

*Malaysian Sustainable Palm Oil Certification*  
**MSPO – PART 3 (GENERAL PRINCIPAL FOR OIL PALM PLANTATIONS AND ORGANISED SMALLHOLDERS)**

**[ ]** Stage-1    **[v]** Stage-2    **[ ]** Surveillance    **[ ]** Re-Certification

Plantation Management/Owner : Felda Global Ventures Plantation (Malaysia) Sdn Bhd subsidiary of Felda Global Ventures Holdings Bhd.

Plantation Name : Felda Global Venture Plantation Malaysia Sdn Bhd [Tenggaroh 09; Tenggaroh 11 and Tenggaroh 13]

Location : As per in table 1.3.

Certificate Code : MUTU-MSPO/017

Date of certificate issue : 05/11/2018

Date of expiry of certificate : 04/11/2023

Assessment	Assessment Date	Mutuagung Lestari Malaysia Auditor	Review by	Approve by
Main/ST-2	07 <sup>th</sup> – 09 <sup>th</sup> Aug 2018	Mahaswaran (Lead Auditor), Ebnu Holdoon Shawal [Auditor] Mohd. Hairimi Mohd. Ali [Auditor]	Ganapathy Ramasamy / Peter	Hari Naveen Christopher

Assessment	Approved by MUTUAGUNG LESTARI MALAYSIA SDN BHD on:
Main/ST-2	05/11/18

Mutuagung Lestari Malaysia Sdn Bhd  
 • B-09-26 Empire Soho • Subang Jaya • Petaling Jaya 47500 • Selangor • Malaysia  
 Telephone (03) 50367280 • Fax (03) 50367290  
 Email: hari@mutucertification.com • www.mutucertification.com

TABLE OF CONTENT	
LOCATION MAPS	
Figure 1& 2. Location and operation Map of estate	3-4
1.0 SCOPE OF THE CERTIFICATION ASSESSMENT	
1.1 Assessment Standard Used	05
1.2 Organization Information	05
1.3 Supply Base(s) Information	05
1.4 Other Certifications	06
2.0 ASSESSMENT PROCESS	
2.1 Certification Body	06
2.2 Assessment Team	06
2.3 Assessment Methodology, Assessment Process and Locations of Assessment	06-07
2.4 Stakeholder Consultation	07
2.5 Determining Next Assessment	07
3.0 ASSESSMENT FINDINGS	
3.1 Summary of Assessment Report of the MSPO Certification	07-32
3.2 Identification of Findings, Corrective Actions, Observations, Opportunity for Improvement and Noteworthy Positive Components	33-36
3.3 Summary of Arising Issues from Stakeholders, Management and Auditor Responses	36
3.4 Summary of findings and recommendations	37
4.0 <b>CERTIFIED ORGANIZATION’S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY</b>	
4.1 Formal Signing of Assessment Findings	38
APPENDICES	
1. Glossary	39-40

Figure 1. Location Map of Tenggaroh Complex

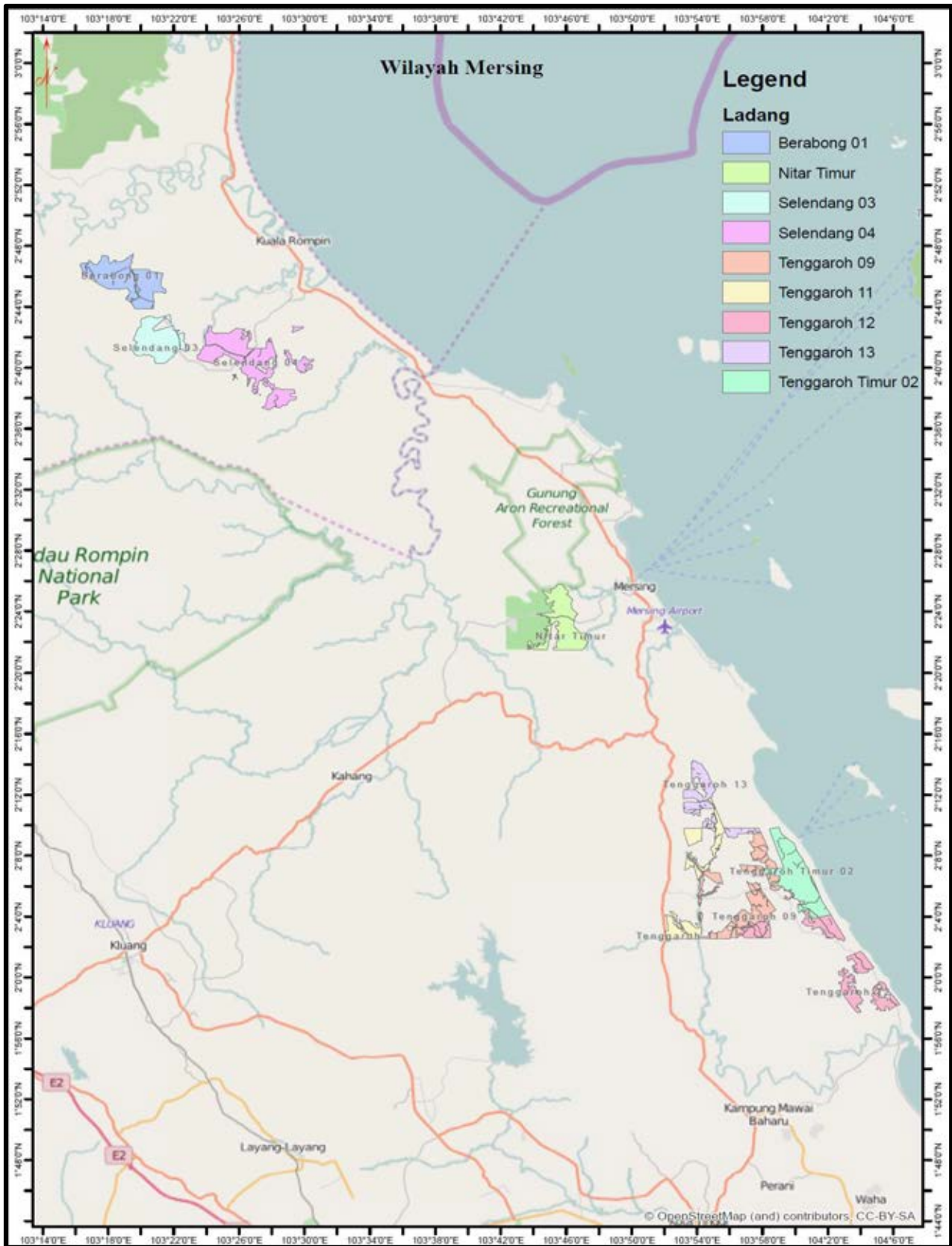


Figure 2. Operational Map of Tenggaroh 09

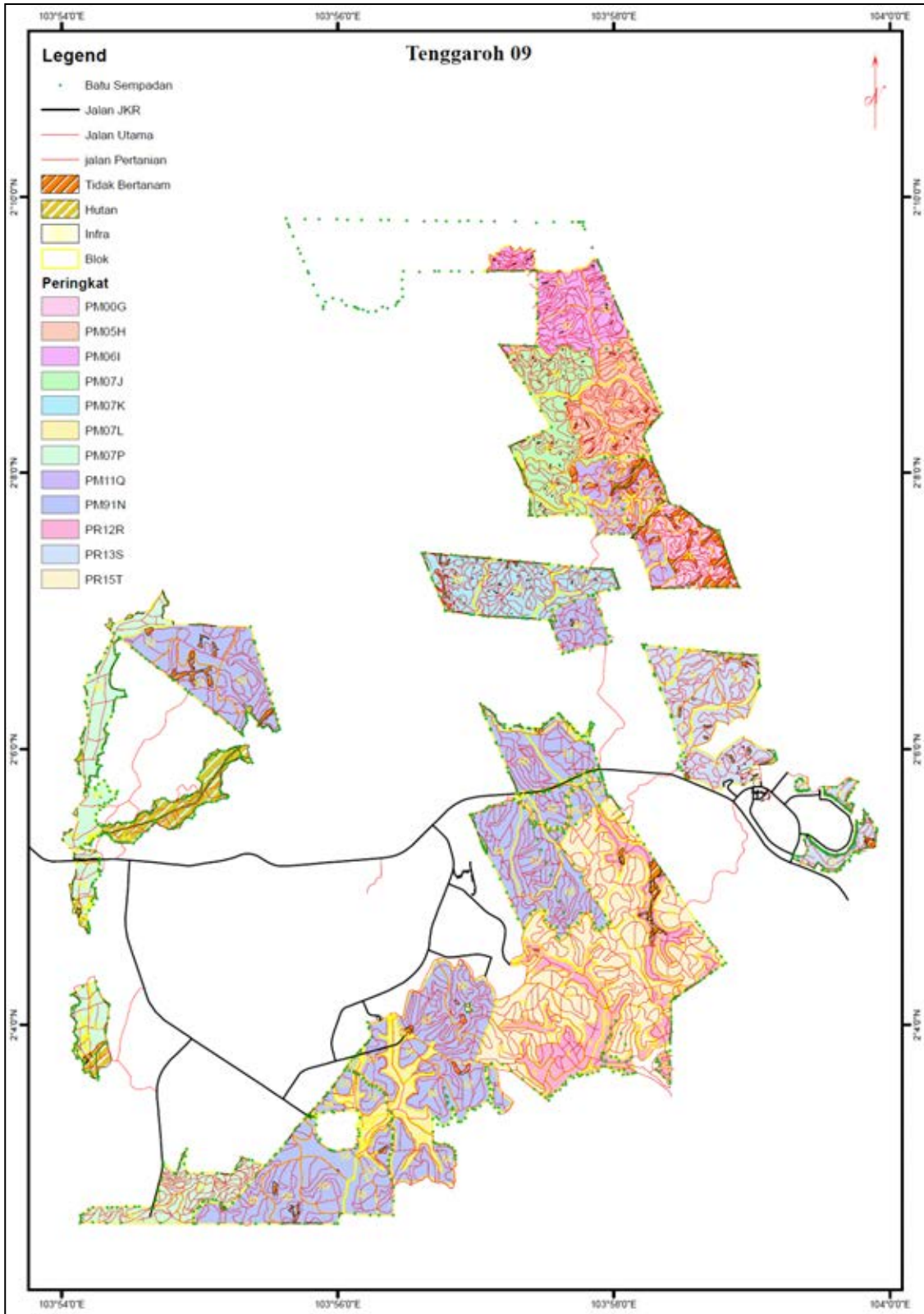




Figure 3. Operational Map of Tenggaroh 11

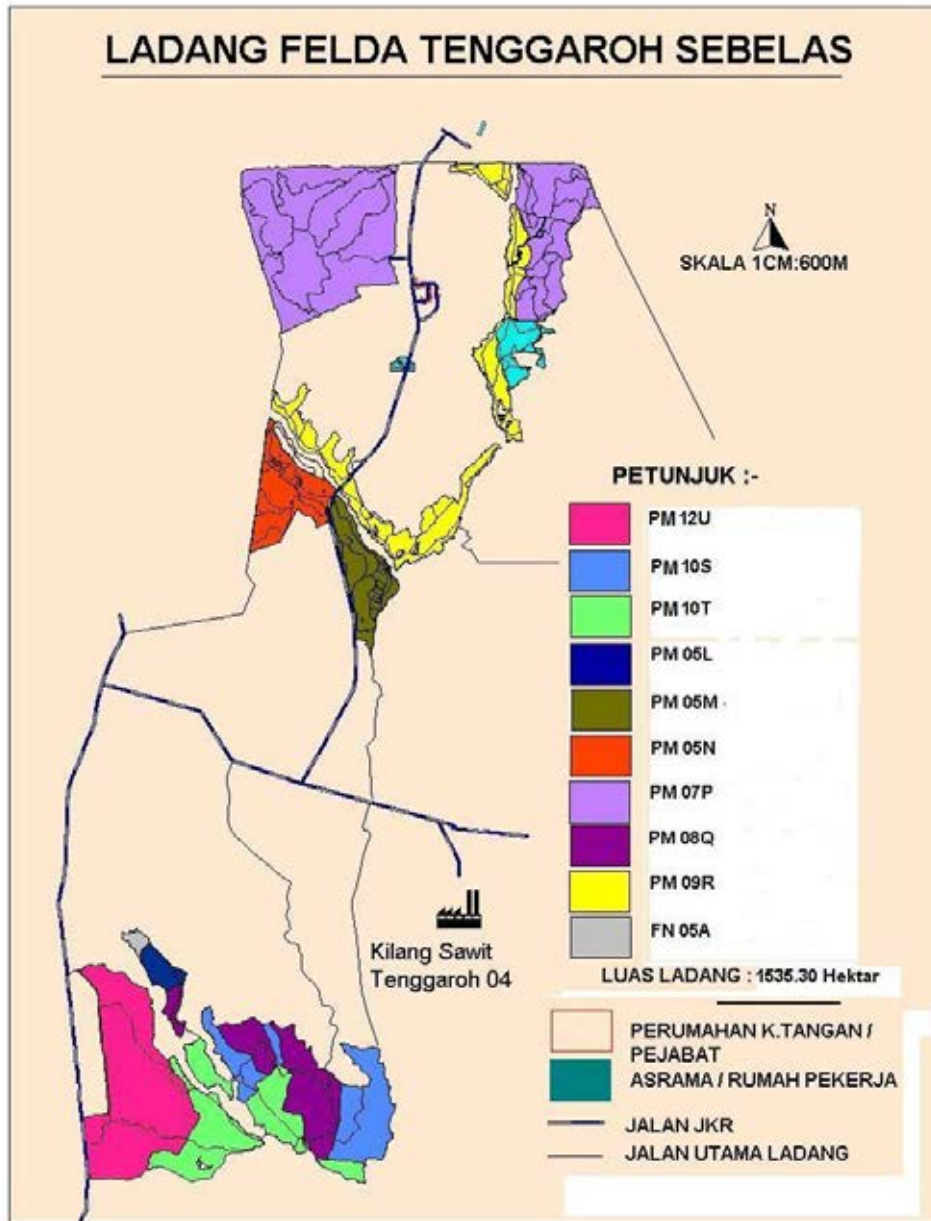
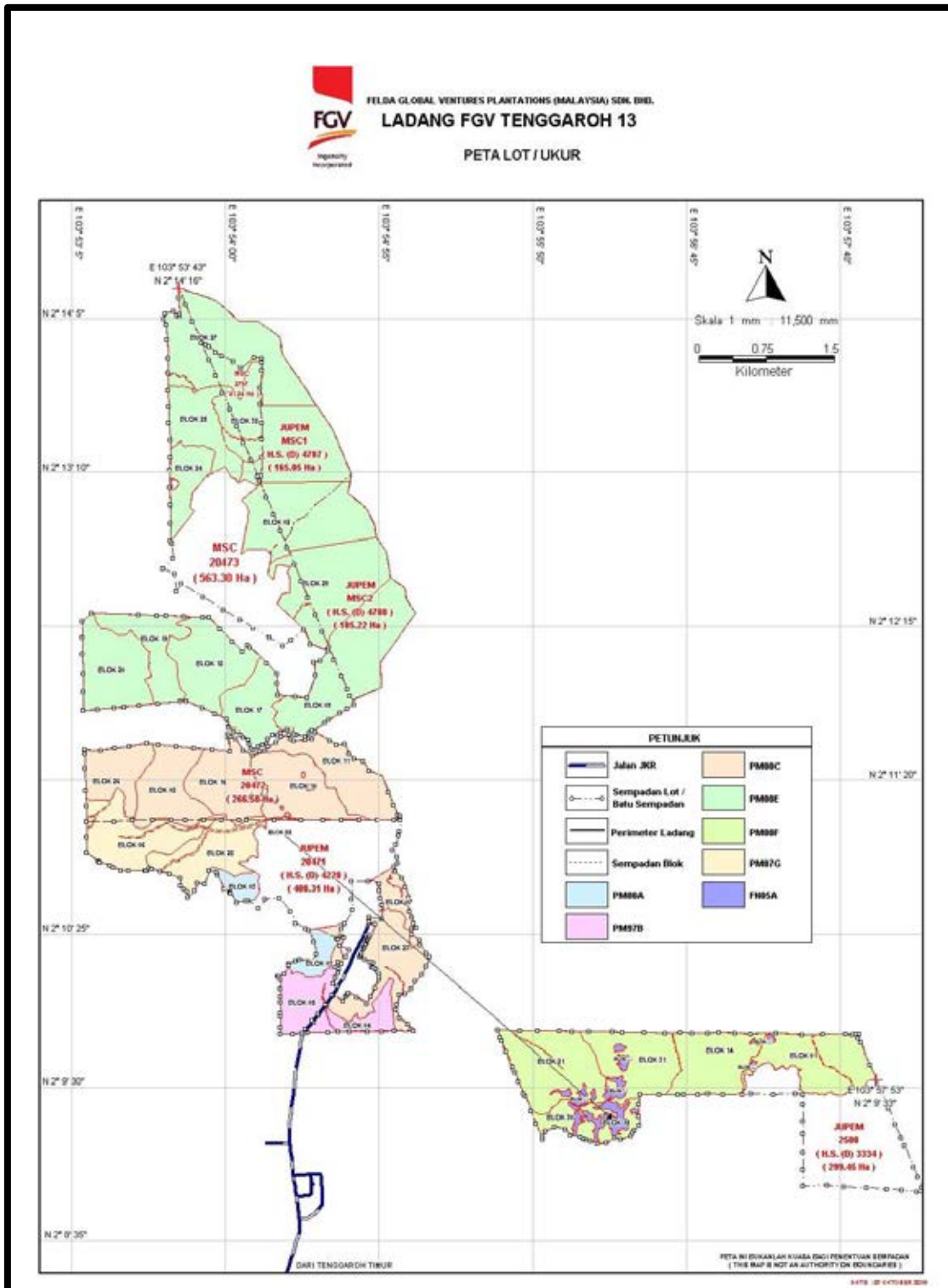


