p>	
4.7.4	

The Company has appointed persons in charge for OHS implementing in the " *Carta Organisasi Keselamatan dan Kesehatan Pekerjaan*". In the organizational structure it is known that members of the organization consist of representatives of companies and workers representatives.

The company always conducts meeting related to OHS in OHS meetings conducted every 3 months, there is evidence of meetings in the form of attendance list to minutes of meeting, for example:

- Krau 2: The last OHS meeting was held on September 25, 2017, which was attended by 17 OHS officers who discussed OHS field surveillance, accident report, OHS training.
- Krau 4: OHS meeting was held last September 22, 2017 which was attended by 12 OHS officers who discussed OHS field surveillance, accident report, OHS training to inspection of OHS tool
- Krau POM: OHS meeting was last done on 14 June 2017 which was attended by 12 OHS officers who discussed station monitoring results, accident reports until the OHS issue

4.7.5

The Company has emergency and work accident procedures, for example:

- SOP of "MENGHADAPI KECEMASAN" "No document FGV/ML-1A/L2-Pr15, dated June 1, 2016.
 - Potentials of Emergency:
 - a. Abundance in the tank of diesel storage and chemicals store
 - b. Fire at office, store & field
 - Procedure
 - Mechanism for "" EMERGENCY ACTION PLAN ""
- Procedures for the management of the OHS No Document FGVPM/L2/PP-11 for near miss accident , accident, minor injuries, severe injuries, fatalities, unsaved circumstances, complaints, and nonconformity

The company shows evidence of emergency training, including

- Emergency training on 08 November 2017 for 17 workers in Krau 4
- Training on how to use the first aid kit on 16 October 2017 to 64 workers in the Temerloh area (including Krau 2 and Krau 4)
- Fire drill training on 20 June 2017 to 43 workers in krau 4
- Emergency training on 08 November 2017 at Krau 2
- First Aid box training on 17 October 2017 at Krau 2
- Fire drill training on 26 November 2016 to all workers in Krau POM
- Training of First Aid Officers on October 11, 2017 was conducted for all Terolak Districts (including Krau POM 4 Workers).

Based on field visits and interviews, it was found that all the supervisor in each activity were equipped with first aid kit and had been trained on the use of first aid boxes and the supervisor is able to explain the usefulness of each first aid kit.

4.7.6

The company has been providing accident insurance for their employees in accordance with the conditions Local workers are covered by SOCSO/Perkeso insurance payment performed in monthly basis and foreign workers covered by AXA Insurance or ETIQA - Takaful Berhad valid for one year. Based on document verification, all of workers has covered by accident insurance. For Krau 2, there is 203 foreign worker and 39 domestic workers, Krau 4 there is 170 foreign worker and 35 domestic worker and Krau POM 63 domestic worker

Based on documents review there is work accident that covered by insurance on Krau 2 on 2017. Related that work accident can show the investigation reports and record of claim. For medical care, in the nearest village (± 3 Km, Lebu

Village) there is a clinic. Based on interview with workers, it explain that all of medical care has been covered by the company.

During the audit process, there is no contractor who is doing the activity in the company. Based on interviews with management, explained that all contractors are required to comply with OSH regulations including insurance.

4.7.7

The company shows the accident report in the "Daftar Kemalangan Kejadian Berbahaya (JKKP 8)" of 2016 and the Report of Accident (JKKP 6), it is known on the document:

- KRAU 2: in 2016 there are 4 accidents with 27 days lost and in 2017 there are 4 accidents with 116 days lost. For JKPP 8 year 2016 reported on January 10, 2017 to DOSH
- KRAU 4: in 2016 there are 2 accidents with 5 days lost and in 2017 there is 1 accident with 1 day lost. for JKPP 8 year 2016 reported on 31 January 2017 to DOSH
- Krau POM: in 2016 there are 2 accidents with 5 days lost and in 2017 there is no accident. for JKPP 8 year 2016 reported on January 16, 2017 to DOSH

Follow-up on accidents has been stated in the Accident Report that describes the victim identity, the type of accidents, the subject of the accident, the day of work lost, the factor of Accident to the action of the improvement. For example accident at KRAU 4 on behalf of Budi Setiawan with 1 day lost, accidents due to hit in the foot by machete, improvement action by holding a harvesting training.

Status: Comply

4.8

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

4.8.1

The company has had a training program for workers included All staff, Workers and contract workers for period of 2017 which consists of operational activity training (harvesting, manuring, spraying), understanding the RSPO, PPE used, chemical managements, first aid kit training, HIRARC and laws, emergency response training, SIA training, HCV and RTE training. In the program, informing the months of plan and realization. The company can improve the quality of training program by adding the SCCS training plan. OFI

4.8.2

The Company has shown evidence of training to workers, including:

- Training of FFB loading on August 9, 2017 to 19 workers in Krau 4
- Training on how to harvest on 14 September 2017 to 11 workers in Krau 2
- Fertilizer training on October 10, 2017 to all fertilizers in Krau 2
- Emergency training on 08 November 2017 for 17 workers in Krau 4
- Training on how to use the first aid kit on 16 October 2017 to 64 workers in the Temerloh area (including Krau 2 and Krau 4)
- Training / socialization of RSPO on 19 July 2017 to 22 workers in Krau POM
- Fire drill training on 26 November 2016 to all workers in Krau POM
- Press operation training was conducted on February 22, 2017 to 11 workers in Krau POM
- SCCS training was conducted on 19 October 2017 to 10 workers (assistant manager, financial clerk, storage clerk)

Based on interviews with workers and supervisors on harvesting, spraying and fertilization activities, it is known that all workers have been provided with work-related training and also OSH-related training.

During the audit process, there is no contractor who is doing the activity in the company. However, the company show the socialization about the company policy to the contractors, for example socialization about ethics code on August 24, 2017

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.		
5.1.1		
Based on the document verification, the company had provide the Environmental Aspect impact comprising the process evaluation aspect impact to the environment :		
<div>1. identification of estate activity to the environment</div> <div>2. identification of impact to environment</div> <div>3. Identification the situation that giving impact</div> <div>4. Identification the stage of similarity towards and impact</div> <div>5. Significant of impact (Based on Scoring)</div> <div>6. Plan to reduce impact</div>		
Stakeholder consultation to assess and monitor impact: conducted annually, the latest was on October 17, 2017, attended by 60 stakeholders from surrounding community, contractors, and government representatives. FGV collect questionnaire survey for all attendant. Minutes of meeting and documentation available appropriately. Some issues: bridges quality, sustainability product, etc		
Based on documents verification the estate has been develop documents of matrix of identification of Environment Aspect and Impact. The matrix contains information of: all activities, env. Aspect, impact, Compliance obligation, Risk, Opportunity, Risk analysis. Based on documents verifications and interview with managements significant environmental aspect and impact for estates that identified are Used chemical container		
Result documents review Krau Palm Oil Mill has had documents of environmental impact assessment that mentioned in identification of environmental aspect and evalution of significance form. However, Based on the results of field observation in the mill it is known that there are several aspect that not been identified to mitigate negative effects to the environment., for example:		
<div>• Grading area about there is rejected FFB at loading ramp seen kept and no mitigation measures on how to dispose environmentally.</div> <div>• EFB area about mitigation to prevent self burning and environment pollution</div>		
Based on that explanation, raised the Non-Conformance No 2017.03 with Major category		
5.1.2; 5.1.3		
Relevant management program developed for each identified significant aspect. Targeted completion date observed in the management program. Management program developed for yearly basis (2016/2017). Responsible person identified for each action plan. Thru the site observation, the operation control of significant aspects were well performed. Potential impacts and measures to mitigate negative impacts is covered in the environmental management plan for 2017. There is an evidence that the plan have been implemented with a complete timetable.		
Major 5.1.1	Status: Non-Conformance No 2017.03 with Major category	
5.2		
The status of rare, threatened or endangered species and other High Conservation Value habitats, if any, that exist in the plantation or that could be affected by plantation or mill management, shall be identified and operations managed to best ensure that they are maintained and/or enhanced		
5.2.1		
Identification and Management Plan of HCV and Biodiversity have been made Certification & Due Diligence (CDD), Sustainability & Environment Department on 12 May 2017. Scope of HCV Identification study is Ladang FGVP Krau 04 and Krau 02. HCV assessment performed with consultation with relevant stakeholder, considering biological record, all planted areas, Summary of HCV Area in Krau 04 dan Krau 02 (based on summary executive HCV assessment report) stated that No HCV inside estate area and during field observation there is no RTE sighted.		
5.2.2		

Monitoring of biodiversity had been done periodically every 3 months, as seen through on Rekod Pemantauan Hidupan liar dan kawasan sensitive. The report contained wildlife monitoring at several biodiversity hotspots include river bufferzone, swamps, forest borders and others. Last monitoring conducted on 02 November 2017 and sighted kucing hutan on Blocks PM92C

5.2.3; 5.2.4; 5.2.5

No HCVs and RTEs identified in the biodiversity report and No evidence of HCVs and RTEs observed during site observation. To ensure compliances to HCV management plan, FGV had held Training for Estate management regarding HCV and biodiversity protection: as follows Training in Krau 04 and Krau 02 conducted on 30 October 2017, HCV Training and awareness delivered by HCV specialist from CDD department, FGVH. Sighted some supporting materials for HCV: Training plan, training material available, and picture documentation.