Figure 4. Operational Map of Tenggaroh 13



1.0		SCOPE OF THE CERTIFICATION ASSESSMENT																																						
1.1	Assessment Standard Used	Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders)																																						
1.2	Organization Information																																							
1.2.1	Company name	Felda Global Ventures Holdings Bhd																																						
1.2.2	Contact person	Mr. Norazam Abdul Hameed																																						
1.2.3	Company address and site address	RSPO Registered Company: Felda Global Ventures (HQ) Level 45, Menara Felda, Platinum Park, No. 11, Persiaran KLCC, 50088 Kuala Lumpur, Malaysia.																																						
1.2.4	Telephone	(+ 603) – 26005349																																						
1.2.5	Fax	(+ 603) – 26987816																																						
1.2.6	E-mail	<a href="mailto:norazam.ah@feldaglobal.com">norazam.ah@feldaglobal.com</a>																																						
1.2.7	Web page address	<a href="http://www.feldaglobal.com">http://www.feldaglobal.com</a>																																						
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*Source 12 month Forecasted CPO/PK Production <b>Data by the Company. Use either 12 months forecast from audit or company's next year's forecast.</b>																																								

1.4	Other Certifications	
	ISO 9001:2008	-
	ISO 14001: 2004	-
	OHSAS 18001:2007	-
	ISCC	-
	Others	RSPO Certified

2.0	<b>ASSESSMENT PROCESS</b>	
2.1	Certification Body	
	Mutuagung Lestari Malaysia Sdn Bhd. B-0926 Empire Soho, Empire Shopping Gallery, Jalan SS 16/1 Subang Jaya, 47500 Petaling Jaya, Selangor, Malaysia Website: <a href="http://www.mutucertification.com">www.mutucertification.com</a> Email: <a href="mailto:hari@mutucertification.com">hari@mutucertification.com</a>	
2.2	Assessment Team	
Main / ST-2	<p>Mahaswaran Maliyapan (Lead Auditor) Malaysian. Executive Master in Entrepreneurship Enhancement [Supply Chain Management], Professional Diploma in International Management Practices, Graduate Diploma in Business Administration and Diploma in Mechanical Engineering. Has vast exposure and experience in engineering, quality, 2nd &amp; 3rd party auditing in various industries and owns proven track records of auditing various multinational companies both locally and internationally. Certified Lead Auditor for ISO 9001, 14001, OHSAS 18001, RSPO P&amp;C, RSPO SCCS, RSPO Next and MSPO. Since 2012 trained in agriculture certification programs such as RSPO, MSPO and SCCS and holds role as lead auditor or auditor with several local and overseas certification bodies. He too in Quality Environmental Management System as well the Occupational, Health and Safety auditing.</p> <p>Ebnu Holdoon Shawal (Auditor) Malaysian. Graduated with Bachelor of Civil Engineering from University Tenaga Nasional in Malaysia. He has been completed the ISO 9001: 2008 QMS Lead assessor course for RABOSA – QM 785 (Exemplar Global) certified. He has an experience regarding the safety, health and environmental standard for construction works as an engineer for 1 year. He has gone for various RSPO audit including Felda POM and United Plantation as trainee auditor and have total 42-man days following the auditing activities. During this audit he has been assigned to verify the Transparencies and Environmental aspect.</p> <p>Mohd. Hairimi Mohd. Ali. Graduated from University Kebangsaan Malaysia with a Masters of Social Science (Social and Environmental Impact Assessment) and Bachelor of Social Sciences with Honours (Geography). Registered as assistant consultant on Social Impact Assessment with DOE Malaysia AC 1105, and certified on CESSWI 3756 (Certified Erosion Sediment and Storm Water Inspector). He was involved for past 5 years in environment auditing and in Social and Environmental Impact Assessment Report (EIA and SIA).</p>	
2.3	Assessment Methodology, Assessment Process and Locations of Assessment	
2.3.1	Figure of person days to implement assessment	
Main / ST-2	Number of auditors: 3 auditors Number of days for Main/Stage-2 at site: 2 days Number of working days for Main/Stage-2 at site: 6 Working days	



2.3.2	Detail process of assessment
Main / ST-2	<p>Mutuagung Lestari Malaysia Sdn. Bhd. [thereafter known as MUTU] has conducted on-site Certification Assessment for Tenggaroh Complex [3 Estates] from 07<sup>th</sup> – August 2018 by 3 auditors as to assess the compliance of the certification unit against the Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders). The Stage 1 audit which to confirm Tenggaroh Complex's readiness for the Stage 2 audit was done on 02-05/05/17 by Trismadi Nurbayuto (Lead Auditor) and Andi Prathama Pasaribu (Auditor) resulted with few observations. The client has responded with appropriate corrective actions prior to stage 2 audit.</p> <p>This assessment was conducted in three methods: (1) document review, aiming to observe the sufficiency of types or substances from required documents; (2) interview, aiming to obtain more detailed information and cross check the information; and (3) field observation, aiming to observe directly the sufficiency of implementation on site.</p> <p>Some opportunities for improvement of the results delivered by the MUTU auditor to the management unit and the results are the subject will be verified at the next assessment phase. All information obtained was recorded in Check List of MUTU. It was witnessed, the estate was having full operation during the scheduled time of visit. This allows the audit team start from the planning and then walk through the field operation process which eliminates the risk of missing certain key aspects. – the audit plan attached to this report as an appendix.</p>
2.3.3	Locations of Assessment
MAIN / ST-2	3 Estates (FGVPM Tenggaroh 09; Tenggaroh 11 and Tenggaroh 13)
2.4	Stakeholder Consultation
2.4.1	Summary of stakeholder consultation process.
MAIN / ST-2	<p>Consultation of stakeholders for KKS Tenggaroh, FPISB held by:</p> <ol style="list-style-type: none"> <li>Public announcement at PT Mutuagung Lestari Website <a href="http://www.mutucertification.com">www.mutucertification.com</a> (<a href="http://mutucertification.com/notification-on-rspo-initial-assessment-of-kilang-sawit-tenggaroh-felda-palm-industries-sdn-bhd-subsidiary-of-felda-global-ventures-holdings-bhd-rspo-membership-11-0225-16-00/">http://mutucertification.com/notification-on-rspo-initial-assessment-of-kilang-sawit-tenggaroh-felda-palm-industries-sdn-bhd-subsidiary-of-felda-global-ventures-holdings-bhd-rspo-membership-11-0225-16-00/</a>)</li> <li>Public announcement at RSPO Website (<a href="https://www.rspo.org">www.rspo.org</a>) (<a href="https://www.rspo.org/uploads/default/pnc/Notification_of_RSPO_Initial_Assesment_TENGGAROH_POM_-_FELDA_(ENG).pdf">https://www.rspo.org/uploads/default/pnc/Notification_of_RSPO_Initial_Assesment_TENGGAROH_POM_-_FELDA_(ENG).pdf</a>)</li> <li>Consultation meeting and interview with Internal and external; Stakeholder (labour union, contractor, orang asli and gender committee) on 09 August 2018</li> <li>Consultation with NGO (Majlis Kebajikan dan Pembagunan Masyarakat Kebangsaan Malaysia, Pesticide Action Network Asia &amp; Pacific, Environmental Protection Society) via email on 07 August 2018</li> </ol> <p>Numbers of input from stakeholders were clarified by Kilang Kelapa Sawit Tenggaroh FPISB.</p>
2.5	Determining Next Assessment
	The next visit of ASA 1 will be determined one year after this Main / ST-2.

**3.0. ASSESSMENT RESULT**

3.1. Summary of Assessment Report of the MSPO Certification

MUTU has conducted the main / ST-2 assessment of Tenggaroh Complex [Estates] – FGVP operation consisting of three (3) estates. During this assessment, (2) Major non-conformity, two (5) Minor nonconformities and three (3) opportunities for improvement were identified against MS 2530-3:2013. Further explanation of the non-conformities raised are provided in section 3.5. MUTU found that Tenggaroh Complex [Estate] – FGVP complied with the requirements of Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders. Since the audit objectives as mentioned in the audit plan have been achieved and assessment that was resulted with major non-conformities addressed with adequate corrective actions, therefore the lead auditor recommends Tenggaroh Complex [Estate] for compliance with the Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders.

Ref Std.	VERIFICATION RESULT of MUTU-Certification	
<b>4.1 PRINCIPLE 1 MANAGEMENT COMMITMENT AND RESPONSIBILITY</b>		
<b>4.1.1 Malaysian sustainable palm oil (MSPO) policy</b>		
<b>4.1.1.1 Indicator 1: A policy for the implementation of MSPO shall be established.</b>		
<p>In FGVP Tenggaroh 09 / FGVP Tenggaroh 11, <b>sighted the “Polisi Kelestarian Kumpulan” dated on 01/09/16 as for purpose to establish objectives and guidelines to understand and enforce various sustainability policies.</b> Seen in page 8 of 14, bullet 6.4 quoting the <b>management’s commitment towards the implementation of MSPO scheme. There is specific policy on MSPO, however the elements of MSPO seen linked to various Group Sustainability Policies such as commitment towards No Child Labour, No Deforestation, No Forced Labour &amp; Contract Substitution, Meeting the Minimum Wages Standard, etc.</b></p> <p>The sampled estates workers and staff are being regularly briefed on Group Sustainability Policies during daily morning muster call and weekly meeting. Interview with Tenggaroh 09 Manager Mr. Faisal and Mr. Zamri from Tenggaroh 11, who mentioned the sustainability policies were briefed during morning muster call and it was cross verified with training records found satisfactory. Contractors and external stakeholders were briefed and communicated on MSPO requirements as part of implementation process, this were evidenced with attachments of what are the policies been briefed to workers and contractors on 09/07/18 at Tenggaroh 09 and on 11/07/18 at Tenggaroh 11.</p>		
	Status:	Ok
<b>4.1.1.2 Indicator 2: The policy shall also emphasize commitment to continual improvement.</b>		
<p>Among the policies observed in FGVP Tenggaroh 09 / FGVP Tenggaroh 11 which linked to the continual <b>improvements are, such as “Policy on Replanting” linkage to environmental monitoring plan, “Policy for Riparian” link to training and buffer zones.</b> Generally, the policies regard to OSH were given high priority by having various improvement plans. The 16 policies are incorporated into various training programs such as <b>PPE awareness, worker’s contract agreement, effective spraying techniques and etc.</b></p>		
	Status:	Ok
<b>4.1.2 Criterion 2: Internal audit:</b>		
<b>4.1.2.1 Indicator 1: Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement.</b>		
<p>In FGVP Tenggaroh 09, seen the annual internal audit dated on 25-28/06/18 covers requirements needed by the MSPO scheme and estate best practices. There were 42 non-conformities were found such as record on request &amp; respond not updated, Hiradc not updated, training records not properly maintained, absence of water management plan and etc. The annual internal audit was done by a team from PSD [Hilmie, Zulfadzli and Azwan]. The no-conformities which related to infrastructure were rectified prior to this audit. Some of the documents and records related findings still in the progress of completion.</p>		