Status: Comply

5.3

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

5.3.1; 5.3.2

The results of the of documents verifications the company has identified the sources of waste which explains the source / activity and types of waste, Action plan to reduce pollution through 3 R.

The company has had the procedure for waste disposal available in document number FPI/L2/QOHSE-9.0 regarding Waste Management, approved by FPISB executive, dated on September 15, 2014. Categorized waste into:

- Non-scheduled waste: reused/recycled when possible, stored as regulated by SOP FPI/L3/15-19 to SOP FPI/L3/15-23
- Scheduled waste: labeled, stored as regulated by SOP FPI/L3/15-19 to SOP FPI/L3/15-23, disposed by licensed third party.

Based on field observation in mill and estate it's known if scheduled waste has been managed properly. All scheduled waste disposed to licensed collectors and there is no scheduled waste that saved more than 180 days. Empty chemical container triple rinse before disposed as general waste. Inventory record observed and updated for estates.

5.3.3

The company has had management plan for waste products disposal in the document Environmental Aspect and Impact that contains list of activities in estates and mill with waste or pollution produced; Action plan to reduce pollution through 3 R, contains list of waste from mill activities: steel, plastic/glass/metal, paper, used PPE, Tire, Chemical container, Domestic waste. Based on field visit, its known that:

- Domestic waste from household will be disposed to special final landfill, however field visit to special final landfill in Krau revealed that domestic waste has been collected and disposed to special final landfill every two day. There is person in charge to manage the waste.
- Effluent waste was flowed as in water stream
- Fiber and shell waste were utilized as boiler fuel (refers to indicator 5.4.1)
- Empty fruit bunch was applied to the estate area,

Status: Comply

5.4

Efficiency of fossil fuel use and the use of renewable energy is optimised.

5.4.1

Company has conducted efficiency efforts to reduce the utilization of diesel fuel, such as by utilizing shell and fiber as boiler fuel. Based on documents verifications The company has been monitoring of diesel that used in each estate who described Fuel usedmand fuel / kg FFB. Krau mill can show records of Diesel, Fibre, Shell & EFB that's produced and used for example in 2017 until September 2017 Diesel use are 21,393 Litres, Fibres uses are 17,352 MT and Shell Uses are 4,639.09 MT

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.

5.5.1 & 5.5.2

Observed that Management of FGV in Krau Complex had a Policy of Zero Burning in all of plantation activities as per policy from President & CEO of GV on dated 01/06/2014. Procedure of zero burning in had also been incorporated in agronomical manual for land preparation.

Field verification in Oil Palm Estate and Housing Complex of Krau 02 & Krau 04 shown that the policy and procedures had been implemented well. There was no indication of fire use both for agronomy or domestic activities. Also sighted some signboards of "No Burning" in several accessible spots. Procedure of emergency response to handle land fire available and supported by refreshment practice that had been conducted in cooperation with the local authorities (*Jabatan Bomba dan Penyelamat*).

Based on field observation, especially in replanting area the entire activities were using the mechanic principle by using heavy equipment with *zero burning* approach and there was no sign of fire utilization for land clearing activity. Subsequently, company does not need to draft study on fire utilization on land clearing activity.

Status: Comply

5.6

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

5.6.1 & 5.6.2

To reduce pollution and emissions, the company has identified the source of pollution and greenhouse gases and the measures to manage them. The efforts made by the management unit to reduce the pollution and GHG emissions through the activities including engine maintenance, effluent management and waste utilization, conduct fertilization according to the dose, conduct pesticide application according to the procedure, etc. Field visits in the mill showed that the shell and the fiber has been used as a boiler fuel, thereby it's reducing the use of diesel fuel for generators.

The company has able to shows several measurement data related to pollutions towards operational activities. For example, latest testing in 2017 is presented as follows:

- Noise Monitoring; Regulation Ref.: Peraturan-peraturan Kilang & Jentera (Pendedahan Bunyi Bising) 1989; Tested location: Nut Station, Engine Room, Boiler Station, Sterilizer Station, Press Station and Clarification Station; Results: noise parameter tested were above 85 dBA. Hence, the company has provide PPE ear-plug on that particular areas.
- Waste Water Quality Analysis in Effluent Treatment Plant or Waste Water Treatment Plant Inlet and Outlet; Regulation Ref.: Akta Kualiti Alam Sekeliling 1974; Location tested: Effluent Treatment Plant Inlet and Outlet; Parameter tested: BOD, COD, pH, oil and grease, suspended solids, Ammonia Nitrogen and Total Nitrogen. Results: water quality on the outlet were below the threshold limit.

But based on results of documents verifications Krau Palm Oil Mill cannot show the evidence if assessment of all polluting activities (including gaseous emissions, Particulate emission) has been conducted. **Based on that explanation, raised the Non-Conformance No 2017.04 with Major category**

The verification of company documents can show a plan to reduce pollution and monitoring GHG emission impacts of 2017/2018. That's documents describe the activity that causes greenhouse gases, released GHG type, management plan, GHG emission reduction 2017/2018, responsible officer, status and records

Based on the field visit, sighted that there is a signboard of decibel sign located at the machineries. Sighted the workers also wearing PPE (safety ear plug and ear muff) during the field visit and based on the interview with the management and workers, the safety briefing regarding noise decibel had been briefed during morning roll call related to PPE usage, been emphasized to the workers that working in the area.

5.6.3

Calculation of GHG emission and its monitoring has conducted by Department of Sustainability & Environment (SED).

unit of Certification Due Diligent (CDD). GHG emission has calculated through the RSPO PalmGHG Calculator Version 3.0.1, with summaries are presented as follows:

Summary of Net GHG Emissions

Emissions per product	tCO ₂ e/tProduct	Extraction	%
CPO	0.59	OER	19.81
PK	0.59	KER	4.80

Land Use	ha
OP planted area	5,411.06
OP Planted on peat	0.00
Conservation (forested)	0.00
Conservation (non-forested)	0.00

Summary of Field Emissions and Sinks

	Own Crop		Group		3 rd Party		Total	
	tCO ₂ e	tCO ₂ e/ha	tCO ₂ e	tCO ₂ e/ha	tCO ₂ e	tCO ₂ e/ha	tCO ₂ e	tCO ₂ e/ha
Emissions								
Land conversion	46194.48	8.54	-	-	-	-	46194.48	8.54
CO ₂ emissions from fertilizer	1979.99	0.37	-	-	-	-	1979.99	0.37
N ₂ O emissions	1779.73	0.33	-	-	-	-	1779.73	0.33
Fuel consumption	246.76	0.05	-	-	-	-	246.76	0.05
Peat Oxidation	0		-	-	-	-	0	
Sinks								
Crop sequestration	-43786.23	-8.09	-	-	-	-	43786.23	-8.09
Conservation Sequestration	0	0	-	-	-	-	0	0
Total	6414.73	1.19	-	-	-	-	6414.73	1.19

FPISB Kilang Sawit KRAU
Summary of Mill Emissions and Credits

	tCO ₂ e	tCO ₂ e/tFFB
Emissions		
POME	9644.03	0.14
Fuel consumption	664.41	0.01
Grid Electricity Utilisation	0	0
Credits		
Export of Grid Electricity	0.00	0.00
Sales of PKS	-518.5	-0.01
Sales of EFB	0.00	0.00
Total	9,789.94	0.14

Palm oil Mill Effluent (POME) Treatment

Divert to compost	0.00 %
Divert to anaerobic digestion	100.00 %

POME Diverted to Anaerobic Digestion:	
Divert to anaerobic pond	100.00 %
Divert to methane capture (flaring)	0.00 %
Divert to methane capture (electricity generation)	0.00 %
Major 5.6.1	Status: Non-Conformance No 2017.04 with Major category
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.	
6.1.1; 6.1.2	
Social Impact Assessment [SIA] was done by CDD department. The stakeholder consulted are from wider scale such as local communities and neighboring plantations. Since the mill not employed foreign workers, therefore no social aspects evaluated for migrant labour force. Sighted the checklist and questionnaire that used during the SIA process. The SIA report consists of introduction, methodology, assessment result, analysis of the assessment's output and mitigation measure to address corrective action for negative impacts.	
Seen the content of the report also focus on livelihoods and social wellbeing of wider community. The assessment team used a checklist while interview and summarize into a table of the findings. The checklist being categories into infrastructure, economic livelihoods & working conditions, cultural & religious values, health & education facilities. Among the negative issues identified was wild dogs' intrusion to the housing estates.	
6.1.3; 6.1.4 and 6.1.5	
The action plan categorized into 4 as emergency [immediate attention], short term [resolve within a year], mid-term [resolve within 6-12 months] and long term [implementation within 2 years]. There were 17 positive and 3 negative comments documented in the SIA report. The negative comments seen incorporated in the action plan for 2017/2018. The mitigation of negative impacts and promotion of the positive seen 90% accomplished.	
	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.	
6.2.1	
Sighted a procedure "Komunikasi, Penglibatan dan Rundangan" – FGV/ML/1A/L2-PR12 dated on 01/06/2016. These procedures clearly indicate both internal and external communication methods and dispute / negotiation resolving mechanism. Verified the complex level stakeholder meeting minutes 17/10/2017 and the latest stakeholder list which updated in Oct 2017.	
6.2.2 & 6.2.3	
The appointment letter of PIC also clearly indicates the roles and responsibility of the person. The appointment has been communicated internally by memo and externally through stakeholder consultation. The complex level [Krau 02, Krau 04 and POM] stakeholder meeting was on 17/10/2017. Sighted the invitation letters circulated prior to the stakeholder meeting date. Based on the stakeholder list, there are 11 internal, neighbours 9 and 26 government agencies and other interested parties. There were few issues communicated, such why FGV was delisted from RSPO membership, what are the benefits after the certification and the feedbacks from stakeholders for continuous improvement.	
	Status: Comply
6.3	
There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all affected parties.	