In FGVPM Tenggaroh 11, the annual internal audit dated on 31/05/18 resulted with 36 non-conformities were found such as and etc. The annual internal audit was done by a team from PSD [Abd. Rahman and Yusuf]. Auditor was briefed on the progress of non-conformities that still in-progress of closing.		Ok
Status:		Ok
4.1.2.2 Indicator 2: The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.		
In the sampled estates, seen the internal audit procedure [FGV/ML-1A/L2-Pr11] dated on 01/06/16 is currently being revised by the PSD team for the clarity of requirements of various sustainability programs. The process flow of the annual exercise is from establishing audit schedule → audit team selection → prepare audit plan → conduct audit – reporting of findings. Seen the estates <b>sampled maintained the “pelan Tindakan Untuk NCR Internal Audit”</b> which identifies the non-conformities addressed with action taken within 2 weeks to 1 month.		
Status:		Ok
4.1.2.3 Indicator 3: Report shall be made available to the management for their review.		
In the sampled estates, seen the findings from internal audit was responded by the <b>sampled estate’s</b> management during the Management Review Meeting for the period Jan-Dec 2017. Since the MSPO kick started in 2017, therefore the findings resulted from internal audit was not captured. The findings were uploaded in the Compliance Monitoring System as part of communication.		
Status:		Ok
4.1.3 Criterion 3: Management review		
4.1.3.1 Indicator 1: The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.		
In FGVPM Tenggaroh 09, the management review meeting for estate operation and another review with contractors <b>were done on 09/07/18 at estate’s office chaired by estate manager, Mr. Faisal. The minutes seen included of review on OHS, process performance, external audit performance and etc.</b> <i>In FGVPM Tenggaroh 09, the management review meeting for estate operation and another review with contractors seen included of review on OHS, process performance, external audit performance and etc. In next review, the minute to address MSPO requirements along with other sustainability schemes. The management to include the aspects on continuous suitability, adequacy and effectiveness of the MSPO requirements and decide on if there are any changes, improvement and modification in the implementation and maintenance of the MSPO requirements.</i> <i>In FGVPM Tenggaroh 11, there were a few management meetings been conducted on weekly and monthly. However, there is no management meeting minutes available to demonstrate what are the issues been discussed and how was the estate management responded to the negative issues for continuous improvement</i>		
Status:		Minor
4.1.4 Criterion 4: Continual improvement		
4.1.4.1 Indicator 1: The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company.		
The FGVPM Tenggaroh 09 estate established CIP for 2018/2019, sampled social impacts that resulted from SIA and improvement focusing on the non-conformance resulted from internal audit. Among the improvements are reduction on water usage at line-site, reduce the pre-mixing timing to increase productivity, increase the area of barn owl and regular <b>census on occupancy, to conduct “Gotong-Royong”</b> competition to create awareness on good living environment and etc. In FGVPM Tenggaroh 11, sampled on social aspect, aside of providing allowances, the estate creating more job opportunities for dependence of FGV/Felda staff and workers. As for environmental concern, reduction of Class 1 chemicals to zero from 2017-2019 and increase of barn owl as biological control.		
Status:		Ok
4.1.4.2 Indicator 2: The company shall establish a system to improve practices in line with new information and techniques or new industry standards and technology, where applicable, that are available and feasible for adoption.		
In the sampled estates, iinterview with estate managers, reveals there was no new information and techniques, or new industry standards and technology being introduced. The estate management improves their yield trend by education workers in accordance to Manual Ladang Sawit Lestari.		
Status:		Ok

4.1.4.3 Indicator 3: An action plan to provide the necessary resources including training, to implement the new techniques or new industry standard or technology (where applicable) shall be established.		
In the sampled estates, there is annual training calendar established as part of continuous improvement for OHS, environment and social. Sighted training records for estate workers on various topics that enhance continuous improvement of estate plantation performance. As mentioned in the 4.4.6.		
	Status:	Ok
4.2 PRINCIPAL 2: TRANSPARENCY		
4.2.1 Criterion 1: Transparency of information and documents relevant to MSPO requirements:		
4.2.1.1 Indicator 1: The management shall communicate the information requested by the relevant stakeholders in the appropriate languages and forms, except those limited by commercial confidentiality or disclosure that could result in negative environmental or social outcomes.		
The centralize stakeholder meeting for Mersing Complex was done on 04/10/17, sighted the attendance record [total 180 attended] attached with the minutes of meeting. Various issues were discussed and communicated, such as basic awareness on sustainability programs, the purpose of sustainability policies, payment to contractors and PPE awareness. A log book established for tracking of internal and/or external complaint. Based on the log book for communication and respond, appears no request nor complaint from external stakeholders. As for internal, the workers has recorded they request on household issues, such as broken window, toilet upgrading and etc.		
	Status:	Ok
4.2.1.2 Indicator 2: Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.		
The information on the publicly available documents seen specifically addressed in page 8 of FGV Sustainability Certification Handbook. This information also been communicated to external stakeholder during annual meeting.		
	Status:	Ok
4.2.2 Criterion 2: Transparent method of communication and consultation		
4.2.2.1 Indicator 1: Procedures shall be established for consultation and communication with the relevant stakeholders.		
There is a procedure [Communication & Consultation ML-1A/L2-PR3(0)] dated 01/06/16 available for communicating and reporting of EMS, OHS and social issues with relevant stakeholders.		
	Status:	Ok
4.2.2.2 Indicator 2: A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit.		
In FGVPM Tenggaroh 09, the estate has appointed Mr. Jamaludin Kasiran as window person to communicate and follow up with regards to stakeholder's issues. Sighted the letter dated on 07/06/18 was approved by respective estate manager. In FGVPM Tenggaroh 11, the estate has appointed Mr. Muhd. Hanis Razak and sighted his appointment letter dated on 03/01/18.		
	Status:	Ok
4.2.2.3 Indicator 3: List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained.		
In the sampled estates, there are 2 types of stakeholder lists, 1st on the complex level that covers broader scale and 2nd for immediate stakeholder for respective sites. The latest reviewed of immediate stakeholder list consists of government agencies, JKKK and other interested parties. The meeting minutes with stakeholder are effectively documented. The complaint and feedbacks during centralize stakeholder meeting was responded by estate in the minutes dated 04/10/17.		
	Status:	Ok

4.2.3 Criterion 3: Traceability		
4.2.3.1 Indicator 1: The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s).		
The sampled estates have implemented SOP for Traceability [Manual Ladang Sawit Lestari] Doc No: MLSL(Ed)-Sec.4(8.0), dated 01/06/12 and SOP on Sustainable Supply Chain and Traceability FGV/ML-1B/L2-Pr1 dated 01/08/16 as to provide guideline to establish sustainable supply chain and traceability for FFB. Data capturing [bunch counting / grading] is done using conventional way of manual recording <b>by using "Grading Chit"</b> . Sampled verified of chits of Jan – Jun '18 with no negative findings. Sampled estates maintaining appointment letter for personals delicated on monitoring traceability.		
	Status:	Ok
4.2.3.2 Indicator 2: The management shall conduct regular inspections on compliance with the established traceability system.		
The harvesting field supervisor in the sampled estates, holds the responsibility on regular inspection, whereby the effectiveness of monitoring seen captured in the internal audit by PSD. Aside there is also field routine visit by the manager and annually visit by the agronomies and sustainability team members. In Tenggaroh 11 seen an appointment letter dated 26/06/18 for Fadzlin Agel as the responsible person ensuring traceability processes.		
	Status:	Ok
4.2.3.3 Indicator 3: The management should identify and assign suitable employees to implement and maintain the traceability system.		
Based on the Manual Ladang Sawit Lestari] Doc No: MLSL(Ed)-Sec.4(8.0), dated 01/06/12, page 3 of 9 (point xx), it is the responsibility of respective field Mandor to maintain the traceability processes.		
	Status:	Ok
4.2.3.4 Indicator 4: Records of sales, delivery or transportation of FFB shall be maintained.		
Interview weighbridge operator in the sampled estates, to understand the traceability of FFB from estate and delivery to mill. Verified the record of FFB recording for harvesting work [Chit Greeding BTS] and Nota Hantaran BTS. Sampled tickets for Jan-Jun '18 and cross checked with weighbridge result produced by the mill for the same period. Witness the FFB collection and loading to centralize bin at collection center.		
	Status:	Ok
4.3 PRINCIPLE 3: COMPLIANCE TO LEGAL REQUIREMENTS		
4.3.1 Criterion 1: Regulatory requirements		
4.3.1.1 Indicator 1: All operations are in compliance with the applicable local, state, national and ratified international laws and regulations.		
A mechanism to ensure compliance to LORR has been documented in FGV/ML-1A/L2-Pr6 dated 01/06/16. FGVPM Tenggaroh 09		
<ul style="list-style-type: none"> <li>• MPOB License – 560023002000, expires on 31/03/19 [3098.89 Ha but planted area is 2693.80 Ha]</li> <li>• CHRA against USECHH 2000 reg. 12 – available</li> <li>• Annual medical surveillance – available</li> <li>• Permit for diesel – J027811 [ 10,000 Liter] expires on 29/01/19</li> </ul>		
FGVPM Tenggaroh 11		
<ul style="list-style-type: none"> <li>• MPOB License – 558879002000, expires on 28/02/19 [MPOB license stated 1596.76 Ha but actual planted area is 1460.51]</li> <li>• Grant for tractor #2570708(WDM 6739) and #4074156 (WDA 2634) seen last renewed in 24/08/18 and 15/12/18.</li> <li>• Permit to purchase Monocrotophos – 100L valid 19/02 – 11/03/18 by the Agriculture Department, evidenced sighted through bin card <b>that no purchase was done and cross verified of the estate's chemical store with no traces of Monocrotophos use.</b></li> <li>• Permit for diesel – J027819 for 200L expires on 24/04/18</li> <li>• Permit for Air receiver Tank [PMT 28019] – <b>the renewal was done on 15/11/17, however the permit has not obtained from DOSH and follow-up correspondence with DOSH not available.</b></li> </ul>		
	Status:	Obs



4.3.1.2 Indicator 2: The management shall list all laws applicable to their operations in a legal requirements register.		
In the sampled estates, seen a compliance checklist established for monitoring of schedule waste disposal, quarterly return form, final discharge, etc. Among the listed regulations are OSH Act 1994 – Act 514, FMM 1967 Act 139, MPOB 1998 Act 582, Socso 1969 Act 4, Trade Union 1959 Act 262, Children & Young Persons Employment 1966 Act 350, etc. Sighted the list of compliance updated and circulated to mill and estates by the sustainability team from HQ.		
Status:		Ok
4.3.1.3 Indicator 3: The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force.		
In the sampled estates, there is a Standard Operating Manual that guides the operating units on how to monitor the progress of applicable laws and regulations. The Plantation Sustainability Department [PSD] will update the estates if there are any changes in the legal requirements. Latest LORR updated on Feb 2018 by the estate asst. manager.		
Status:		Ok
4.3.1.4 Indicator 4: The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements.		
The identification of changes is the responsibility of PSD in HQ whom shall notify in written to the estate representatives of the changes, Mr. Muhd. Syafiq Baharudin is the appointed person in Tenggaroh 09 and Muhd. Hanis Razak in Tenggaroh 11. It then PIC to delegate the information within the related estate staff. For the issues concerning to <b>environment and OHS, it's the responsibility of EHS unit [under PSD] to update and implement the changes.</b> Sighted FAS-RSPO L1/K2.1/2.1.3 that keep tracks the compliance of applicable legal requirements. Sampled, OSH quarterly meeting minutes, medical surveillance 2017, renewal of MPOB license and etc. <b>The printed version of Legal Compliance Checklist in Tenggaroh 11 seen without information on when and who has done the annual evaluation.</b>		
Status:		Obs
4.3.2 Criterion 2: Land use rights		
4.3.2.1 Indicator 1: The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users.		
The FGVPM Tenggaroh 09 estate is located in Mukim Tenggaroh, Daerah Mersing, Negeri Johor Darul Takzim. Sighted the Hakmilik Sementara with status for agriculture [oil palm] – 99 years under Felda. Based on the area statement, total title area is 3113.53 Ha, the planted area is 2693.80 Ha and the production area is 1374.12 Ha. Found there is discrepancy in the cultivated area against land title area. Total title area is 3142.904 and total area statement is 3113.53 ha and the differences is 29.37. This is due to the land leased by Felda to FGV and some of the lands are not received of land tile. It was observed by the audit team, about 29.37 [released back to Felda – 15.37 Ha (PTD 168) + others 14.61 Ha (PT 15194)].		
In FGVPM Tenggaroh 11, seen the estate is located within Tenggaroh Complex that divided into 2 divisions. Both divisions are parted approximately 8km, where the Div. 01 located within Felda Tenggaroh 05 and Div. 02 located southern part of Felda Tenggaroh 01. Total title area is 1888.12 ha and the total planted area is 1460.51 Ha [all matured palms]. In total there are 9 blocks within the estate, unplanted area [427.61 Ha], planted with Mohoghani Jungle Tree [6.87 Ha], government reserved land [136.60 ha], buffer reserved [88.19 Ha], estate roads [106.96 Ha], waterways [59.53 Ha], not economic zone [24.36 Ha].		
Status:		Ok
4.3.2.2 Indicator 2: The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land.		
FGVPM HQ pays the annual quit rent at which the sampled estates have no copies of the payment made.		
Status:		Ok
4.3.2.3 Indicator 3: Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.		
Since the sampled estates has no land title [only with Pemberian Hakmilik Tanah], therefore the land survey by external party [Meridian Survey Consultant] could not produce the GPS coordinates. The audit team was briefed by PSD member Mr. Raja Nazmi on the land status in Johor state. Aside the audit team also had tele-conference with FGVPM's land unit who manages the land lease from Felda and accounts unit responsible for the quit rent payments. During external stakeholder engagement by CB on 07/08/18, it was revealed that there are no land issues with the estate.		

<p>In FGVP M Tenggaroh 09, during field visit, sighted the estate land area are adjoining to Endau-Kota Tinggi Reserved Forest and Felda/FGV Tenggaroh. At sampled locations [PM061, PM05H], an original boundary stone was sighted at the boundary adjacent to reserved forest. Seen trenches, wooden poles and fencing along surrounding neighbors serves as boundary. In FGVP M Tenggaroh 11, sighted the estate has no evidence of encroachment to neighboring properties. The estate is surrounded by Felcra, swamp and undeveloped land owned by state government and Felda/FGV owned plantations.</p> <p>The sampled estate's boundaries between surrounding settlers land and reserve / undeveloped areas was checked and found well separated by trenches. However, there is no proper boundary stone mapping available with input indicating locations of boundary stones, list of total boundary stones identified, GPS locations and the census program for the boundary stones.</p>	
Status:	Minor
<p>4.3.2.4 Indicator 4: Where there are, or have been, disputes, documented proof of legal acquisition of land title and fair compensation that have been or are being made to previous owners and occupants; shall be made available and that these should have been accepted with free prior informed consent (FPIC).</p>	
<p>In the sampled estates, there is no evidence collected during this audit period for any legal, customary or user rights since this estate located surrounded by other FGV/Felda schemes.</p>	
Status:	Ok
<p>4.3.3 Criterion 3: Customary rights</p>	
<p>4.3.3.1 Indicator 1: Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced.</p>	
<p>"Pengenalpastian dan Penyelesaian Pertikain Tanah FGV/ML-1A/L2-Pr10 is applicable if any arising issues from the local communities neighboring the estate or stakeholders or during land surveying process by authorized agencies.</p>	
Status:	Ok
<p>4.3.3.2 Indicator 2: Maps of an appropriate scale showing extent of recognized customary rights shall be made available.</p>	
<p>In the sampled estates, there are no communities nor individual has any implications for the legal status of their land.</p>	
Status:	Ok
<p>4.3.3.3 Indicator 3: Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available.</p>	
<p>There are no communities nor individual has any implications for the legal status of their land.</p>	
Status:	Ok
<p>4.4 PRINCIPLE 4: SOCIAL RESPONSIBILITY, HEALTH, SAFETY AND EMPLOYMENT CONDITION</p>	
<p>4.4.1 Criterion 1: Social impact assessment (SIA)</p>	
<p>4.4.1.1 Indicator 1: Social impacts should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.</p>	
<p>In FGVP M Tenggaroh 09, the internal Social Impact Assessment was held on 27/06/18 by Plantation Sustainability department [Hilmie Zaifruetz and Azwan Muhammad] from HQ. The assessment done by field interviews 4/18 staff, 16/41 local workers and 8/261 foreign workers (group interviews and one-on-one interviews, consultation with the unit management, site observation and documentation review. The SIA for external stakeholders was done during annual centralize stakeholder meeting for Complex Mersing on 04/10/17. An attendance list for both sessions made available. Based on the minutes, there was no negative comments received from total of 116 attended from various sectors.</p> <p>There are plans available for immediate and short term with monitoring activities. However, the 6 impacts recorded from the assessment not effectively identified whether it creates positive or negative impacts which required to determine the timeline for mitigation measures. The internal and external SIA/consultation seen not appropriately identified the potential social impacts may have resulted from replanting in 2017/18, elephant intrusions at field [PM00G, PM05H, PM061, PM PR13S], the presence of new <b>workers from Bangladesh and adequacy of basic amenities at worker's quarters</b>. This is seen against the documented procedure FGV/ML-1A/L2-Pr21 dated 01/06/16, clauses 1.1.1, 1.1.2, 1.1.3 and 1.1.4.</p>	

In FGVPM Tenggara 11, the internal Social Impact Assessment was held on 27/06/18 by Plantation Sustainability department [Abd. Rahman Awang and Mohd. Yusuf Salbani] from HQ. The assessment done by field interviews 3/9 staff, 14/156 foreign workers (group interviews and one-on-one interviews, consultation with the unit management, site observation and documentation review). The SIA for external stakeholders was done during annual centralize stakeholder meeting for Complex Mersing on 04/10/17. An attendance list for both sessions made available. Based on the minutes, there was no negative comments received from total of 116 attended from various sectors.