6.3.1 & 6.3.2

Sighted a procedure "Komunikasi, Penglibatan dan Rundingan" – FGV/ML/1A/L2-PR12 dated on 01/06/2016. Verified the log book for "Permohonon & Maklumbalas – Request & Respond, since May 2016 to Mar 2017 there were 8 requests responded timely. Aside also seen the "Rungutan & Aduan- Complaint & Grievances for the period Jun 2014 to Aug 2017.

There is no grievance or dispute exist in the estate management which either resulted from internal nor external stakeholders. The applicable procedure is [FGV/ML-1A/L2-PR04(0)], Prosedur Menangani Aduan dan Rungutan.

Status: Comply

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.

6.4.1; 6.4.2 & 6.4.3

A procedure available, [FGV/ML-1A/L2-PR13(0)]. History and documents of the development through HCV and stakeholder interview, revealed no 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. No negotiations concerning compensation for loss of legal or customary rights are as per this assessment period as the land was leased for 99 years by the state government of Pahang.

Status: Comply

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.

6.5.1

Sighted the pay slip for random sampled workers and those interviewed during mill visit. The minimum pays of RM 1000.00 took effect from 01/07/2016. There is no contract worker employed. Sighted the contract agreement of foreign and local workers. The Contract Agreement stressing on pay, fringe benefits, salary slips, medical surveillance etc. As per check roll workers, the contract workers are also given monthly pay slip estate administrative. Pay slips [July - Sept'17] were verified confirming estate workers receives monthly salary more than RM 1000.00 unless otherwise on unpaid leave, poor attendance and switching workers from daily rate to piece rate or vice versa. Minimum Wages Order 2016) → Semenanjung Malaysia Monthly (RM 1,000), Daily (6 hours-RM 38.46, 5 hours – RM 46.15, 4 hours – RM 57.69), Per/Hour RM 4.81. Estate implied the recommendation by KUK [Kadar Upah Kerja] agreement which salary amount is RM 38.46 daily and minimum RM1000 effective from July 2016 per month as specified in contract and been agreed and signed by employee. There is no contract worker employed. Pay slips [Aug - Oct'17] were verified for the above sampled workers and confirmed they received monthly salary more than RM 1000.00.

6.5.2

The worker's contract valid on 2+1 years' basis, where either party can terminate the service. The JTK [Jabatan Tenaga Kerja] can terminate a service under 2 conditions, firstly if they fail the medical test and secondly any criminal misconduct during the employment period. The cost involved for their return bare by the company unless if the break by the employee then it should be agent's responsibility. During site visit to estate, interview with both local and foreign workers revealed no discrimination on overtime hours as well on wages received for overtime work done. This was also cross checked in their respective payslips and no discrepancies found. Foreign workers have been provided a locker at the entrance of the estate office to safe keep of their passport. The locker's key holds by individual worker.

6.5.3, 6.5.4

The estate and mill provide facilities such as recreational places, religious building, community hall, sundry shop, food stall, electricity, and water. During site visit to line-site, interview both local and foreign workers whom claimed the management provides decent living quarters with proper drainage system, weekly domestic waste collection, attend to household repairs and free water supply for domestic consumption. Generally, the workers boiled the water before consuming and some are purchasing bottled water for daily usage. The electricity deduction is based on the usage that the deduction scheme agreed by both parties in written form. School bus for children are provided without chargers.

The nearest township is Bentong and workers are allowed to purchase their needs during weekend rest. However, the sundry shop within the compound do provides the daily needs. Visit to the worker' quarters, evidenced the FGV

management provided basic cooking utilities such as cooking gas, stove and a kitchen. Interview with workers resulted with satisfactory feedback and the housekeeping of worker's quarters well maintained. Aside, within the Krau complex there are many small stalls selling foods that accessible to foreign workers. There are also small to medium size of sundry shops that workers can purchase their needs.

Status: Comply

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.

6.6.1 & 6.6.2

The FGV - Plantation has have company policy (Malay version – Polisi Hak Kebebasan & Menganggotai Kesatuan). The policy seen published and signed by President & CEO of Felda Global Ventures – Plantation dated on 01/06/2014. None of the field worker has voluntarily join the trade union. The content of policy includes of their principle of the company does not restrict personnel to form and join trade union of their choice. Interview with field workers, found they are aware of their rights to join the union and confirmed there wasn't any restriction imposed by the management from joining the association. However, none of the field worker has voluntarily join the trade union.

Interview with mill workers [100% local], found they are aware of their rights to join the union and confirmed there wasn't any restriction imposed by the management from joining the association. Interviewed the member of union, Mr. Rizal [Boilerman] who mentioned the monitoring activities of issues discussed during meeting going well and there is no issue involve with the management. The meeting minutes captured such as on the workers monthly wages whether being paid timely, the authorize signature for Cheque to be re-assigned as the current secretary promoted to chairman. Aside the committee also discuss on the effectiveness of domestic enquiry process for those staff been dismissed from their work.

Status: Comply

6.7

Children are not employed or exploited.

6.7.1

During visit to mill, there was no evidence found of workers below 18 years old. During the external stakeholder meeting, it was asked to the participants on the company's standing on minimum age policy. All equally agreed that no children employed for estate and mill operations. Interviewed sampled workers are aware the Minimum Age Policy is being strictly enforced by the management at which the age limit is above 18 years old. The mill has 00% local workers, executives [4], general workers [50] and staff [27].

In estates, children are not employed or exploited. Minimum age indicated 18 years old in the Child Policy approved by Mohamed Emir Navami President & CEO of FGV dated 1.6.2014. During field visit, there was no evidence found of workers below 18 years old. Below is the manpower tabulation for estate and based on the manpower status, no workers fall below 18 years old.

Status:

6.8

Any form of discrimination based on race, caste, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation, or age, is prohibited.

6.8.1

An equal opportunities policy in *Bahasa Malayu* stated in the document of "*Polisi Kesenamaan Peluang*" dated 01 June 2014 who mentioned there is no discrimination against workers based on nationality, religion, disability, gender, political parties and age". Based on interview with workers during field observation this policy has been socialized to workers during the roll-call and displayed in the work-station, housing notice board and office's information board. Based on interview with workers from Indonesia, India and Bangladesh obtained information also reveals that there is no indication of discrimination against employees

6.8.2, 6.8.3

There is no found any discrimination to the employees based on gender, religion, race, country and ect, all workers (local or migrant) were covered by the same payments and conditions of employment. Document verification and interview with management employees recruitment is based on company requirement without considering ethnic, religious, and racial and religion. All prospective employees have rights for employment opportunity according with their educational background and company requirement. Moreover, result of interview with employees also reveals that there is no

Commented [ay3]:

Commented [ay4]:

indication of discrimination against employees.		
Interview with recruitment officer obtained information if that the selection process and recruitment of candidates is done in accordance with the applicable procedures in the company, starting from medical examinations, the signing of the agreements, the evaluation of the performance, until the appointment becomes permanent workers.		
	Status: Comply	
6.9		
There is no harassment or abuse in the work place, and reproductive rights are protected.		
6.9.1 & 6.9.2		
The company has had the policy on on sexual harrasment and violence as well as the policy for reproductive rights, those documents was signed by the President & CEO FGV on 1 June 2014. Gender committee has established in each unit as an organization to manage the complaints of women workers in the event of sexual harassment and violations of reproductive rights. There is a program of gender committee among others socialization of policy, gender committee meeting, counseling and policy, economic household program and mutual assistance. Based on interview with workers and committee gender, the policy had disseminated to workers through gender committee meetings with workers.		
6.9.3		
Protection of anonymity and protect complainants contained in the "mekanisme aduan gender" document no.: FGV/ML-1A/L2-Pr14, no issue 1, effective date 1 June 2016. Based on interview with gender committee, confirmed that there is no issues and report regarding to sexual harrasment, productivity rights and other issues related. Interview with female workers and committee gender obtained information if the female workers given specific break times to enable effective breastfeeding for their baby		
	Status: Comply	
6.10		
Growers and mills deal fairly and transparently with smallholders and other local businesses.		
6.10.1 & 6.10.2		
Based on the summary report, there are 8 sources of FFB suppliers from plantation owned by FGVH and 13 independent smallholders. The FFB from outside supplies will be graded in the mill and as per MPOB requirement, the unripped and empty bunches will not be accepted for processing. At end of every month the OER will be calculated and penalties from FFB supplies will be deducted by the HQ.		
The FFB price seen displayed at outside of weighbridge room and the price noted was RM 31.00/MT as at 15/11/17. Real time interviewed with contractors [FFB suppliers] revealed there isn't any discrimination in the payment structure and they do understand the flow of lodging any complaints in regard to business nature.		
6.10.3; 6.10.4		
The FGV management has no influence on the supplier's FFB production neither render any services that might affect the FFB pricing. The supplier's / contractor's weighbridge is the sole document produced at weighbridge station. Sampled weighbridge of May'17, July'17 and Oct'17, found no negative findings. The FFB transporting drivers from the contractor's company will be also given briefing on the pricing status and regularly updates them on the grading process and outcome as to avoid misunderstanding any error in penalties. Rejected FFB are not return to suppliers and EFB collection is open to estates and external suppliers to decide.		
There is no contract agreement available as the mill not engage any long-term projects with any 3 rd party. The comment assignments are such as service of aircon, calibration of weighbridge and engineering works that associated with service reports. The tendering process is management by HQ-Procurement an Contract.		
	Status: Comply	
6.11		
Growers and millers contribute to local sustainable development wherever appropriate.		
6.11.1 & 6.11.2		
Since the mill is on Krau 04, therefore any CSR activities or programs will be done with concern from Krau 04 estate and		

the budget allocation from 1 operating unit only. The estate has contributed some small financial sums to the local elementary school. As at audit period, there was no request of monetary reported by the surrounding stakeholders but request on facilities usage such as the community hall, table & chairs and rent of school bus are common negotiated contribution by the estate. The certification scope is not include the smallholder.

Status: Comply

6.12
No forms of forced or trafficked labour are used.
6.12.1, 6.12.3

There is no found any substitution contract, as in the work permit and contract are written for plantation workers and its in accordance with the result of interview with workers. *Procedure of foreign workers intake to the Estate.*, No. ML-1A/L5-AP10(0), dated 1 June 2016:

1. List of workers from Visa will be send to the supplier for the consulate Malaysia in their own country. Foreign workers will sign the agreement letter, working contract with FGVPM in their own country. Foreign workers will be induction course at their own country. JTK will informed the arrival of workers to the estate department.
2. Workers will be transferred to One Stop Center at Nilai, Negeri Sembilan, giving induction and FOMEMA inspection for 3 days.
3. Arrival list formed will be given to the workers once they arrived at the estate by
4. Transferee of workers to the estate will be arranged by Department of workforce (JTK)
5. Toiletries will given at one stop centre (toothpaste, soap, towel)

There was showed evidence Policy of Foreign Worker Requirement (approved by President & CEO FGV, dated 01 June 2014). The procedure was explained of basic salary based on Minimum Wage in Malaysia and the early training for the workers in related to language, Health & Safety, Labor requirement and culture sensitive. There is also SOP of "*Prosedur Kemasukan Pekerja Asing ke Ladang*", No. ML-1A/L5-AP10(0), dated 1 June 2016 that mentioned "Workers will be transferred to One Stop Centre (OSC) for induction course and health inspection FOMEMA for 3 days

6.12.2

Based on interviews with worker and document verifications obtained information if foreign workers has had a direct work agreement with the company. The worker's contract valid on 2+1 years' basis, where either party can terminate the service. The JTK [Jabatan Tenaga Kerja] can terminate a service under 2 conditions, firstly if they fail the medical test and secondly any criminal misconduct during the employment period. The cost involved for their return bare by the company unless if the break by the employee then it should be agent's responsibility. The same thing is also demonstrated in contract employee. The employment contract is in a language under stable, written in Bahasa, Hindi or Bangladesh and the copies are available for both parties, (the workers and company). Based on the interview with employees is known that the employee has had a copy of the work agreement and has understood the agreement.

Interview held to foreign workers randomly and confirmed that the employment condition and payment has been communicated prior to contract signed (in the origin country), the company considered to maintain the records and documentation of employees interview process in the origin country

In Krau 04 Foreign workers have been provided a locker (safety box) at the entrance of the estate office to safe keep of their passport. The locker's key holds by individual worker. And in Krau 02 Estate the company not yet provided a safety box for passport keeping for foreign workers and the Passport are kept by the company in the respective estate for safety reason, sighted the document of "borang penyerahan passport", which stated that its may obtain at anytime if there is a needed. Based on the interview, there is no contract substitution occurred and the workers are only sign the agreement once they reached at the respected estate only.

Status: Comply

6.13
Growers and millers respect human rights
6.13.1

There has an evidence Policy of Foreign Worker Requirement (approved by President & CEO FGV, dated 01 June 2014). The procedure was explained of basic salary based on Minimum Wage in Malaysia and the early training for the workers in related to language, Health & Safety, Labor requirement and culture sensitive. FGV has have Policy of Human Right

(approved by President & CEO FGV, dated 01 June 2014). These document as FGV commitment to consent for support and protect of human right as a corporate responsibility. The manager and assistant manager have the task to communicate to all the workers and external party in each of their unit management. FGVPM will also involve with the effort of supporting the human rights amongst their own staff and workers are also take part in various activities to support corporate social responsibilities to respect human rights. Sighted the human right policy had been displayed a muster roll call, office and at the Hostel area. The workers are concern regarding the policy available at the estate and mill. The policy has been communicated to the workers during the roll-call and displaying in the notice board in estates/mill office and housing. During the 2017 have never been any violations of human rights in the Krau POM and its supply bases.

6.13.2

Not applicable, since the audit held in Semenanjung Malaysia.

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 Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting

Status: Comply

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 Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting

Status: Comply

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 Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting. Identification and Management Plan of HCV and Biodiversity have been made by Plantation Sustainability and Quality Management (PSQM) FELDA on January 2017. No HCV were identified within this area. A report on liability disclosure had been submitted to RSPO on 2015.

Status:

7.4

Extensive planting on steep terrain, and/or on marginal and fragile soils, is avoided.

No establishing new plantings operations in Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting

Status: Comply

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 Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting

Status: Comply

7.6		
Where it can be demonstrated that local peoples have legal, customary or user rights, they 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 Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting		
	Status:	
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 Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting		
	Status: Comply	
7.8		
New plantation developments are designed to minimise net greenhouse gas emissions.		
No establishing new plantings operations in Krau complex. Replanting had been commenced in a part of managed area. Social and environmental assessment is undertaken by internal prior to replanting		
	Status: Comply	
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.		
The company can show the evidence of continuous improvement in key area activity, for example:		
Worker Welfare		
<ul style="list-style-type: none">- Provide a safety box for passport keeping for foreign workers- Work agreement for foreign worker in mother language (ie for worker from Indonesia in Bahasa, Bangladesh I Bengali)		
OSH Aspect		
<ul style="list-style-type: none">- Conduct internal audit for OSH annually		
	Status:	

3.2. Summary of Assessment Report of Supply Chain Requirement

Clause	(Module E) CPO Mills - Mass Balance Requirements
E.1	Definition
E.1.1	<p>Certification for CPO mills is necessary to verify the volumes of certified and uncertified FFB entering the mill and volume sales of RSPO certified producers. A mill may be taking delivery of FFB from uncertified growers, in addition to those from its own certified land base. In that scenario, the mill can claim only the volume of oil palm products produced from processing of the certified FFB as MB.</p> <p>Based on FFB received record data for last 12 months, Krau POM is receiving FFB from many suppliers. This is the reason that Krau POM will be applied Module E: CPO mills – Mass Balance. During this audit, Krau POM has not been certified, however this unit has had projection plan that supply bases within this certification scope will be determined as Certified sources.</p>
	Status: Comply
E.2	Explanation
E.2.1	<p>The estimated tonnage of CPO and PK products that could potentially be produced by the certified mill must be recorded by the CB in the public summary of the P&C certification report. This figure represents the total volume of certified palm oil product (CPO and PK) that the certified mill is allowed to deliver in a year. The actual tonnage produced should then be recorded in each subsequent annual surveillance report.</p> <p>During this audit, Krau POM has not been certified. The estimated product of CPO and PK is available within this report (point 1.8.4 page 10-11), following:</p>
	Status: Comply
E.2.2	<p>The mill must also meet all registration and reporting requirements for the appropriate supply chain through the RSPO supply chain managing organization (RSPO IT platform or book and claim).</p> <p>RSPO Sub License ID : CB32552 RSPO Member ID : RSPO_PO1000001897</p>
E.2.2	Status: Non-Conformance No 2017.02 with Major category
E.3	Documented procedures
E.3.1	<p>The site shall have written procedures and/or work instructions to ensure the implementation of all the elements specified in these requirements. This shall include at minimum the following:</p> <ol style="list-style-type: none"> Complete and up to date procedures covering the implementation of all the elements in these requirements; The name of the person having overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person shall be able to demonstrate awareness of the site procedures for the implementation of this standard. <p>Krau POM has had procedure for the implementation of supply chain in the SOP Perkilangan untuk pematuhan sistem pensijilan RSPO SCCS (Mass balance) (FGVPM-RSPO SCCS, No. Isu 2; No Rev 1.0; 1 Mac 2017). The document contains of:</p> <ol style="list-style-type: none"> Management Functions & Job Descriptions: Mill Manager, Assistant Mill Manager, Weighbridge Clerk, Laboratory Analyzer, Traceability. Mass Balance, Supply Chain Verification, Claim: MB Reporting of Certified CPO/PK. Supply Chain Verification – FFB Delivery Plantation to Mill. Supply Chain Verification – CPO/PK Delivery Mill to Customer.