As for the negative impacts, there are plans available for 2 emergencies and 2 mid-terms with mitigation measures. The internal assessment seen appropriately identified the potential social impacts may have resulted the presence of foreign workers and adequacy of basic **amenities at worker's quarters, the MSPO requirements not clearly understood by** foreign workers and etc. As for the positive findings, there are 12 mitigations are addressed that part of continues improvement. There was no replanting since 2012.

Status:	Minor
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4.4.2 Criterion 2: Complaints and grievances

4.4.2.1 Indicator 1: A system for dealing with complaints and grievances shall be established and documented.

FGVPM Tenggara 09 / FGVPM Tenggara 11

In the sampled estates, seen SOP No. FGV/ML-1A/L2-Pr12 for Communication/Engagement/Negotiation as the consultation and communication procedures to relevant stakeholders. The SOP has outlined the context of request & response, consultation & communication, and complaint & grievance. A complaint and grievances logbook [internal / external] is kept in the office and whoever the staff at the moment in the office to receive and log the complaint. Since **Jan'17 – June'18 seen only complaints made by estate workers pertaining to household maintenance**. Stakeholder meeting by CB on 07/08/18 revealed external stakeholders has no negative feedbacks on estate's operation. This was cross verified with stakeholder logbook and found satisfactory results.

Status:	Ok
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4.4.2.2 Indicator 2: The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.

The procedure also indicates the time line for responding in FGV/ML-1A/L2-Pr12 [point 6.2.3] where the process of receiving and executing actions for complaint & grievances received consist in preliminary, stage 1 and stage 2. Complaints forms seen are responded within 1 -2 working day for all house repair matters.

Status:	Ok
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4.4.2.3 Indicator 3: A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint.

In FGVPM Tenggara 09, seen the **estates provide specific form for housing repair request** "laporan Kerosakan Rumah" which has been available to the workers. External and internal parties can record their complaint on the log book, complaint may have submitted and write directly in the logbook and also may submitted by phone. Seen a book named "**Rekod Peti Aduan**" used for all complaints, consultation and request either internal or external stakeholders.

In FGVPM Tenggara 11, the training records available that complaint mechanism was briefing to internal employee (from time to time) and external stakeholders (during Stakeholder Consultation Meeting). All internal employee and **external stakeholders** can deliver their complaints and grievances directly to the management through filling the complaints form at Office Drop Box. **Sighted the logbook titled "Buku Aduan & Rungutan" that was last updated on 20/07/18 for complaints reported for foreign worker's quarter maintenance work** [door handled locked, ceiling fan faulty, water tank blockage and etc.].

Status:	Ok
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4.4.2.4 Indicator 4: Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time.

It was confirmed during the interview with workers and stakeholders that they are aware and understand to the complaint and grievance mechanism, including the personal in charge to handle the complaint and timeframe for responding. During the external stakeholder meeting by auditor on 07/08/18, it revealed sufficient briefing on complaint flow made publicly. This attended stakeholders agree the company provides information either through WhatsApp portal or during annual stakeholder meeting. Those attended acknowledged circulation of memo also received as part of communication in regards of MSPO.

Status:	Ok
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4.4.2.5 Indicator 5: Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request.		
Seen the internal and external stakeholders log book for both estates. At this moments, no negative complaints made by any of the stakeholder[s] in the last 12 months. Seen the requests were made on household maintenance such as windows broken, water tab leakage and etc. which the respective estate management responded timely. Sighted all internal complaints filled and responded and records maintained from Jan 2017. As in Tenggaroh 09, the logbook officially initiated from 23/07/18.		
	Status:	Ok
4.4.3 Criterion 3: Commitment to contribute to local sustainable development		
4.4.3.1 Indicator 1: Growers should contribute to local development in consultation with the local communities.		
Based on the external stakeholder log book and stakeholder meeting minutes in FGVPM Tenggaroh 09, there was no evidence that local communities have requested either monitory nor logistics for their community development. There <b>was no significant contribution either monitory nor infrastructure for the local's sustainable development. Seen the estate</b> maintained a request from Sekolah Kebangsaan [F] Tenggaroh 03 for beautifying the school compound. Generally, in FGVPM Tenggaroh 11, the local communities request for assistants through means of meeting, such as Friday prayers which normally not recorded by certificate holders. Based on the records maintained, there is no evidence of contribution from the estate for the development of local communities. There are financial assistances to own workers during festive seasons are kept.		
	Status:	Ok
4.4.4 Criterion 4: Employees safety and health		
4.4.4.1 Indicator 1: An occupational safety and health policy and plan shall be documented, effectively communicated and implemented.		
A <b>commitment related to OSH stipulated in document of policy “Dasar Kualiti, Keselamatan Kesihatan Pekerjaan dan Alam Sekitar”</b> date of revision 1 February 2017, signed by Ketua Pegawai Executive, Felda Palm Industries Sdn Bhd. The policy is written in Bahasa, which stated that FGV (P) committed to delivering value to our stakeholders by operating in a sustainable and environmentally manner. This providing a committed to pursue compliances towards Legal and other related OSH requirements, providing adequate knowledge through training and experience which aims to maintain good competency for employees, preventing work accident, as well as providing a safe and healthy working environment. Policy briefing performed on 26/7/2018 at FGV Tenggaroh 09, and 25/6/2018 at FGV Tenggaroh 11 for MSPO awareness observed. FGV Tenggaroh 09 and 11, OSH yearly program for year 2018 observed.		
	Status:	Ok
4.4.4.2 Indicator 2: The occupational safety and health plan shall cover the following:		
<ul style="list-style-type: none"> <li>a) A safety and health policy, which is communicated and implemented.</li> <li>b) The risks of all operations shall be assessed and documented.</li> <li>c) An awareness and training programme which includes the following requirements for employees exposed to pesticides: <ul style="list-style-type: none"> <li>• all employees involved shall be adequately trained on safe working practices; and</li> <li>• all precautions attached to products shall be properly observed and applied</li> </ul> </li> <li>d) The management shall provide the appropriate personal protective equipment (PPE) at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assesment and Risk Control (HIRARC)</li> <li>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</li> <li>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust must have knowledge and access to latest national regulations and collective agreements</li> <li>g) The management shall conduct regular two-way communication with their employees where issues affecting their business such as employee's health, safety and welfare are discussed openly. Records from such meetings are</li> </ul>		

- kept and the concerns of the employees and any remedial actions taken are recorded.
- h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.
  - i) Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite
  - j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals

An occupational safety and health (OSH) policy for FGV Tenggaroh 09 and 11, has issued by "Ketua Pegawai Eksekutif" Felda Technoplant Sdn. Bhd. (FTSB) on January 4<sup>th</sup> 2016 (Revision 5). The policy declared seven points which mentioned that the Felda has committed to comply with all relevant safety, health and environment laws and regulations (OSHA Act 1994). In order to achieve safe working environment, estate management has providing training and socialization which aims to maintain good competency. This policy is available in Bahasa.

HIRADC performed for all estate processes and documented. HIRADC (Borang HIRADC Pengenalpastian Hazad, Penilaian Risiko dan Penentuan Kawalan no borang FGVP/ML4/PP – 1.2 pind 0) observed. However, actual HIRADC performed and cover all factory processes. FGV Tenggaroh 9 – HIRADC performed on 09/01/2018 prepared by Amirul bin Mahmud and FGV Tenggaroh 11 – HIRADC performed on 30/01/18 prepared by Muhd Hanis Abd Razak. OSH awareness training performed and brief about OSH policy and procedures. Latest chemical handling training on 19/7/18.

FGV Tenggaroh 09, During the site observation PM 07 Block 37, PM 11 Q and PM 13 S Block 47, FGV Tenggaroh 11 site observation Block 2 05 M, for harvesting and Spraying process, sufficient PPE such as apron, glove, google, safety boot, etc observed. Procedure for Chemical handling, FG/ML-1A/L2/PR19 dated 1/6/2016 observed. Several requirement and rules set for safe handling of chemical. Based on observation to chemical store at FGV Tenggaroh 09 and in Tenggaroh 11, it could be concluded that precautions method for potential accident on chemicals application has refers to Chemical Health Risk Assessment (CHRA) and Safety Data Sheet (SDS) of products.

Both document was available onsite. The worker has also able to explain and demonstrate steps of precaution on incidence. Furthermore, based on observation and interview with pesticide Applicators in PM 07 Block 37 FGV Tenggaroh 09, and Block 2 0.5 M FGV Tenggaroh 11, it could be concluded that the worker was able to explain and demonstrate a safe working practices such as use PPE during application, considering wind direction during spraying, pesticide mixing and storage, etc.

FGV Tenggaroh 09 – Nor Faisal bin Abd Rashid, FGV Tenggaroh 11 – Zamri bin Othman appointed as responsible **person for worker's safety and health**. Thru interview, they well verse with the legal requirement. Safety and health committee meeting conducted on quarter yearly basis. Active two-way communication observed from worker and employee representative. Latest Safety and Health meeting conducted on 10/06/2018. (FGV Tenggaroh 09) 10 participant were attended and FGV Tenggaroh 11, latest meeting on 16 May 2018 10 participant were attended.

Each estate also had Emergency Preparedness & Response team. ERP is available in the SOP (No. Dokumen FGVP/ML2/PP-08) that prepared by SHO Jabatan HSE-FGVPM, evaluated by SHO Zon Jabatan HSE-FGVPM Approved by Ketua Jabatan HSE-FGVPM. FGV Tenggaroh 09 and 11 - Total 3 first aider sent for training. First aider certificate for Mohd Khairul Anwar bin Abu Husin and Shah Fitri bin Arsat expired on 23 October 2020.

FGV Tenggaroh 09, no accident reported until the audit on 2018 latest report for JKPP on 04/01/2018, in 2017 total man hours working 492,000. FGV Tenggaroh 11, two accident record reported on 2017, latest report for JKPP on 15/1/2018, in total man hours working 300000 and average working 125. FGV Tenggaroh 09, CHRA has been done by Env. Consultant & Monitoring Services Sdn Bhd, assessment by Zakaria Abd Karim JKPP IH 127/171-2(193) date on January 2017 covering work unit from WU1- Sprayer & Premixed, WU 2 – Tractor Driver (Chemicals), WU 3 – Lorry Driver (Fertilizer), WU 4 – Manures and WU 5 – Nursery.

Continue for medical health surveillance programme on yearly basis for work unit operators (WU 1 & WU 5), who have risk of exposure to Schedule II chemical such as Pesticides/Herbicides. FGV Tenggaroh 11, CHRA has been done by Occumed Consultancy & Services Sdn Bhd, assessment by Dr. Yasrizal Yahaya MD. Chemical Health Risk Assessor JKPP IH 127-171-2-(08) dated on 6 April 2016.

FGV Tenggaroh 09 and 11, An evidence of Medical Surveillance Report done by Dr. Bjinder Singh A/L Jagjit Singh (OHD JKPP Reg. HQ/08/DOC/00/72) (MMC Reg. 26490) Klinik Dhillion on 5 March 2018 and 24 July 2018. Testing parameter for S. Cholinesterase, Lung Function and Physical exam. Summary of medical surveillance workers with abnormal physical examination (e.g. Lipid profiles, uric acid) not related to occupational disease have been recommended to follow up with the company panel doctor. No worker has been found to be having occupational illness.