5. Claim 6. Record Keeping. 7. Training.	
Krau POM already conducted RSPO SCCS training on 19 October 2017 with the participants are 10 Persons.	
	Status: Comply
E.3.2 The site shall have documented procedures for receiving and processing certified and non-certified FFBs.	
Krau POM has had SOP for Mill RSPO Supply Chain Certification System. SOP describes the procedure to guarantee the products produced by the mill can be traced to its source and certainly comes from certified sources. To find the source of FFB comes from the estate that has been certified with RSPO and then it's stamped with "RSPO Certified FFB" on the FFB Consignment Note and weighbridge ticket.	
	Status: Comply
E.4	Purchasing and goods in
E.4.1 The site shall verify and document the volumes of certified and non-certified FFBs received.	
Krau POM has not been certified. However, this facility has had procedure regarding Supply Chain System which contains of separation material Certified and Non-Certified.	
	Status: Comply
E.4.2 The site shall inform the CB immediately if there is a projected overproduction of certified tonnage.	
Krau POM not certified yet and this standard will be verified after mill has been certified. FGVP (M) has had SOP for Mill RSPO Supply Chain Certification System which describe that mill has daily report which infor FFB input, mill only can sell the certified product from positive stock and shown in mass balance record, mill need to report to CB immediately if there is overproduction from projected production.	
	Status: Comply
E.5	Record keeping
E.5.1 a. The site shall record and balance all receipts of RSPO certified FFB and deliveries of RSPO certified CPO and PK on a three-monthly basis. b. All volumes of palm oil and palm kernel oil that are delivered are deducted from the material accounting system according to conversion ratios stated by RSPO. c. The site can only deliver Mass Balance sales from a positive stock. Positive stock can include product ordered for delivery within three months. However, a site is allowed to sell short.(ie product can be sold before it is in stock.)	
Krau POM has not been certified. So, the Mill was unable to demonstrate record and balance for the certified product in three monthly bases.	
	Status: Comply
E.5.2 In cases where a mill outsources activities to an independent (not owned by the same organization) 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.	
Krau POM does not have Kernel Crushing Plant	
	Status: Comply

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	Will be verify during Annual Surveillance Assessment There is no RSPO logo that used by the company	√
	Status: Compaly	
2.	Implementation of certificate and logo used by Client comply with size and type (shape) against Guideline of Logo Use	X or√
ST-2	Will be verify during Annual Surveillance Assessment There is no RSPO logo that used by the company	√
	Status: Compaly	
3.	Implementation of Certificate and Logo is not used on product	X or√
ST-2	Will be verify during Annual Surveillance Assessment There is no RSPO logo that used by the company	√
	Status: Compaly	
4.	Controlling of Certificate and Logo, including withdrawing inappropriate logo.	X or√
ST-2	Will be verify during Annual Surveillance Assessment There is no RSPO logo that used by the company	√
	Status: Compaly	

3.4. Summary of RSPO Partial Certification.

Compliance of the uncertified management units of Felda Global Ventures Holdings Berhad against the rules for partial certification was determined through Self Assessment in accordance with RSPO Certification System clause 4.2.4. A summary of findings is as stated below

Felda Global Ventures Holdings Berhad Time Bound Plan is explaining in table 1.10. Felda Global Ventures Holdings Berhad run seventy two (72) mills and Seventy Five (75) Complex in Malaysia and Indonesia and no one has achieved RSPO certified. Felda Global Ventures Holdings Berhad has informed the Time Bound Plan progress, MUTU has considered that Felda Global Ventures Holdings Berhad is comply with the RSPO requirement for Time Bound Plan. The Time Bound Plan was revised and declared by Felda Global Ventures Holdings Berhad on 2017 approved by FGVP (M).

Felda Global Ventures Holdings Berhad has appointed Control Union Certification Body to conduct uncertified management units as partial certification and the report has been issued and used by MUTU to complete this assessment report.

MUTU Auditor has verified company partial certification report and concludes that:

- There is no significant land conflicts which have not been declared above
- The company has follow RSPO requirement related to New Planting Procedure and Remediation and Compensation Procedure.
- There is no labour disputes that are not being resolved through an agreed process
- All plantations established since 2005 have been done so in accordance with the applicable laws of the country and that there is no evidence of non-compliance with law in any of the non-certified holdings which has not been declared above

2.1 Un-Certified Units or Holdings			
Section	Requirement	Concerns to Discuss, if any	
2.2.1	Did the company conduct an internal audit? If so, has a positive assurance statement been produced?	<p>Company Group/Holding Statement:</p> <p>Yes, there was an internal audit and has positive assurance statement.</p> <p>Auditor Verification:</p> <p>Yes, at the current status only 16 complexes already have internal audit in year 2016. Seen the internal audit done by Certification & Due Diligence (CDD) Department. The NC during the audit still in progress to close. All certification bodies that will do the audit for FGV need to verify those NC. Others complex will do as per their time bound plan. Overall findings is positive as per before.</p>	
2.2.2	No replacement after dates defined in NIs Criterion 7.3 of: <ul style="list-style-type: none">• Primary forest.• Any area identified as containing High Conservation Values (HCVs).• Any area required to maintain or enhance HCVs in accordance with RSPO criterion 7.3.	<p>Company Group/Holding Statement:</p> <p>Auditor Verification:</p> <p>As per this year audit, there has been no replacement of primary forest area. However, there is one issue reported by Chain Research Reaction regarding HCV clearance in Kalimantan.</p> <p>FGV already brief this issue to RSPO secretariat. All details summary as per below:</p> <table><tr><td>HCV clearance Kalimantan reported by Chain Research Reaction</td></tr></table>	HCV clearance Kalimantan reported by Chain Research Reaction
HCV clearance Kalimantan reported by Chain Research Reaction			

PT. MUTUAGUNG LESTARI

RSPO ASSESSMENT REPORT

ISSUE	ACTION PLAN PROGRESS	DATE OF COMPLETION
HCV clearance at PT CNP and PT TAA	Engaged independent consultant for ground investigation	20 April - 4 th May 2016
	Investigation finding presentation to FGV management	9 th May 2016
	Brief presentation to RSPO on the investigation findings	10 May 2016
	Letter to stop all operation in HCV area	10 May 2016
	1st Public statement on HCV clearance at PT CNP and PT TAA on FGV website	22 nd May
	Discussion on Conservation and remediation plan with RSPO technical Director	23 May 2016
	2nd Public statement on HCV clearance at PT CNP and PT TAA on FGV website	25 May 2016
	Sent a letter to RSPO on action plan for PT CNP and PT TAA	27 th May 2016
	3rd Public statement on HCV clearance at PT CNP and PT TAA on FGV website	15 June 2016
	Develop the Conservation and Remediation plan and relevant SOP	1 st July 2016
	Appointment letter to engage independent external social mediator to handle negotiation with affected communities	1 st July 2016

		Conducted social mediation and engagement with affected communities	18 July to 30 July 2016
		Consultation with FGV legal department on local national regulation. Found that the area (PT CNP and PT TAA) were outside the Indonesia Peat Moratorium no. X (10)	30 July 2016
		4th Public statement on HCV clearance at PT CNP and PT TAA on FGV website	12 August 2016
		Sent the progress of action taken to RSPO using SRT V	19 August 2016
		Sent out the Conservation and remediation plan to PT CNP and PT TAA for implementation	7 Oct 2016
		Meeting with RSPO Technical Director and RSPO Complaint Coordinator on PT CNP and PT TAA issue	14 Oct 2016
		Sent the progress of action taken to RSPO using SRT V	17 Oct 2016
		5th Public Statement on HCV clearance at PT CNP and PT TAA on FGV website	5 Nov 2016
		Meeting with RSPO secretariat on Compensation Panel feedback and our complaints on HCV updates in WSJ complaint update	25 Nov 2016

			Received comment and recommendation from RSPO compensation Panel on PT CNP	1 Dec 2016
			Meeting with the FGV Kalimantan at PT CNP office for further engagement with ELC/Aidenviroment and Aksenta	13 Dec 2016
			Meeting on new revised Indonesia regulation PP57 and PP 71 with Badan Lingkungan Hidup dan Kehutanan as well as with Dinas Perkebunan Kalimantan Barat	14 Dec 2016
			Meeting with ELC/AIDH and Aksenta on new proposal to include Aidenviroment proposal for our Landscape conservation plan	14 Dec 2016
			Meeting with PERMADA (Persatuan Madura & Dayaks) on their request to develop the HCV area	15 Dec 2016
			Site visit to PT CNP and PT TAA with Kalimantan team	15 Dec 2016
			Finalizing the next action for conservation engagement with ELC/AIDH and Aidenviroment	16 Dec 2016
			Kalimantan operation to seek an area with local Bupati to replace the cleared HCV area	In progress
		REVIEW HCV	6th	10 Feb 2017

		ASSESSMENT	Public Statement on HCV clearance at PT CNP and PT TAA on FGV website	
			PERSADA meeting with RSPO Jakarta	9th Mar 2017
2.2.3	Any new plantings since January 1 st 2010 must comply with the RSPO New Plantings Procedure.	Company Group/Holding Statement: There is new planting after 1 Jan 2010. Auditor Verification: NPP audit has been carried out for all FGVPM Estate and is currently under review. Data as per below		
		ESTATE	HECTARAGE INVOLVES IN NPP	Status
		FGVPM Chegar Perah 1	59.32	Still on going. Waiting consultant (Aksenta) to present the final report for HCV, SIA, LUCA & HCS ssessment.
		FGVPM Bukit Sagu 8	61.54	
		FGVPM Tembangau 5	86.58	
		FGVPM Selendang 3	97.59	
		FGVPM Krau 2	170.78	Waiting consultant (Aksenta) to start NPP assessment in February 2017.
		FGVPM Krau 4	80.28	
		FGVPM Bukit Sagu 6	72.87	
		FGVPM Lepar Hilir 5	253.62	
		FGVPM Tembangau 6	495.53	
		FGVPM Aring 10	518.52	
		FGVPM Setiu 01	130.72	
		Total	1,722.32	
2.2.4	Any Land conflicts are being resolved through a mutually agreed process, e.g. RSPO Grievance procedure or Dispute Settlement Facility, in accordance with RSPO criteria 6.4, 7.5 and 7.6.	Company Group/Holding Statement: Auditor Verification: There is issue on land conflict although it was captured on Felda Membership, but FGV also indirectly involved as part of the claim involve FGVPM Sahabat 55 The issue still in progress. Data as per below: Member : Lembaga Kemajuan Tanah Persekutuan (FELDA) /Orang Dusun Desa Begahak Date Filed : 16 February 2015 Complaint : Community of Desa Begahak Complaint : The company has breached the communities user rights to the land in breach of Principle 2.2		

		<p>Status : Box F – Action Plan</p> <p>Synopsis</p> <p>According to the Enquiry National Hak Tanah of Malaysia conducted by SUHAKAM, the state government had given 1260 acres of land to the Dusun Begahak community in 1981. At the same time, the same land was alienated to FELDA for development.</p> <p>The complainant raised the issue that FELDA has no right to develop their land and should return it to the community because the land originally belonged to the community. The complainant also stated that the cemetery area is being developed by FELDA.</p> <p>FELDA enclaved 916 acres of the said land and gave it back to the community on the 25th of May 1982. The community planted fruits and other crops on the land.</p> <p>We have received some evidence from both sides. The evidence needs to be scrutinised and investigated further.</p> <p>Remarks</p> <p>2 July 2015 – It was agreed that the matter would be referred to the FELDA/FGV Sustainable Steering Committee on 7th July 2015.</p> <p>22 June 2015 – FELDA had another meeting with Robin Balud and the representatives of the community and agreed to exchange documents on the land claim. A site visit was also undertaken with the community members.</p> <p>4 June 2015 – FELDA met with Robin Balud again and agreed to do a joint mapping of the land.</p> <p>10 April 2015 – FELDA met the complainant, Robin Balud, in Kota Kinabalu Sabah, to discuss the complaint.</p> <p>9 April 2015 – FELDA met the community (Desa Begahak) members and discussed the issues from the complaint and the land claim.</p>
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		<p>13 March 2015 – RSPO had a conference call meeting with the head of the Dusun Begahak community to understand the situation.</p> <p>16 March 2015 – RSPO had a conference call meeting with FELDA representatives to discuss the situation.</p> <p>17 March 2015 – The complaint was raised to the Complaint Panel for further discussion and action.</p> <p>4 June 2015 – FELDA met the complainant Robin Balud and discussed the main issues of the land claim and compensation.</p> <p>22 March 2016 – RSPO sent complaint notice to FELDA.</p> <p>1 April 2016 – State Land and Survey Department begin its mapping exercise.</p> <p>4 April 2016 – FELDA submits action plan to RSPO dated 27 March 2016.</p> <p>6 May 2016 – FELDA withdraws its RSPO Principle and Criterias certificates.</p> <p>26 July 2016 – Complainant send a formal letter to FELDA to settle the customary land dispute.</p> <p>19 August 2016 – Progress report submitted by Felda.</p> <p>20 September 2016 – Felda met with the community to discuss on how they will progress on the complaint, once the joint mapping report is received from the Sabah Land and Survey department</p>
2.2.5	Any Labour disputes are being resolved through a mutually agreed process, in accordance with RSPO criterion 6.3.	<p>Company Group/Holding Statement:</p> <p>Auditor Verification:</p> <p>There is 1 issue happen in FGVPM Palong Timur 04 (Now FGVPM Palong Timur 05) and the details is elaborated below:</p> <ol style="list-style-type: none"> 1. FGVPM PALONG TIMUR 04 (NOW FGVPM PALONG TIMUR 05): Claims on 19.06.2012 with value of summon RM61,968.60 and summon status is Court Appeal

2.2.6	Any Legal non-compliance is being resolved in accordance with the legal requirements, with reference to RSPO criteria 2.1 and 2.2.	<p>Company Group/Holding Statement:</p> <p>Auditor Verification: During partial audit, 1 issue with DOE in FPISB Selancar 2A POM is sighted. Summon no : SJ 53-4/2016 ; Date 14.04.2016 in Mahkamah Seksyen Kuantan.</p> <p>Fixed for Trial on 01.03.2017, 02.03.2017 and 03.03.2017.</p> <p>Also 1 issue for minimum wages. Refer to 4.3.1</p> <p>All process still in progress and CB will verify this issue in next audit or during audit in this mill.</p>
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3.5 Identification of Findings, Corrective Action, Observations, Opportunity for Improvement and Noteworthy Positive Components.
3.5.1 Identification of Findings, Corrective Actions and Observations at [ST-2](#)

NCRNo.	: 2017.01	Issued by	: Mahaswaran. M
Date Issued	: 17 November 2017	Time Limit	: Before certificate decisions (16 November 2018)
NC Grade	: Major	Date of Closing	: 15 December 2017
Standard Ref. & Requirement	2.1.1 Evidence of compliance with relevant legal requirements shall be available.		
Non-Conformance Description& Evidence observed:			
1. The mill has not obtained the Fire Certificate as required by Fire Services [Fire Certificate] Regulation 2001 – 28(1). The mill management not able to demonstrate any positive movement or corresponding evidence with Bomba in obtaining the certificate.			
2. During site visit to mil, seen multiple issues that required immediate attention from the mill management as it against the requirement stipulated in Jadual Pematuhan:			
<ul style="list-style-type: none">• The signages at effluent pond not available and or not in accordance to the requirements stated in Jadual Pematuhan.• During filed visit to Block B40, found the effluent pipe leaking at 3 points.• The EFB does not disposed within 14 days after produced• The fencing at effluent area seen broken and damaged that due for replacement. It is evidence of cow intrusion within effluent pond area was sighted.• Hydro cyclone drains seen clogged by empty plastic bottles.• The diesel skid tank found clogged by fiber ashes and contaminated with diesel that leaked wile pumping.• Its evidence of cigarette packs and buds in the area is restricted from smoking			
Root Cause Analysis:			
Enforcement of compliance schedules at mill was not fully implemented, due to lack of monitoring from respective division heads / supervisors.			
Corrective Action:			
<ul style="list-style-type: none">• The mill has carried out corrective and corrective activities at the mill. Time limits for all these items are finalized on second week of December 2017.• The factory has been in contact with the Technical Services Department on 24 November .2017. The schedule for the installation of infrastructure is scheduled for 2020			
Preventive Action:			
Enforcement of compliance schedules has been divided according to their each division heads. This will also be monitored at the beginning of each month or from time to time depending on the requirements.			
Assessor Evaluation and Conclusion:			
Verification on 15 December 2017			
Corrective actions addressed by client are satisfactory. However, the effectiveness of implementation will be verified in next assessment. Since the process of obtaining fire certificate takes more than 60 days from the application date by the mill, therefore this finding is conditionally closed with evidence of progress of communication between the mill and Bomba.			