<p>Based on the observations to fertilizer transportation activities in tenggaroh 09 Estate, it was found the applicators [manurer] were seating on fertilizer bags stacked [fertilizer bin] while the tractor on motion. Safety analysis for such act by workers not available in any safety procedures.</p>		
<p>During site observation FGV Tenggaroh 09 PM 13 S Block 47, for manuring activities no first aid kit is observed and FGV Tenggaroh 11, 05 M Block 2 also there is no first aid kit observed for harvesting, manuring and spraying activities.</p>		
Status:		Major
4.4.5 Criterion 5: Employment conditions		
4.4.5.1 Indicator 1: The management shall establish policy on good social practices regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and effectively communicated to the employees.		
<p>An official statement on the document of policy of human rights, issued dated 01 June 2014, mentioned that the company committed to support of human rights. <b>Under FGV's list of Sustainability Policies (Senarai Polisi Sustainability) No.12 – (Human Rights Policy).</b> Signed by the President &amp; CEO of FGV Mohammed Emir Mavani Abdullah Dated 1/6/2014. <b>The policy highlights the company's commitment to support human rights. In order to the realization of the policy, FGV is committed to take into consideration the human rights requirements in structuring its manual, procedures, and other company's policies.</b> In addition, FGV shall always continue to participate in various efforts to support and also participate in various activities to promote corporate responsibilities in order to honors human rights.</p>		
Status:		Ok
4.4.5.2 Indicator 2: The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.		
<p><b>Under FGV's list of Sustainability Policies No.2 – (Equal Opportunity).</b> Signed by the President &amp; CEO of FGV Mohammed Emir Mavani Abdullah Dated 1/6/2014. FGV group will ensure that all workers and those applying for work shall, receive equal treatment and shall not participate or support any type of discrimination based on race, nationality, religion, disability, sex, age, sexual attraction, union members and political beliefs. Based on the interview with the foreign and local workers in the plantation, no issues found regarding to the discriminatory and social issues at the estate operation. They are satisfied with the way they are being treated by the management.</p>		
Status:		Ok
4.4.5.3 Indicator 3: <b>Management shall ensure that employees' pay, and conditions</b> meet legal or industry minimum standards and as per agreed Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.		
<p>there is a clear statement on the contract (Perjanjian Kontrak pekerjaan di antara Lembaga Kemajuan Tanah Persekutuan FELDA) dan FELDA Techno plant Sdn Bhd FTPSB dengan Tenaga Kerja Asing) that been signed by the workers according to hours of works, overtime, public holiday, work on a paid holiday, annual leave, maternity leave, compassionate leave, sick leave, hospitalization, occupational safety and health, accommodation, absenteeism and dismissal. The contract is made in Malaysian, Indonesian, Indian, Bangladesh version and based on the interview workers are understand the contract and aware about the contract conditions.</p>		
<p><b>Under FGV's list of Sustainability Policies No.12 –</b> signed by the President &amp; CEO of FGV Mohammed Emir Mavani Abdullah Dated 1/6/2014. Rate of wages for local and contract/foreign workers under FGVP (M) Sdn Bhd shall use the <b>latest payment scheme under “Buku Panduan Kadar Upah Kerja Ladang Bil 5/2017”</b> Minimum wage of RM1, 000 per month for Peninsular Malaysia. The wage setting was approved by FGVP CEO. FGV Tenggaroh 09 - Based on the visit, foreign workers have no issues regarding the salary and sampled pay slip for Billar Sardar RM 1,203.50, Abdu Sukkur RM 2,076.28 and Ahmad Sihab RM 1,723.88 latest on July 2018. FGV Tenggaroh 11 – Muhadisin RM 1,187.63, Masri RM 1,187.63, Omar Ali RM 1,220.21 and Md Al Amin Hossain RM 1,153.00.</p>		
Status:		

4.4.5.4 Indicator 4: Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.		
Salary slip from contractor, Sian Seng Land Dev.CO. Salary slip for Timotius Nahak Omy RM 2,710.80, Lorensius RM 2,710.80 and Sipranus Seran RM 2,710.80 for FGV Tenggaroh 09 and FGV Tenggaroh 11, Faidah Entepriise. Salary slip for Shafie RM 1,180.55. Observed during the audit. This is compliance with the Minimum wages act Malaysia stating the minimum wage RM1000/month.		
	Status:	Ok
4.4.5.5 Indicator 5: The management shall establish records that provide an accurate account of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.		
List of employee for FGV Tenggaroh 09 observed with 308.FGV Tenggaroh 11, total of 171 employees from Malaysia, India, Bangladesh, and Indonesia. Sufficient information such as name, gender, date of birth, job position and wage condition.		
	Status:	Ok
4.4.5.6 Indicator 6: All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract is available for each and every employee indicated in the employment records.		
Evidence of contract agreement between Felda Global Ventures Plantations (M) dan Foreign Work Force, Ahmad Sihab. (FGV Tenggaroh 09), MD Al Amin Hossain (FGV Tenggaroh 11). An evidence of declaration form workers that they are provided with the copy of the signed contract agreement (Akuan Penerimaan Salinan Perjanjian Kontrak Pekerjaan) The employee shall work 8 hours a day and 6 days per week. The Company will finance the cost of hiring new employee and current work permit.		
<b>The company is responsible to provide insurance for each employee under the foreign workers' compensation scheme (FWCS) as required the Ministry of Human Resources, Malaysia. For the insurance coverage required by the government of source country, the cost will be borne entirely by the employee. All employee's passport shall be kept in the office for security reasons. Employees may obtain the passport from the company as a valid travel document, if necessary. This agreement has been signed by the company between the employee and the witnessed. The agreement is in Bangladesh language and both of party has the agreement.</b>		
	Status:	Ok
4.4.5.7 Indicator 7: The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.		
<b>"Kad Kerja" system used for recording of working hours and overtime, An evidence of pay slip (Penyata Gaji Bulanan untuk July 2018), FGV Tenggaroh 09, 3 workers and FGV Tenggaroh 11, 7 workers were verified Documented payment for Basic pay, shift allowance, normal days overtime, holiday pay, water reimbursement, defray expenses on accommodation and insurance reimbursement.</b>		
	Status:	Ok
4.4.5.8 Indicator 8: The working hours and breaks of each individual employee as indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed and shall always be compensated at the rate applicable and shall meet the applicable legal requirement.		
Employee salary slip sampled to check on the salary condition. FGV Tenggaroh 09, Salary slip for Moslem observed. The working hours and overtime hours are clearly stated and overtime is compensated at relevant rate. Overtime for July 2018 is compensated at RM 346.56 for 48 Hours and Suhaizal bin Suati paid RM 380.23 50 overtime hours. FGV Tenggaroh 11, Salary slip for Hasrulizad paid RM 381.02 for 48.30 overtime.		
	Status:	Ok

**4.4.5.9 Indicator 9: Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.**

FGV Tenggaroh 09, An evidence in the pay slip for both estates showing deduction for expenses on accommodation, are sighted. Examples:

- Ahmad Sihab (FW 06350812), General Worker. Total Income RM 1,723.88, less Electric bill RM 5.23 and less Water bill RM 28.50.
- Abdul Sukkur (FW 06350001), Total Income RM 2,076.28.
- Bilal Sardar (FW 06350962), Total income RM 1,203.50.

FGV Tenggaroh 11,

- Md Al Amin Hossain (FW 06470565), Total Income RM 1,153.00 less Electric bill RM 7.26 and Water bill RM 45.00.
- Omar Ali (FW 06470585), Total income RM 1,220.21 less Electric bill RM 1,220.21 less Electric bill RM 7.26.
- Masri (FW 06470601), Total income RM 1,187.63 less Electric bill RM 7.26 and Water RM 45.00.

There is an evidence of agreement to deducted electric and water if more than subsidized by the management (Surat Persetujuan Pekerja Operasi Ladang). As per item 8 (d) all workers is subsidized for Electric for RM 6.00 and Water RM 4.00 per month. A permit has been obtain from the Jabatan Tenaga Kerja Semenanjung Malaysia (Permit Potongan D daripada Gaji Pekerja) effective on 1 June 2007.

Status:

Ok

**4.4.5.10 Indicator 10: Other forms of social benefits should be offered by the employer to employees, their families or the community such as incentives for good work performance, bonus payment, professional development, medical care and health provisions.**

An evidence in the pay slip (Penyata Gaji Bulanan untuk July 2018) for social benefits such as, KWSP, Perkeso, project incentive, insurance, water bill, etc. Workers will be paid overtime based on applicable rates in the Employment Act 1995, free medical examination, assistant by a qualified hospital or medical appointed by the company or medical officer in any government hospital or panel clinic covered by AIA Insurance. Relevant facilities observed during the workers quarter, semidetached house given at FGV Tenggaroh 11, and workers quarters at FGV Tenggaroh 09.

Status:

Ok

**4.4.5.11 Indicator 11: In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.**

The company provides adequate housing, water and electricity (from Tenaga Nasional Berhad, TNB) for its workers, in **accordance with Workers' Minimum Standard of Housing and Amenities Act 1990 (Act 446)**. Foreign workers are housed according to their ethnicity and religious beliefs and have adequate beds, clean running water from taps, kitchen and toilet facility. Workers are also provided with basic facilities such as bedsheet, pillows, pillowcases etc. for their living convenience. Site visit by the audit team to the workers housing (Asrama Pekerja and Rumah Pekerja) for confirmed that the housing is generally well-maintained. **Interviews with workers at the worker's quarters** also reveal that the housing facility is adequate and that communal clean-ups are conducted periodically. There is regular solid waste disposal system and routine maintenance for the upkeep of the line site/housing.

Status:

Ok

**4.4.5.12 Indicator 12: The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace.**

There is a policy to prevent the sexual harassment and violence stated in the (Polisi Gangguan Seksual, Keganasan serta Hak Kebebasan Reproduksi) stated that FGV committed to give an attention to sexual harassment occur at the workplace according to section 22 (Kod Etika dan Tatalaku Petugas) A procedure is established (Prosedur Menangani Aduan dan Rungutan) FGV/ML-1A/L2-Pr13 effective date on 1 June 2016. There is a flow chart to resolve the complaint and grievance regarding the sexual harassment.

There is a gender committee established at the FGV Tenggaroh 09, head by Pn Norasmah as a chairman. Latest meeting conducted on 12/2/2018 and FGV Tenggaroh 11, Pn Iriana Fatih Bt Jubri as a chairman latest meeting on 10/10/2017.

<p>The company has a manual on implementation of the gender policy that provides guidelines to the specific components which includes understanding and recognition of rights and background of an issue, details and specific complaints and grievance procedure to address issues within gender and guidelines on the roles and responsibilities of management in supporting the initiatives and activities of the gender committee.</p>		
	Status:	Ok
<p>4.4.5.13 Indicator 13: The management shall respect the right of all employees to form or join trade union and allow workers own representative(s) to facilitate collective bargaining in accordance with applicable laws and regulations. Employees shall be given the freedom to join a trade union relevant to the industry or to organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.</p>		
<p>There is a policy (Polisi Hak Kebebasan Bersuara &amp; Menganggotai Kesatuan) Signed by Mohamed Emir Mavani CEO FGV 1 June 2014. Stated that FGV give a freedom to speak and not to prevent workers to join any union. Based on the interview with various filed workers, they are aware with the company policies, workers right and welfare, compliance with laws and regulations with regards to employment, and contract employment. There is no complain and grievance related to housing standard and amenities.FGV Tenggara 09, Worker union meeting minutes dated 27/7/2017 and FGV Tenggara 11, latest on 6 June 2018 observed. Based on the interview with estate workers, no restriction given by the top management to participate in worker union activity.</p>		
	Status:	Ok
<p>4.4.5.14 Indicator 14: Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children and young persons is acceptable on family farms, under adult supervision, and when not interfering with their education. They shall not be exposed to hazardous working conditions.</p>		
<p>There is a child labour policy (Polisi Larangan Buruh Kanak-Kanak) to prevent individual under 18 years old working at the premise based on the Malaysian Law signed by Mohamed Emir Mavani Abdullah CEO FGV 01 June 2014. There is a list of employees on Labour Register. There is documented evidence that minimum age requirement is met. Random <b>checks of staff, local and foreign workers' employment contracts and personal details as well as passports of foreign workers</b> at the estate demonstrate compliance to the minimum age requirement of Malaysia, i.e. 18 years. No child labour observed during the site observation.</p>		
	Status:	Ok
<p>4.4.6 Criterion 6: Training and competency</p>		
<p>4.4.6.1 Indicator 1: All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.</p>		
<p>The estate has a comprehensive annual training plan for its staffs and workers and this was sighted in the training records file for each staffs and workers. The training plan for 2018 was sighted. Trainings conducted were recorded in the various trainings record and completed with attendance records, training materials and photographs of the training: In FGV Tenggara 09, rat bait training dated 11/01/2018, policy on training dated 17/01/2018, training for pruning dated 2/2/2018, safety and PPE training dated 8/02/2018 and safe working procedure for Harvesting team. In FGV Tenggara 11, seen the First Aid training dated 5/1/2018, safety at working places dated 25/7/18 and PPE awareness training dated 30/7/2018. Training needs assessment performed during early of each year.</p>		
	Status:	Ok
<p>4.4.6.2 Indicator 2: Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p>		
<p>All workers involved in the operations have been adequately trained in safe working practice. As evidence, sighted the training needs prepared by the Estate Assistant Manager (Penilaian Keperluan latihan untuk Kakitangan, Pekerja Ladang, Kontraktor, Pekerja Kontraktor dan Peneroka) for each individual worker. Several on job training arranged arranged for increment of personnel competency.</p>		
	Status:	Ok

4.4.6.3 Indicator 3: A continuous training programme should be planned and implemented to ensure that all employees are well trained in their job function and responsibility, in accordance to the documented training procedure.		
Training Procedure established with annual training plan required. Continuous training plan observed from year 2017. Several training program conducted and recorded since year 2018. Training effectiveness evaluated after every training and found at the satisfactory level at the moment.		
Status:		Ok
4.5 PRINCIPLE 5 : ENVIRONMENT, NATURAL RESOURCES, BIODIVERSITY AND ECOSYSTEM SERVICES		
4.5.1 Criterion 1: Environmental management plan		
4.5.1.1 Indicator 1: An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.		
The company had developed the environmental policy of company such as policy of scheduled waste management, waste management, river buffer zone, identification of HCV area and biodiversity policy, and group sustainability policy of FGV Holdings. The company had developed the report regarding the aspect impact of environment through estate activities, schedules waste and pollution in document criteria 5.1/5.3/5.6. Sighted the talks and awareness regarding the Policy of FGVH, sustainability, and procedure related to emergency on 6 <sup>th</sup> June 2018 on 630 am on roll call area.		
The company had developed SOP'S regarding the Environmental such as "Polisi Perlindungan Tanah Curam dan Rezab Sungai", "Polisi Perlindungan dan Penjagaan Alam Sekitar", "Polisi Larangan Pembakaran Terbuka" and "Polisi Kitar Semula" as the policies that related to concern of environment. Sighted the policy Kelestarian Kumpulan dated 1 <sup>st</sup> September 2016 that include the objective, application and scope, definition, responsibility and compliance to policy, policy management, commitment FGV towards the sustainability, environmental and economic social.		
Status:		Ok
4.5.1.2 Indicator 2: The environmental management plan shall cover the following:		
<ul style="list-style-type: none"> <li>• An environmental policy and objectives</li> <li>• The aspects and impacts analysis of all operations.</li> </ul>		
Sighted the environmental management plan for the estate dated 26 <sup>th</sup> February 2018 that include action plan to reduce impact on polluting activities. FGV Tenggaroh 09 had developed a for identification of aspect and impact assessment form number FGV/ FGVP / 15/16.1 that referred to estate operation including the activities, aspect, impact, issues related, compliance towards legality, risk, risk assessment (AXBXC=D). E.g. triples rinsed store and collection of pesticides container → aspect chemical container → impact land contamination → issues, NO → legal compliance: environmental act → risk summoned by authority → control Prosedur Kerja Selamat.		
Sighted the impact from the environment related to non-waste and summarize verified the form the activities of estate, it was found that the spraying activities had contribute more towards the black some emission and diesel spillage from fuel refueling. Based on the document verification, criteria aspect impact had been classified as per details on index frequency, severity number 4 for daily, severity index number 3 for weekly, severity number 32 for monthly bases and severity index no. 1 for yearly. Sighted the score and risk for two stages which is 1 <sup>st</sup> stage between 12 and 16 and stage 2 less than 12. Based on the analysis, the significant index will need to prepared the objective and management plan however less significant will reduce on pollution in and determination control.		
Status:		Ok
4.5.1.3 Indicator 3: An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.		
The company had developed environment improvement plan to mitigate negative impacts include in control of operation. Relevant management program developed for each identified significant aspect. Targeted completion date observed in the management program. Management program developed for yearly basis. Responsible person identified for each action plan. Thru the site observation, the operation control of significant aspects was well performed. Sighted the identification of Environmental Aspect and evaluation of Significance form no FPI/L4/QOHSE 1.7 Pindaan.		
Based on the subject on aspect impact and risk assessment based o frequency, severity, cases number, and score, the determine control had been made in to level, sever/ n on severe / action by and assessment, the improvement plan had been done according to score of frequency X Severity x cases = Score. The improvement plan had been assigned to the person in charge according to severity and non-severity basis.		
Status:		Ok



4.5.1.4 Indicator 4: A programme to promote the positive impacts should be included in the continual improvement plan.						
Continual improvement plan had been developed into the environmental management plan of FGV Tenggaroh 09 for year 2018. FGV had developed the summary regarding the identification and program to promote positive impacts towards environment which include activity identification, input and output aspect → identification impact towards environment → aspect quantification → identification the situation and environment → aspect analysis → manage according to the importance. Based on all the aspect procedure , the summary of the aspect environment is to promote positive impact on all estate activity and the management had allocated the person responsible including the mandore, assistant manager, department head, assistant manager and recorded in the form of identification of aspect impact.						
Status:						Ok
4.5.1.5 Indicator 5: An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.						
Based on the document verification, FGV Tenggaroh 09 had developed a training program that will assigned to the contractors of FGV, workers, staff and management and also the awareness to local stakeholders. The company had engaged the local contractors and the talk awareness regarding MSPO and RSPO had been done on 20 <sup>th</sup> June 2018 at meeting room FGV Tenggaroh 09 attended by 20 numbers of people, staff management and contractors. The estate had also made periodically training during the muster call by management including assistant managers and staff.						
Status:						Ok
4.5.1.6 Indicator 6: Management shall organize regular meetings with employees where their concerns about environmental quality are discussed.						
The management had organized several meeting related to environment dated 21 <sup>st</sup> May 2018 at meeting room Felda Tenggaroh 09 attended all estate staff and manager. Based on the document verification, the management review related to environment had been included in aspect impact of environment that person in charge is the assistant manager. The review includes of improvement on activity of replanting for the aspect impact assessment and updating aspect impact for year 2018. Improvement pan related to reducing plan, reducing aspect impact of environment, recycle of waste item, reducing on pollution and social impact improvement. Sighted the meeting related to environment – Senarai Kedatangan Latihan penerangan HCV and RTE/ Buffer zone: dated on 26 <sup>th</sup> June 2018 which include 8 peoples in the estate, manager, assistant manager and etc.						
Status:						
4.5.2 Criterion 2: Efficiency of energy use and use of renewable energy						
4.5.2.1 Indicator 1: Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within an appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity and energy efficiency in the operations over the base period.						
Sighted the monitoring diesel use per ton FFB was included in fossil fuel monitoring of FGV Tenggaroh 09. There is a record of 2018 from month January to June 2018:						
Month	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018
Diesel used[L]	4674.00	6,336.00	5193.00	5550.00	5096.00	3162.00
FFB Prod [MT]	1,891.94	1,569.26	2,024.62	2030.25	1859.69	1601.72
Diesel / ton FFB(liter/ Tan)	2.47	4.04	2.56	2.73	2.74	1.97
Based on the documentation of diesel monitoring, sighted the fluctuate trend of diesel used per ton FFB by the estate until June 2018.						
Status:						Ok

4.5.2.2 Indicator 2: The oil palm premises shall estimate the direct usage of nonrenewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.		
Sighted the oil palm premises regarding plan reducing of diesel usage for year 2018/2019 for Estate FGVPM Tenggaroh 09. Sighted the diesel usage from January to June 2018 actual and planning such as on monitoring, reducing and recording usage of diesel in FFB transporting form estate to mill and daily operation of estates and training as part of awareness to the responsible person in charge. Sighted in FGV Tenggaroh 11 the diesel usage of every vehicles and also petrol usage divided into month to month basis. Sighted the usage of diesel for month July 1480.00 litres ,Petrol Super 1060.00 litres, and record of monthly basis had been made into stock Bin Card of every month.		
	Status:	Ok
4.5.2.3 Indicator 3: The use of renewable energy should be applied where possible.		
Usage of renewable energy is not available in the estate. However, the estate had utilized the EFB usage from the mill FGV Tenggaroh dated 10 <sup>th</sup> June 2018 (4.86 MT), 25 <sup>th</sup> June 2018 (5.45MT) and 1 <sup>st</sup> July 2018 (6.97 MT) form the mill. Sighted the record of EFB transport from the Tenggaroh POM to FGV Tenggaroh 09 that utilized the EFB in mill for mulching in the estate form Months [July 2018 = 905 MT, April 2018 = 55.10 MT, June 2018 = 750 MT]. Sighted the record of EFB Mulching had been verified by assistant managers and approved by Mr. Faisal, FGV Tenggaroh 09 manager. There is EFB mulching utilized in the estate FGV Tenggaroh 11 plan from month June to September 2018 (750 MT) prepared by Assistant Manager and Approved by Manager. Sighted the maximal usage of waste produced mill and utilized in estate operation.		
	Status:	Ok
4.5.3 Criterion 3: Waste management and disposal		
4.5.3.1 Indicator 1: All waste products and sources of pollution shall be identified and documented.		
The company had identified the waste products and sources of pollution of the Estate FGV Tenggaroh 09 that include scheduled waste item and non-scheduled waste items such as used PPE , spent chemical and container, used fluorescent tubes and etc.		
	Status:	Ok
4.5.3.2 Indicator 2: A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:		
<ul style="list-style-type: none"> <li>a) Identifying and monitoring sources of waste and pollution.</li> <li>b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products.</li> </ul>		
Based on the management plan of the estate including the domestic waste and spent waste, sighted the plan had been made on year 2018 / 2019 from January – December 2018 that include on activity to reduce domestic waste and disposal, training on waste management and scheduled waste to the workers and staff and etc. Based on the document verification, the unit had done the talk regarding recycle item dated 16 <sup>th</sup> July 2018 at 3pm meeting room Tenggaroh 09 and 15 persons attended the talk. Involving manager, assistant manager, staff, mandore, tractor drivers, lorry driver and general workers.		
	Status:	Ok
4.5.3.3 Indicator 3: The management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal.		
Sighted the procedure of waste management in FFGV Tenggaroh 09– Prosedur Kerja Selamat Pengendalian Bahan Buangan Terjadual (Scheduled waste) – FGV-ML -1A/L2-Pr19 issued no.1 effective date on 1 <sup>st</sup> June 2016. Based on the SOP of handling scheduled waste, there is a clear procedure of disposal waste material that include management of waste disposal, notification of waste disposal, labeling of waste disposal and etc. Sighted the procedure of handling chemical of waste which include in document no. ML-1A/ L2- Pr9 (0) effective date on 1 <sup>st</sup> June 2016 that clearly stated the objective, scope, responsibility of manager, assistant and staff, handling procedure, storage, transportation and usage before and after. Sighted no evidence of triple rinsed sold as recycled item as the 20 litres containers used up for chemical usage in the estate. No evidence of Scheduled waste collected at the Estate Tenggaroh 9.		
	Status:	Ok

4.5.3.4 Indicator 4: Empty pesticide containers shall be punctured and disposed in an environmentally and socially responsible way, such that there is no risk of contamination of water sources or to human health. The disposal instructions on manufacturer's labels should be adhered to. Reference should be made to the national programme on recycling of used HDPE pesticide containers.

The estate had made a storage area for the triple rinsed container inside next to the chemical store. Sighted the empty pesticides record from triple rinsed item for month of July 2018 which include 48 Nos of triple rinsed container = 48 Pieces, however all the usage of 20 Litres pesticides had been used up. Sighted the record of stock and Bin Car (Bin Kad) that has the dates, no BKS, in and out, balance ledger code, PKT, activity and name of acceptance. Based on the recycle item collection, sighted the latest collection of triple rinsed container for the month of June 2018 to the registered collector.

Proper management of triple rinsed including the chemical washing area at the estate observed. Sighted the record production and acceptance of empty herbicides for year 2018 from month of January until June 2018 that has been made into matrix table. Based on the FGV manual procedure FGV/ML-1A/L2- Pr 4, sighted the manual procedure clause 6.4.1 – recycle the plant "used poisonous containers can be recycled after rinsing 3 times and punched holes under it" - The former 3 times rinsed poison should be sampled in a roofed and locked store before handed over to the clause recycling contractor "8.2 .1 - Rinse 3 times on pesticides, First, second and third rinses "

The company has an SOP of triple rinsing FGVP/ML3/ PK-33 was issued on 20<sup>th</sup> May 2016] which describe the spent container should be collected, triple rinsed, and punctured before stored and disposed. However, based on the field verification in the disposal store at FGV Tenggaroh 11 observed that the spent containers were not triple rinsed prior to storage which is against the documented procedure and indicator's requirements. It was observed also that there are 2 pieces of 20 liters containers was found at the worker housing area of FGV Tenggaroh 11.

Status:	Minor
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4.5.3.5 Indicator 5: Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.

Domestic waste had been dumped at landfill area at Jemaluang, Mersing Johor. Sighted based on the records, the logbook of daily transportation for the waste removal dated June 2018, and July 2018 (waste collection) including the time and vehicles number. The dumping site located at 25km from the estate of FGV Tenggaroh 09 and contract of housing area by contractor observed. Proper schedule and maintaining of domestic waste made available inside the estate and the contract of waste collection made by Sinar Estacon Sdn Bhd (Felda Vendor -B 01041001103-01). Sighted the domestic waste collection had been made 3 times a week and collected by Sinar Estacon Sdn Bhd that the payment will be done on monthly basis. Sighted the payment check prepared by clerk, approved by estate manager .

Status:	Ok
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4.5.4 Criterion 4: Reduction of pollution and emission

4.5.4.1 Indicator 1: An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid wastes and effluent.

Assessment regarding the polluting activities had been conducted including GHG emission and scheduled waste recorded in basic information of GHG 2017 from January – December 2017. Waste disposal including domestic and non-schedule waste inside the disposal area.

- i) Fertilizer for year 2017: ground magnesium limestone, rock phosphate Egyptian, NK, NPK MAG Granular, Agrobien, PALM Agro Arbuslucar
- ii) Diesel usage 2017 – total usage of 3916.73 including the lorries, tractor and mini tractors
- iii) Used pesticide for year 2017: [Butik Super, Dithane, Garlon 250, Monex, Starane, Sodium chlorate, surfactant, Cypermethrin, Kenlon, Metfuron 20, Alion, Biocus Beta and Furan 5G.

Based on identification of activities that polluted environment, that were include:

- i) Transporting FFB from estate to mill
- ii) Spraying inside the estate
- iii) Chemical spraying inside the estate
- iv) Chemical application inside the estate

Status:	Ok
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4.5.4.2 Indicator 2: An action plan to reduce identified significant pollutants and emissions shall be established and implemented.		
<p>Sighted the action plan had been developed by the estate to reduce the pollution effect of the estate including impact assessment and effect towards environment. The action plan was including:</p> <ul style="list-style-type: none"> <li>i) Inspection on lorry exhaust in Puspakom according to schedule</li> <li>ii) Monitoring on diesel usage – diesel</li> <li>iii) Monitoring on lubricant usage - vehicles being inspected by workshop regularly (servicing)</li> <li>iv) No spraying in buffer zone area</li> <li>v) Calibration on pesticide usage</li> <li>vi) Triple rinsed before disposal or reused</li> <li>vii) Collected before disposal to registered</li> <li>viii) Reused the fertilizer bags for loose fruits collection</li> </ul> <p>Based on the action plan sighted, the units had done the action plan for year 2018 based on the pollutants occurred in the estate and verified by the Estate manager, such as used waste - steel bag - impact of soil pollution in the area - reuse back - reuse where suitable - recycle - collected and sold in recycle site - notes → do not burn at all. HDPE poison tube -&gt; Impact of groundwater pollution -&gt; reuse to fill poison water and others where fit -&gt; collected and sold to contractor for pallet reduced -&gt; reduced: monitor poison usage -&gt; do not burn at all, collected and sent to registered contractor.</p>		
	Status:	Ok
4.5.5 Criterion 5: Natural water resources		
4.5.5.1 Indicator 1: The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:		
<ul style="list-style-type: none"> <li>a) Assessment of water usage and sources of supply.</li> <li>b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that <b>reflects the estate's current activities.</b></li> <li>c) Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.).</li> <li>d) Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate</li> <li>e) Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</li> <li>f) Where bore well is being use for water supply, the level of the ground water table should be measured at least annually</li> </ul>		
<p>Based on the water management plan for year 2018, it was sighted that the action plan related to water management such as water supply is disconnected -&gt; ensure that SAJ has informed the water supply to be connected immediately -&gt; plantation officer and management JKKK -&gt; contact SAJ informing via rollcall. Leakage -&gt; checking each pipeline is in good condition -&gt; plantation officer and HEP -&gt; and etc. Sighted no evidence of water courses test – for Sungai Pasir Panjang at FGV Tenggaroh 09.</p> <p><b>Water management plan was not consistently implemented:</b></p> <ol style="list-style-type: none"> <li>1. FGV Tenggaroh 09 was not able to demonstrate evidence that a water analysis has been done according to the documented water management plan 2017/18 for Sungai Pasir Panjang.</li> <li>2. FGV Tenggaroh 11 was not able to demonstrate the evidence for water result analysis has been done for Sungai Ambat, Sungai Pasir Panjang and Sungai Semangot Kanan.</li> </ol> <p>Based on the document verification, the last water quality test was done on 2016 while the management plan stated that analysis shall be done yearly.</p>		
	Status:	Minor