Verified by	: Mahaswaran Maliyapan
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NCRNo.	: 2017.02	Issued by	: Moh Arif Yusni			
Date Issued	: 17 November 2017	Time Limit	: ASA-1			
NC Grade	: Minor	Date of Closing	: 15 December 2017			
Standard Ref. & Requirement	4.6.10 Proper disposal of waste material, according to procedures that are fully understood by workers and managers shall be demonstrated (see Criterion 5.3).					
Non-Conformance Description& Evidence observed: Based on field observation and documents review Krau 04 Estate not able to show if chemical containers has yet to be managed properly in accordance with the applicable regulation and Procedure. its proven by no clear documented and updating about records ex chemical container that's reused and disposed						
Root Cause Analysis: <ul style="list-style-type: none"> The responsible officer does not understand the Standard Operating Precedure (SOP) and the documents required to record the empty waste pesticide that have been disposed of or reused. No appointment of special officers and officers to control empty poisons. 						
Corrective Action: <ul style="list-style-type: none"> Carry out pesticide waste management training activities to the employees involved. Recording empty pesticide container management activities in terms of inventories and dealing sales to contractor. 						
Preventive Action: <ul style="list-style-type: none"> The management should provide a letter of appointment to the operator of the empty vat operators to the officers and officers involved. Training Methods should be provided for the purpose of evidence of empty pesticide containers management training.						
Assessor Evaluation and Conclusion: Verification on 15 December 2017 The managements unit show the evidence are: <ul style="list-style-type: none"> Evidence of Refresher course to manager and worker about "Taklimat Pengurusan Bahan Kimia di Tempat Kerja & Pengendalian Tong Racun Kosong" on 06 December 2017 Appointing Assistant Manager as ' Pegawai Bertanggungjawab untuk Pengendalian Tong Kimia' by estate manager on 07 December 2017 Sales Disposal for chemical container to hired contractor –Mohd Yusof Josepf Enterprise, on 04 December 2017 Based on the evidence given, auditor team stated that nonconformance is closed with observation						
Verified by	: Moh Arif Yusni					

NCRNo.	: 2017.03	Issued by	: Moh Arif Yusni
Date Issued	: 17 November 2017	Time Limit	: Before certificate decisions (16 November 2018)

NC Grade	: Major	Date of Closing	: 15 December 2017
Standard Ref. & Requirement	5.1.1 An environmental impact assessment (EIA) shall be documented.		
Non-Conformance Description& Evidence observed: Krau Palm Oil Mill has had documents of environmental impact assessment that mentioned in identification of environmental aspect and evaluation of significance form. However, Based on the results of field observation in the mill it is known that there are several Aspect that not been identified to mitigate negative effects to the environment., for example: <ul style="list-style-type: none">Grading area about there is rejected FFB at loading ramp seen kept and no mitigation measures on how to dispose environmentally.EFB area about mitigation to prevent self burning and environment pollution			
Root Cause Analysis: Although preventive measures are carried out. The list of existing impact aspects is not updated on the part of the rejected fresh fruit bunch (FFB) and the self-burning of Empty Fruits Bunch (EFB)			
Corrective Action: Updating and adding those aspects to the environmental impact aspect files			
Preventive Action: To avoid this recurrence. The updating of this data will be reviewed every 1 year or less according to the requirements of ISO 14001: 2015			
Assessor Evaluation and Conclusion: Verification on 15 December 2017 The managements unit show the evidence are: <ul style="list-style-type: none">Revisions of documents aspect impacts which describes the activities on management of grading area about rejected FFB and EFB about mitigation to prevent self-burning and environment pollutionDocuments Management of empty fruits bunch (Working Transport & Transferring empty fruits bunch to Krau 04 & Krau 02) which was approved on October 27, 2017 Based on the evidence given, auditor team stated that nonconformance is closed with observation			
Verified by	: Moh Arif Yusni		

NCRNo.	:	2017.04	Issued by	:	Moh Arif Yusni
Date Issued	:	17 November 2017	Time Limit	:	Before certificate decisions (16 November 2018)
NC Grade	:	Major	Date of Closing	:	19 December 2017
Standard Ref. & Requirement	:	5.6.1 An assessment of all polluting activities shall be conducted, including gaseous emissions; particulate/soot emissions and effluent (see Criterion 4.4).			
Non-Conformance Description& Evidence observed: Krau Palm Oil Mill cannot show the evidence if assessment of all polluting activities (including gaseous emissions, Particulate emission) has been conducted					
Root Cause Analysis: The mill not yet conducted stack sampling on 2017 due to lack of monitoring from respective division heads / supervisors.					

Corrective Action:

- The mill has been communicated with contractor/ laboratory that will conducted stack sampling analysis on 19 November 2017

The expected work is completed on the 2nd week of December 2017. This is because the current schedule of the contractor is full

Preventive Action:

In order to prevent this stack sampling from being implemented in the future, the mill have included in the list of work plans the following year.

Assessor Evaluation and Conclusion:
Verification on 19 December 2017

The mill has been conducted an assessment of all polluting activities (including gaseous emissions, Particulate emission) o 20 December 2017. It was evidence with a letter from Nabbir Laboratory (KL) SDN.BHD on 19 December 2017 that mentioned if stack sampling in Krau Palm Oil Mill activity already done on 20 November 2017

Based on the evidence given, auditor team stated that nonconformance is **closed with observation**

Verified by : Moh Arif Yusni

3.5.3 Opportunity for Improvement

No	Ref Std	Descriptions
1	2.1.1	Continuous Emission Monitoring System [CEMS] and Smoke Density Meter [SDM] monitoring which to be real time connection to DOE was verified unstable due to distortion and poor internet connectivity [sighted the graph from 01-16/11/17 with no readings captured except on 15/11/17]. Since this is a requirement from DOE, sighted communication to DOE on 30/05/17 of the error been documented. The next assessment will be verified on the compliance status.
2	2.1.4	There was an update on Electrical Supply Act 1990 (Amendment 2015). The communication from CDD to estates needs further enhancement as sighted the Register of Legal and Other Requirements not updated accordingly. Aside the operating unit to be made known on the changes and what are the potential impact to respective operating units.
3	4.3.1	The company can improve the information in soil map by adding the map scale.
4	4.5.1	The company need to re-ensure conducting the control of leaf eating pests after all of census has been done.
5	4.8.1	Company can improve the quality of training programs by adding SCCS training plan

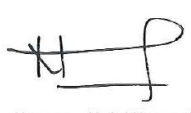

3.5.4 Noteworthy Positive Components

No	Descriptions
1	Good commitment from management, and CDD unit to implement the sustainability in FGVP (M).
2	Provide a safety box for passport keeping for foreign workers
3	Has been certified MS 1722:2011; OHSAS 18001
4	The general feedback from interviewed internal and external stakeholders, revealed the FGVP management very co-operative and supportive.
5	The riparian reserves and boundary assessment seen well documented and able to cross reference to the actual implementation.

3.6 Summary of Arising Issues from Public and Auditor Verification

Public Issues (Institution/ NGO/Community)	Auditor Verification
Kampong Pareh [Orang Asli / Indigenous People] 1. Not clear on the status of who and what is FGVPM, Felda and FTP 2. Before starts of any new development, projects, or improvement such as Klau Dam, the community should be made known of the consequences. 3. Why the Orang Asli cannot sell their harvested FFB to Krau mill, any justification? 4. Due to the Klau Dam, the community has lost their livelihood largely and how does the compensation works for them? 5. The community not known, whether there are any job opportunities for their young generation. They are here way before the plantation companies started. 6. Would be there any CSR program by providing seedling to the community as they know the FGVPM seedlings produce good yield.	The Krau complex management to organize a dialogue with local community the soonest possible as prior to the certification decision.
Kampong Lebu 1. In the last 2 years there is no open burning. 2. Domestic waste collection twice weekly is good. 3. FFB transporters to cover their crops while the truck passing the estate's routes.	Positive comments and satisfactory outcome of the stakeholder interview. Improvement needed
Workers Union [staff] No issue from the members of union.	Positive comments and satisfactory outcome of the stakeholder interview.
Kindergarten School- Krau 2 1. Animal intrusion to line sites and sometimes caused road accidents. Any possibilities that the management can have solution. 2. Suggestion to have electric / normal fencing as to avoid cows entering to private areas. 3. The students studying in Tabika are the children of Krau complex's staff. It should not be any charges imposed for renting the canopy for school functions. 4. In the last 2 years, there isn't any contribution from the management of estate and mill.	Positive comments and satisfactory outcome of the stakeholder interview.
Government Clinic 1. Foreign workers from Krau complex generally seeks for common sickness as flu and fever. No major issue yet. 2. The payment for medical treatment is different for local and foreigners. 3. The ministry do conducts roadshows and awareness programs.	Please to call upon the stakeholder as to sort it out the issue.
Estate Security As at now, no cases reported on misconduct, demonstration, and petty crimes.	Positive comments and satisfactory outcome of the stakeholder interview.