4.5.5.2 Indicator 2: No construction of bunds, weirs and dams across main rivers or waterways passing through an estate.		
Sighted based on the field verification and visits, there is no bund and weirs sighted across main river which are Sungai Payung located at PR 18 V. Based on the field visits verification sighted no evidence of bund, weirs constructed along the river which are Sungai Pasir Panjang, Sungai Semangot Kanan and Sungai Ambat.		
	Status:	Ok
4.5.5.3 Indicator 3: Water harvesting practices should be implemented (e.g. water from road-side drains can be directed and stored in conservation terraces and various natural receptacles).		
Water harvesting practices for the estate had been made by using the water management plan for year 2018 /2019.sighted the review had been done on 8 <sup>th</sup> January 2018 by Assistant manager which include of identification of water courses – rivers, water well, rainwater, efficiency usage of water consumption, impact to the stakeholders and water retention and etc. E.g. water pond inside the estate → record water level inside the estate (water pond) →retain water level inside the estate →weather not expected during raining / shine → Build Watergate / damp air ban		
	Status:	Ok
4.5.6 Criterion 6: Status of rare, threatened, or endangered species and high biodiversity value area		
4.5.6.1 Indicator 1: Information shall be collated that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors). This information should cover:		
<ul style="list-style-type: none"> <li>a) Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities.</li> <li>b) Conservation status (e.g. The International Union on Conservation of Nature and Natural Resources (IUCN) status on legal protection, population status and habitat requirements of rare, threatened, or endangered species), that could be significantly affected by the grower(s) activities.</li> </ul>		
Sighted the record and information that has been collated in both planted area and wider landscape level. Sighted the identification of high biodiversity value habitats such as RTE being recorded in record monitoring of wildlife and sensitive area. Based on the biodiversity report on FGVP M Tenggaroh 09 prepared by Mr. Zulfadli, (PSD Department) sighted the wildlife founded such as Wild Boar, monkeys, squirrel – IUCN = LC – Least Concern and Tapir, Beruang Matahari, Harimau Belang and elephant – EN – endangered.		
In Tenggaroh 11, sighted the biodiversity report made by PSD Department dated 26 <sup>th</sup> June 2018 that identified the area (undeveloped area inside the estate – 136.60 Ha) and the species trees identified as Pokok Damar Hitam (SHorea Peltata) and Resak Batu (Cotylelobium Melanoxylo n). Sighted 3 rivers across the estate which is Sungai Ambat, Sungai Sedili Besar and Sungai Semangot Kanan.		
	Status:	Ok
4.5.6.2 Indicator 2: If rare, threatened or endangered species, or high biodiversity value, are present, appropriate measures for management planning and operations should include:		
<ul style="list-style-type: none"> <li>a) Ensuring that any legal requirements relating to the protection of the species are met.</li> <li>b) Discouraging any illegal or inappropriate hunting, fishing or collecting activities and developing responsible measures to resolve human-wildlife conflicts.</li> </ul>		
Based on documents verifications its known if there is No HCVs and RTEs identified in the biodiversity report. Based on field observations and interview with stakeholder no evidence of HCVs and RTEs observed. Ongoing monitoring record for wild life and sensitive area observed for year 2017. Based on the record observed at estate Tenggaroh 09, the management unit had done the training for the staff and workers including the management plan. Sighted the record of fauna identification and sensitive area for 2018 that include date and time → area and block / type of Fauna → identification of sensitive aspect → evidence of fauna present → notes → name of workers.		
	Status:	Ok



4.5.6.3 Indicator 3: A management plan to comply with Indicator 1 shall be established and effectively implemented, if required.		
Yes. The management plan has been made in report on HCV in Ladang FGVPM Tenggaroh 09 updated by Mr. Muhammad Zukfadzli (Executive, PSD Dept.) dated on 28 <sup>th</sup> June 2018 by FGVH that area HCV 1 -6 and the area biodiversity hotspots in FGVPM Tenggaroh 09-including the description of hotspot that has been found such as Endau Forest Reserve Forest, Long Sand River, Ambat River, Uneconomic Palm Oil Condition, Slope and Gap area and Ladder Map and Border Stones. Sighted the management plan for Tenggaroh 11 (2018 -2022) that has been divided into Hot spot, person in charge, action plan by the management (Instant, Moderate and Long-term) for the Biodiversity Issue if it was found. Based on the hotspot issues, sighted the action such as install the signboard of no hunting , no trespassing in Hutan Simpan Tenggaroh,(instant ) moderate , maintaining signboards, reporting illegal hunting activities and forest and long term invasions, ensuring no invasion of forest reserves occurs during future replanting work.		
	Status:	Ok
4.5.7 Criterion 7: Zero burning practices		
4.5.7.1 Indicator 1: Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting shall be avoided except in specific situations, as identified in regional best practice.		
Sighted the fire waste disposal for preparing land for oil palm cultivation or replanting is not sighted. sighted the circular letter to all manager of FGVPM, FASSB, FTPSB and Felda Manager regarding no open burning in estate and mill. Sighted the talk and awareness regarding no open burning at FGV Tenggaroh 09 dated 11 <sup>th</sup> July 2018 which involve 20 persons from the managers, assistant managers, staff, tractor drivers, general workers, and drivers. Prohibition open burning policy observed for FGV with endorsement from President, Mr. Mohammed Emir Mavani dated 1/6/2014 which <b>stated</b> "Polisi Larangan Pembakaran Terbuka" – in line with the practice of mini-plantation system practices and to comply with section 29A, environmental quality act 1974, open burning prohibition, no officer or worker of the FGV or the contractor working on the FGV premises may permit or cause open combustion either during the recycling work , domestic garbage burning at garbage disposal sites, Office areas, Worker placement areas and workers of any open space on premises".		
	Status:	Ok
4.5.7.2 Indicator 2: A special approval from the relevant authorities shall be sought in areas where the previous crop is highly diseased and where there is a significant risk of disease spread or continuation into the next crop.		
Sighted there is no approval regarding the previous crop that highly disease by relevant authorities that required for replanting. Based on the interview and record of field visit, no disease spread in the estate prior the replanting process.		
	Status:	Ok
4.5.7.3 Indicator 3: Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities) (Open Burning) Order 2003 or other applicable laws.		
No Open burning sighted at the estate of FGV Tenggaroh 09 based on the field visit and document verification. Sighted the contract for PM 91N (A) that include work order such as pre lining double row, felling chipping and harvesting without burning and etc. Based on the contract to Jawala Corporation and cross checked with field visit, sighted that there is no burning occurred at FGV Tenggaroh 09. Sighted the replanting activities at the estate as per progress year 2018. Sighted the MEMO of no Open burning had been circulated to all workers and staff of FGV Tenggaroh 11 by Manager of FGV Tenggaroh 11 on month of June. sighted the circular memo to workers had been <b>displayed at the roll call area</b> "it is strictly forbidden to conduct open burning in fields and residences without the consent of the environmental department".		
	Status:	Ok
4.5.7.4 Indicator 4: Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched.		
Sighted based on the record and field verification, there are available contract of replanting to Jawala Corporation Sdn Bhd number contract C 08082018- pakej 08 for Estate Tenggaroh 09, Tenggaroh 12 and Nitar Timur. Based on the <b>contracts which stated "Memajukan Kawasan Pertanian Untuk Tanam Semula Sawit ke Sawit" for Tenggaroh 09 estate</b> PKT [PM91N(A) / PR18V-Blok 48, Blok 49, Blok 50 ,58,59 = 247.8 ha. The crops replanting according to the best practice such as felling, chipping, mowed down, shredded, windrowed, pulverized, ploughed and mulched.		
	Status:	Ok

4.6 PRINCIPLE 6 : BEST PRACTICES		
4.6.1 Criterion 1: Site management		
4.6.1.1 Indicator 1: Standard operating procedures shall be appropriately documented and consistently implemented and monitored.		
Felda Global Ventures Plantations Berhad developed a list of safe working procedure (management of safety and health estate workers) in document number FGVPM/L3/PK-01 until FGVPM /L3 /PK -54 that comprise company standards SOP such as machinery working safe procedure, procedure of palm oil nursery, procedure for working in the field of FFB harvesting and work procedure securely loading up FFB into lorry. Based on the document observation, all the procedure had been made into "Manual Prosedur Kerja Selamat" of FGVPM Holdings and being distributed to all estates of FGV Tenggaroh 09 Estate.		
	Status:	Ok
4.6.1.2 Indicator 2: Where oil palm is grown within permitted levels on sloping land, appropriate soil conservation measures shall be implemented to prevent both soil erosion as well as siltation of drains and waterways. Measures shall be put in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals.		
Oil Palm grown with permitted levels, based on the map sighted, there is no planting on sloping land less than 25 degrees. Sighted the replanting area with terracing and cover crop for the area. In Tenggaroh 09 Estate, based on field observation and information from estate management, it was known that slope condition in Tenggaroh 09 Estate was dominantly hilly, followed by rolling. Estate management mentioned that area with slope more than 25° were still cultivated with terraces planting pattern technique which aims for soil and water conservation purposes.		
In Tenggaroh 11, based on field observation and information from estate management, it was known that slope condition in Tenggaroh 11 was dominantly hilly to rolling which covers about 30 to 40 % from total area. Estate management mentioned that area with slope more than 25° were still cultivated with terraces planting pattern technique which aims for soil and water conservation purposes.		
	Status:	Ok
4.6.1.3 Indicator 3: A visual identification or reference system shall be established for each field		
Based on field visit, it is known that the company has applied fertilizer with type of NKC 1 with the dosage according to recommendation (1.5 Kg/tree). In the replanting area of Block PM 00G, it is known that the company has applied organic fertilization using EFB and also planting land cover by using <i>Muccuna Bracteates</i> . In the replanting area, it is known that the oil palm trunk is collected between the terraces with aimed that trunks can be decompose and become nutrient additions for soil , last replanting on 2014.		
	Status :	Ok
4.6.2 Criterion 2: Economic and financial viability plan		
4.6.2.1 Indicator 1: A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.		
Sighted the summary budget for the estate 3 years onwards from 2019- 2021 which include all the expenses includes of spaying, manuring, control of pesticide and disease and etc. Sighted the budget for the Tenggaroh 11 Estate from year 2019 -2022 with hectarage area 1460.51 Ha, and total production yield = 29173.00 Ha with average rate of tan per ha = 19.97. based on the budget of the estate sighted the total expenditure of the estate had increased from RM 3609.72 / Ha → RM 3970.70 / Ha → RM 4367.77 / Ha.		
	Status:	Ok

4.6.2.2 Indicator 2: Where applicable, an annual replanting programme shall be established. Long term replanting programme should be established and review annually, where applicable every 3-5 years.		
Sighted the replanting record for FGV Tenggaroh 09 and Tenggaroh 11 for year 2013- 2018. As per documentation of replanting Tenggaroh 09 2018 – hectarage 245.06 Ha. Sighted the area had been divided into 4 stages [Blok 48=59.03 ha, Blok 49 = 39.72 ha, Blok 50 = 42.88 ha, and Blok 58 =68.89 ha] which early preparation and maintenance which comprise such as felling and chipping, terrace preparation and etc. Based on record work on felling and chipping on 2018 sighted the figures of performance including days, block/zone work, total completed area (ha), Productivity, excavator, cut off a wood, and notes. For Tenggaroh 11, the next replanting program is on 2026 and last replanting program had been done on 2012 at PM 05 L , PM 05 M and PM 05 N.		
	Status:	Ok
4.6.2.3 Indicator 3: The business or management plan may contain:		
<ul style="list-style-type: none"> <li>a) Attention to quality of planting materials and FFB.</li> <li>b) Crop projection: site yield potential, age profile, FFB yield trends.</li> <li>c) Cost of production: cost per tonne of FFB.</li> <li>d) Price forecast.</li> <li>e) Financial indicators: cost benefit, discounted cash flow, return on investment</li> </ul>		
FGV Tenggaroh 09 had made long term work plan for five years (2018 – 2022). It consists estimation data of FFB <b>projection, prices per ton, revenue, operating cost, total cost and profit. The document also equipped with 10 years'</b> production backward, hectare statement, yield, OER/KER and CPO/PK projection. Based on interview with estate manager known there is no land expansion plan for Tenggaroh 09 estate. sighted the next replanting will be started on 2023 for FGV Tenggaroh 11.		
	Status:	Ok
4.6.2.4 Indicator 4: The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.		
A monthly tracking record for monitoring of the actual against the budget and variance for all estates to be reporting at the monthly estate manager meetings. Annual review is done by way of presentation from Manager to regional Manager and Ketua Zon which is done every year during budget preparation for next year. The estate can show proof of presentation conducted in January 2017 for the preparation of budget year 2017/18 to monitor the yield, quality, production cost and return of investment.		
	Status:	Ok
4.6.3 Criterion 3: Transparent and fair price dealing		
4.6.3.1 Indicator 1: Pricing mechanisms for the products and other services shall be documented and effectively implemented.		
FFB pricing mechanism are based on "Manual Penggredan buah kelapa sawit" issued by Malaysian palm oil board. This document explained the FFB price forecast i.e : FFB price for 1 % Based OER = (CPOp-C-TC-AC)(BOER) + (PKPp-AC)(BKER)-(PC) / Based OER, FFB consignment price = FFB price for 1 % BOER x GOER x FFB tonnage (tonne) and etc. Document of FFB Pricing standard from MPOB are available, per July 2018. These standard as directive for POM considered OER, plant year, and etc in related to FFB pricing mechanism for FFB from supplier.		
	Status:	Ok
4.6.3.2 Indicator 2: All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner		
FGV Tenggaroh 09, Sighted contract for BTS loading Kejuruteraan Tenggaroh Jaya contract number 5300002021 (Menyediakan Buruh, Kenderaan dan Peralatan yang mencukupi untuk Menjalankan Kerja Mengangkut BTS ke Kilang Sawit Beserta Loader), Faidah Enteprise Sdn Bhd contract number 530004009 (Menyediakan pemandu, kenderaan dan segala kelengkapan yang secukupnya untuk melaksana dan menyiapkan pekerjaan mengangkut BTS dari ladang ke kilang memproses di Ladang Tenggaroh). FGV Tenggaroh 11, sighted contract for Faidah Enteprise Sdn Bhd contract number C 5200202016 (Menyediakan pekerja, kenderaan dan segala kelengkapan yang secukupnya untuk melaksanakan dan menyiapkan pekerjaan mengangkut BTB ke Kilang Sawit untuk tempoh dua 2 tahun di Ladang Tenggaroh 11 Pkt. PM12U). An evidence of payment (Sijil Bayaran) sighted.		
	Status	Ok

4.6.4 Criterion 4: Contractor		
4.6.4.1 Indicator 1: Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.		
Briefing of MSPO requirement to contractor initially communicated during meeting on 9 July 2018 at FGV Tenggaroh 09, attending by 5 contractor and FGV Tenggaroh 11 on 11 July 2018.		
	Status:	Ok
4.6.4.2 Indicator 2: The management shall provide evidence of agreed contracts with the contractor.		
Evidence available were declaration letters signed by the contractors showed that they understand the MSPO requirements. FGV Tenggaroh 09, Sampled declaration letter for Awaludin Trading and Segamat Jaya. FGV Tenggaroh 11, sampled declaration letter for Kejuruteraan Tenggaroh Jaya and Faidah Enterprise Sdn Bhd and JASA JMS Engineering & Trading. An evidence of awareness MSPO to contractor on 11 July 2018.		
	Status:	Ok
4.6.4.3 Indicator 3: The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required.		
The estates were audited by MUTU MSPO auditors with full cooperation from the management units. Sighted audit plan which have been accepted by the Sustainability Manager. All the auditors are MSPO qualified auditors. As agreed, the respective operating units will accept the MUTU MSPO Auditors to verify through a physical inspection if required for audit purposed.		
	Status:	Ok
4.6.4.4 Indicator 4: The management shall be responsible for the observance of the control points applicable to the tasks performed by the contractor, by checking and signing the assessment of the contractor for each task and season contracted.		
Observance of the control points was done by deciding upon commencement date and the completion date of certain contract. The tender committee shall monitor the progress of the contract and a penalty shall be imposed should the contractor exceeded the project period. Sample SPK for project/contracts.		
	Status:	Ok
4.7 PRINCIPLE 7: DEVELOPMENT OF NEW PLANTINGS		
4.7.1 Criterion 1: High biodiversity value		
4.7.1.1 Indicator 1: Oil palm shall not be planted on land with high biodiversity value unless it is carried out in compliance with the National and/or State Biodiversity Legislation.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.1.2 Indicator 2: No conversion of Environmentally Sensitive Areas (ESAs) to oil palm as required under Peninsular Malaysia's National Physical Plan (NPP) and the Sabah Forest Management Unit under the Sabah Forest Management License Agreement. For Sabah and Sarawak, new planting or replanting of an area 500ha or more requires an EIA. For areas below 500ha but above 100ha, a Proposal for Mitigation Measures (PMM) is required.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.2 Criterion 2: Peat land		
4.7.2.1 Indicator 1: New planting and replanting may be developed and implemented on peat land as per MPOB guidelines on peat land development or industry best practice.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.3 Criterion 3: Social and Environmental Impact Assessment (SEIA)		
4.7.3.1 Indicator 1: A comprehensive and participatory social and environmental impact assessment shall be conducted prior to establishing new plantings or operations.		
No new planting sighted for this operating unit.		
	Status:	NA