Public Issues (Institution/ NGO/Community)	Auditor Verification
Government school Always good support and the children from Krau complex always being the top students in the school exams.	Positive comments and satisfactory outcome of the stakeholder interview.
Local sundry shop There is no issue with the presence of foreign workers. They are well behaving and no moral issue.	Positive comments and satisfactory outcome of the stakeholder interview.
Kelab Keluarga Dayabudi [KKD / Gender Commite] 1. The committee needed guidance from the Krau complex management in finding solutions to encourage female workers and dependents to join hand and participate actively in the gender committee. 2. The committee also appreciate the contribution and continuous support from the Krau complex	Positive comments and satisfactory outcome of the stakeholder interview.
There was no feed-back received from NGO and External Stakeholders	No issues raised

4.0	CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY
4.1	Formal Sign-off of Assessment Findings
	<p>Hereunder sign by management representative from inspected company to acknowledge a field assessment and agree for all content explained in this assessment report, included of non-compliance findings.</p> <p>Signed on behalf of:</p> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;"> <p>Felda Global Ventures Holding Bhd Head of Certification & Due Diligence; Sustainability and Environment Department FGV Holding Berhad</p>  <p><u>Norazam Abdul Hameed</u> 19 December 2017</p> </div> <div style="text-align: center;"> <p>Mutu Certification International Lead Auditor</p>  <p><u>Moh Arif Yusni</u> 19 December 2017</p> </div> </div>

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	Kelab Keluarga Dayabudi [KKD]	Bentong	-	Interview	14 November 2017	√	-
2	Kpg. Pareh [Orang Asli]	Bentong	-	Interview	14 November 2017	√	-
3	Workers Union [staff]	Bentong	-	Interview	14 November 2017	√	-
4	Tabika [Tadika]- Krau 2	Bentong	-	Interview	14 November 2017	√	-
5	Government Clinic	Bentong	-	Interview	14 November 2017	√	-
6	Estate Security	Bentong	-	Interview	14 November 2017	√	-
7	Kpg. Lebu	Bentong	-	Interview	14 November 2017	√	-
8	Government school	Bentong	-	Interview	14 November 2017	√	-
9	Local sundry shop	Bentong	-	Interview	14 November 2017	√	-
10	Krau POM • 2 workers in the processing area • 2 workers in the loading ramp • 1 worker in the engine room • 1 worker in boilers room	Bentong	-	Interview	14 November 2017	√	-
11	Krau 2 Estate • 4 workers in harvesting activity • 2 workers in fertilizer activity • 2 workers in spraying activity	Bentong	-	Interview	15 November 2017	√	-
12	Krau 4 Estate • 4 workers in harvesting activity • 1 IPM Officer • 1 fertilizer worker	Bentong	-	Interview	16 November 2017	√	-

	• 1 spray worker						
10	UNION – AMESU	Malaysia		Email	18 October 2017		√
11	Centre for Environment, Technology and Development Malaysia – CETDEM	Malaysia		Email	14 November 2017		√
12	National Council of Welfare & Social Development Malaysia – NCWSDM	Malaysia		Email	14 November 2017		√

Appendix 2. Assessment Program

DATE		13 – 17 November 2017	
PLANNED TIME	ACTUAL DURATION	PROCESSES / CLAUSES TO BE AUDITED	AUDITOR
Monday, 13 November 2017			
06.00 – 09.00	06.00 – 09.00	Jakarta – Kuala Lumpur	• MAY / RND
10.00 – 13.00	10.00 – 13.00	Travelling from KL to Krau POM	• All Auditor
14.00 – 15.00	14.00 – 15.00	Opening meeting <ul style="list-style-type: none"> - Auditee Speech (Introduction of PIC, Profile of Mill and Estates Management Unit) - Auditor Team Speech (Introduction, Audit Objective, Audit Scope, Audit Plan Discussion, Determine of Audit Sample, Determine of Field Visit Audit, Transparency and Confidentiality Clarification) 	All Auditor
15.00 – 17.00	15.00 – 17.00	Document Review: <ul style="list-style-type: none"> - Verification of Basic Information Mill and Estate - Confirmation of Time Bound Plan - Review of Partial Certification 	All Auditor
Tuesday, 14 November 2017			
08.00 – 12.00	08.00 – 12.00	Document Audit and Field visit to KRAU PALM OIL MILL <ul style="list-style-type: none"> - Supply Chain verification (FFB Receiving, Weighbridge) - FFB Sorting, Processing Activity, Despatch CPO); Occupational Health & Safety Aspect (Inspection to Chemical Storage, Hazardous Waste Storage, Fire Control Simulation, POME Pond & Land Application of POME) Interview & FGD with Worker's Union, Gender Committee, Local Contractor, Local Communities, Jabatan.	• MAY • RND • MHS
12.00 – 14.00	12.00 – 14.00	Break Break and Lunch	
14.00 – 17.00	14.00 – 17.00	<ul style="list-style-type: none"> • Continue Field Observation and field observation clarification • Document review & Follow-up and Clarification of Field Observation 	All Auditor
Wednesday, 15 November 2017			
08.00 – 12.00	08.00 – 12.00	Document Audit and Field Visit to Krau 02 <ul style="list-style-type: none"> - Agronomy (Harvesting & Transportation, Manuring, Pesticides Application, Road Maintenance, Biological Control Monitoring, EFB Application, Peat Area (Water management, etc.); Environmental, Occupational Health & Safety Aspect (PPE 	• MAY

PT. MUTUAGUNG LESTARI

RSPO ASSESSMENT REPORT

DATE		13 – 17 November 2017	
PLANNED TIME	ACTUAL DURATION	PROCESSES / CLAUSES TO BE AUDITED	AUDITOR
		Used in Harvest, Manure & Pesticide Application) and Worker Welfare <ul style="list-style-type: none">- Conservation Aspect (Inspection of HCV Identified Area, Riparian/Waterways Zone, Reservoir, Forest Area); Legal Demarcation Aspect (Inspection of Legal Boundary Stones, Community Buffer Area/Enclave)- Worker's Facilities Aspect (Housing, Day-care, Sports Facilities, Employees Meeting Hall, Sanitary Facilities) & (Inspection to Chemical Storage, Fertilizer Storage, Hazardous Waste Storage, Fire Control Facilities, Waste Management)	<ul style="list-style-type: none">• MHS• RND
12.00 – 14.00	12.00 – 14.00	BREAK	
14.00 – 17.00	14.00 – 17.00	<ul style="list-style-type: none">• Continue Field Observation and field observation clarification• Document review & Follow-up and Clarification of Field Observation	All Auditor
Thursday, 15 November 2017			
08.00 – 10.30	08.00 – 10.30	Document Audit and Field Visit to <u>Krau 04</u> <ul style="list-style-type: none">- Agronomy (Harvesting & Transportation, Manuring, Pesticides Application, Road Maintenance, Biological Control Monitoring, EFB Application, Peat Area (Water management, etc.); Environmental, Occupational Health & Safety Aspect (PPE Used in Harvest, Manure & Pesticide Application) and Worker Welfare- Conservation Aspect (Inspection of HCV Identified Area, Riparian/Waterways Zone, Reservoir, Forest Area); Legal Demarcation Aspect (Inspection of Legal Boundary Stones, Community Buffer Area/Enclave)- Worker's Facilities Aspect (Housing, Day-care, Sports Facilities, Employees Meeting Hall, Sanitary Facilities) & (Inspection to Chemical Storage, Fertilizer Storage, Hazardous Waste Storage, Fire Control Facilities, Waste Management)	<ul style="list-style-type: none">• MAY• MHS• MRD
10.30 – 12.00	10.30 – 12.00		
12.00 – 13.00	12.00 – 13.00	LUNCH BREAK	
13.00 – 15.30	13.00 – 15.30	<ul style="list-style-type: none">• Continue Field Observation and field observation clarification• Document review & Follow-up and Clarification of Field Observation	All Auditor
15.30 – 17.30	15.30 – 17.30		
Friday, 16 November 2017			

DATE		13 – 17 November 2017	
PLANNED TIME	ACTUAL DURATION	PROCESSES / CLAUSES TO BE AUDITED	AUDITOR
08.00 – 11.30	08.00 – 11.30	<ul style="list-style-type: none">Continue Field Observation and field observation clarificationDocument review & Follow-up and Clarification of Field Observation	All Auditor
14.00 – 15.00	14.00 – 15.00	<ul style="list-style-type: none">Internal discussion by auditor team preparing for Closing Meeting	All Auditor
15.00 – 17.00	15.00 – 17.00	<ul style="list-style-type: none">Closing Meeting<ul style="list-style-type: none">Presentation of audit findings (Noteworthy Positive Component, Non Conformities, OFI, Timeline of CAR's, Conclusion)/Comments, Responses and Questions	
17.00 – 19.30	17.00 – 19.30	<ul style="list-style-type: none">Travelling from Site to KL	
Saturday, 17 November 2017			
10.00	10.00	<ul style="list-style-type: none">Travelling from KL to Jakarta	• MAY / RND