4.7.3.2 Indicator 2: SEIAs shall include previous land use or history and involve independent consultation as per national and state regulations, via participatory methodology which includes external stakeholders.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.3.3 Indicator 3: The results of the SEIA shall be incorporated into an appropriate management plan and operational procedures developed, implemented, monitored, and reviewed.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.3.4 Indicator 4: Where the development includes smallholder schemes of above 500ha in total or small estates, the impacts and implications of how each scheme or small estate is to be managed should be documented and a plan to manage the impacts developed, implemented, monitored and reviewed.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.4 Criterion 4: Soil and topographic information		
4.7.4.1 Indicator 1: Information on soil types shall be adequate to establish the long-term suitability of the land for oil palm cultivation.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.4.2 Indicator 2: Topographic information shall be adequate to guide the planning of planting programmes, drainage and irrigation systems, roads and other infrastructure.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.5 Criterion 5: Planting on steep terrain, marginal and fragile soils		
4.7.5.1 Indicator 1: Extensive planting on steep terrain, marginal and fragile soils shall be avoided unless permitted by local, state and national laws.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.5.2 Indicator 2: Where planting on fragile and marginal soils is proposed, plans shall be developed and implemented to protect them and to minimize adverse impacts (e.g. hydrological) or significantly increased risks (e.g. fire risk) in areas outside the plantation.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.5.3 Indicator 3: Marginal and fragile soils, including excessive gradients and peat soils, shall be identified prior to conversion.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6 Criterion 6: Customary land		
4.7.6.1 Indicator 1: No new plantings are established on recognised customary land <b>without the owners' free, prior and informed consent</b> , 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 new planting sighted for this operating unit.		
	Status:	NA
4.7.6.2 Indicator 2: Where new plantings on recognised customary lands are acceptable, management plans and operations should maintain sacred sites.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.3 Indicator 3: Where recognized customary or legally owned lands have been taken-over, the documentary proof of the transfer of rights and of payment or provision of agreed compensation shall be made available.		
No new planting sighted for this operating unit.		
	Status:	NA



4.7.6.4 Indicator 4: The owner of recognised customary land shall be compensated for any agreed land acquisitions and relinquishment of rights, subject to their free prior informed consent and negotiated agreement.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.5 Indicator 5: Identification and assessment of legal and recognised customary rights shall be documented.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.6 Indicator 6: A system for identifying people entitled to compensation and for calculating and distributing fair compensation shall be established and implemented.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.7 Indicator 7: The process and outcome of any compensation claims shall be documented and made publicly available.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.8 Indicator 8: Communities that have lost access and rights to land for plantation expansion should be given opportunities to benefit from the plantation development.		
No new planting sighted for this operating unit.		
	Status:	NA

3.2 Identification of findings, Corrective actions, observations, opportunity for improvement and noteworthy positive components.

3.2.1 *Noteworthy Positive Components at Stage-2*

No	Description
1	The field workers have good understanding on fertilizer application at riparian buffer zone.
2	Signages in regards to safety and environment seen effectively implemented.
3	New workers quarters [semi-D Type] at Tenggaroh 11.

3.2.2 Identification of Non-conformity at Stage-2 – (2) major and three (5) minor non-conformities were raised.

NCR No.	: MSPO/Tenggaroh -01/18-P3	Issued by	: Mohd. Hairimi Mohd. Ali
Date Issued	: 09/08/2018	Time Limit	: 90 days
NC Grade	: Major	Date of Closing	: Before Certification Decision
Standard Ref. & Requirement	4.4.4.2 Indicator 2: The occupational safety and health plan shall cover the following: h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.		
Non-Conformance Description & Evidence observed: Based on the observations to fertilizer transportation activities in tenggaroh 09 Estate, it was found the applicators [manurer] were seating on fertilizer bags stacked [fertilizer bin] while the tractor on motion. Safety analysis for such act by workers not available in any safety procedures.			
Root Cause Analysis:			
Corrective Action:			
Preventive Action:			
Assessor Evaluation and Conclusion:			
Verified by	:		

NCR No.	: MSPO/Tenggaroh -02/18-P3	Issued by	: Mohd. Hairimi Mohd. Ali
Date Issued	: 09/08/2018	Time Limit	: 90 days
NC Grade	: Major	Date of Closing	: Before Certification Decision
Standard Ref. & Requirement	4.4.4.2 Indicator 2: The occupational safety and health plan shall cover the following: i) Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite.		
Non-Conformance Description & Evidence observed: During site observation FGV Tenggaroh 09 PM 13 S Block 47, for manuring activities no first aid kit is observed and FGV Tenggaroh 11, 05 M Block 2 also there is no first aid kit observed for harvesting, manuring and spraying activities.			
Root Cause Analysis:			
Corrective Action:			
Preventive Action:			
Assessor Evaluation and Conclusion:			
Verified by	:		

NCR No.	: MSPO/Tenggaroh -03/18-P3	Issued by	: Mahaswaran Maliyapan
Date Issued	: 09/08/2018	Time Limit	: 1 year
NC Grade	: Minor	Date of Closing	: Before Next Surveillance
Standard Ref. & Requirement	4.1.3.1 Indicator 1: The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.		
Non-Conformance Description& Evidence observed: In FGVP M Tenggaroh 09, the management review meeting for estate operation and another review with contractors seen included of review on OHS, process performance, external audit performance and etc. In next review, the minute to address MSPO requirements along with other sustainability schemes. The management to include the aspects on continuous suitability, adequacy and effectiveness of the MSPO requirements and decide on if there are any changes, improvement and modification in the implementation and maintenance of the MSPO requirements. In FGVP M Tenggaroh 11, there were a few management meetings been conducted on weekly and monthly. However, there is no management meeting minutes available to demonstrate what are the issues been discussed and how was the estate management responded to the negative issues for continuous improvement.			
Root Cause Analysis:			
Corrective Action:			
Preventive Action:			
Assessor Evaluation and Conclusion:			
Verified by	: <i>WILL BE VERIFIED ON THE NEXT ASSESSMENT</i>		

NCR No.	: MSPO/Tenggaroh -04/18-P3	Issued by	: Mahaswaran Maliyapan
Date Issued	: 09/08/2018	Time Limit	: 1 year
NC Grade	: Minor	Date of Closing	: Before Next Surveillance
Standard Ref. & Requirement	4.3.2.3 Indicator 3: Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.		
Non-Conformance Description & Evidence observed: <b>The sampled estate's boundaries between</b> surrounding settlers land and reserve / undeveloped areas was checked and found well separated by trenches. However, there is no proper boundary stone mapping available with input indicating locations of boundary stones, list of total boundary stones identified, GPS locations and the census program for the boundary stones.			
Root Cause Analysis:			
Corrective Action:			
Preventive Action:			
Assessor Evaluation and Conclusion:			
Verified by	: <i>WILL BE VERIFIED ON THE NEXT ASSESSMENT</i>		



NCR No.	: MSPO/Tenggaroh -05/18-P3	Issued by	: Ebnu Holdoon Shawal
Date Issued	: 09/08/2018	Time Limit	: 1 year
NC Grade	: Minor	Date of Closing	: Before Next Surveillance
Standard Ref. & Requirement	<p>4.5.5.1 Indicator 1: The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <ul style="list-style-type: none"> <li>g) Assessment of water usage and sources of supply.</li> <li>h) Monitoring of outgoing water which may have negative impacts into the natural <b>waterways at a frequency that reflects the estate's current activities.</b></li> <li>i) Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.).</li> <li>j) Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate</li> <li>k) Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</li> <li>l) Where bore well is being use for water supply, the level of the ground water table should be measured at least annually.</li> </ul>		
<p>Non-Conformance Description &amp; Evidence observed:</p> <p>Water management plan was not consistently implemented:</p> <p>3. FGV Tenggaroh 09 was not able to demonstrate evidence that a water analysis has been done according to the documented water management plan 2017/18 for Sungai Pasir Panjang.</p> <p>4. FGV Tenggaroh 11 was not able to demonstrate the evidence for water result analysis has been done for Sungai Ambat, Sungai Pasir Panjang and Sungai Semangot Kanan.</p> <p>Based on the document verification, the last water quality test was done on 2016 while the management plan stated that analysis shall be done yearly.</p>			
Root Cause Analysis:			
Corrective Action:			
Preventive Action:			
Assessor Evaluation and Conclusion:			
Verified by	: <i>WILL BE VERIFIED ON THE NEXT ASSESSMENT</i>		

NCR No.	: MSPO/Tenggaroh -06/18-P3	Issued by	: Ebnun Holdoon Shawal
Date Issued	: 09/08/2018	Time Limit	: 1 year
NC Grade	: Minor	Date of Closing	: Before Next Surveillance
Standard Ref. & Requirement	4.5.3.4 Indicator 4 Empty pesticide containers shall be punctured and disposed in an environmentally and socially responsible way, such that there is no risk of contamination of water sources or to human health. <b>The disposal instructions on manufacturer's labels should be adhered to. Reference should be made to the national programme on recycling of used HDPE pesticide containers.</b>		
Non-Conformance Description & Evidence observed: The company has an SOP of triple rinsing FGVPM /L3/ PK-33 was issued on 20 <sup>th</sup> May 2016] which describe the spent container should be collected, triple rinsed, and punctured before stored and disposed. However, based on the field verification in the disposal store at FGV Tenggaroh 11 observed that the spent containers were not triple rinsed prior to <b>storage which is against the documented procedure and indicator's requirements.</b> It was observed also that there are 2 pieces of 20 liters containers was found at the worker housing area of FGV Tenggaroh 11.			
Root Cause Analysis:			
Corrective Action:			
Preventive Action:			
Assessor Evaluation and Conclusion:			
Verified by	: <i>WILL BE VERIFIED ON THE NEXT ASSESSMENT</i>		

NCR No.	: MSPO/Tenggaroh -07/18-P3	Issued by	: Mahaswaran Maliyapan
Date Issued	: 09/08/2018	Time Limit	: 1 year
NC Grade	: Minor	Date of Closing	: Before Next Surveillance
Standard Ref. & Requirement	4.4.1.1 Indicator 1: Social impacts should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.		
<b>Non-Conformance Description &amp; Evidence observed:</b> There are plans available for immediate and short term with monitoring activities. However, the 6 impacts recorded from the assessment not effectively identified whether it creates positive or negative impacts which required to determine the timeline for mitigation measures. The internal and external SIA/consultation seen not appropriately identified the potential social impacts may have resulted from replanting in 2017/18, elephant intrusions at field [PM00G, PM05H, PM061, PM PR13S], <b>the presence of new workers from Bangladesh and adequacy of basic amenities at worker's quarters. This is</b> seen against the documented procedure FGV/ML-1A/L2-Pr21 dated 01/06/16, clauses 1.1.1, 1.1.2, 1.1.3 and 1.1.4.			
Root Cause Analysis:			
Corrective Action:			
Preventive Action:			
Assessor Evaluation and Conclusion:			
Verified by	: <i>WILL BE VERIFIED ON THE NEXT ASSESSMENT</i>		

3.2.3 Opportunity for Improvement (OFI)

No	Ref Std.	Descriptions
1	4.3.1.1	Permit for Air receiver Tank [PMT 28019] – the renewal was done on 15/11/17, however the permit has not obtained from DOSH and follow-up correspondence with DOSH not available.
2	4.3.1.4	The printed version of Legal Compliance Checklist in Tenggaroh 11 seen without information on when and who has done the annual evaluation.
3	4.5.3.3	i) Consideration to improve the labelling on scheduled waste item ii) Consideration to improve the diesel and petrol storage store with bund protection

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

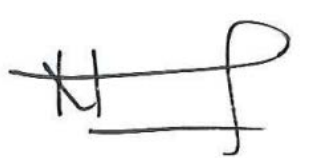

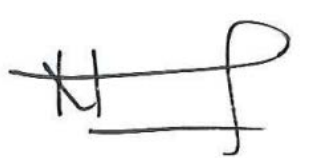

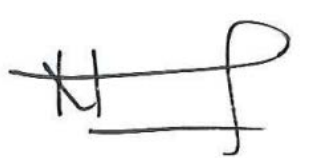

Public Issues (Institution/ NGO/Community)	Auditor Responses
<p>Contractors of FFB Transport FGV Tenggaroh</p> <p>A local contractor had been interviewed during the audit. He had been in contract with the FGV Tenggaroh 09 for ten years and as far from the interview, the payment method, <b>contracting and worker's welfare had been</b> a priority concern of FGV management. The method of payment will be done by online banking and payment been made on monthly basis based on the contract available and invoice issuance.</p> <p>Sighted no complain has been logged in towards the FGV Management and the contractor are satisfied with FGV Management handling the contract. FGV management also giving information to the workers during signing the contract that the workers should obey the company policy, code of conduct and everything had been kept in a booklet send to the contractors and a copy of contract also kept by the contractor. Every single policy and legal requirement are clearly stated in the contract and obeyed by the contractor.</p>	<p>The company will continue to keep a good relation between the contractors and FGV Tenggaroh 09 and also further engagement will be enhanced from time to time.</p>
<p>FGV Foreign Workers Representative (1 Bangladeshi, 1 Indian and 1 Indonesian)</p> <p><b>3 worker's representative</b> had been interviewed in FGV estate Tenggaroh 09. 1 Indian worker, 1 Indonesian workers and 1 Bangladeshi worker had been interviewed. The Bangladeshi worker had been working for 8 years, 2 years and 09 years respectively. They work as harvesters in the estate, spraying and also manuring. They express satisfaction working in the company. Workers representative are from mandore and worker and the mandore had been translator for the new workers into the estate.</p> <p>All of them had expressed a good feeling towards the management and satisfied the way how management treat them in the estate fairly between each other and the local</p>	<p>FGV Management will keep a good relation especially with the foreign workers representative of FGV Estate Tenggaroh 09 and Tenggaroh 11</p>

Public Issues (Institution/ NGO/Community)	Auditor Responses
workers. There are few issues related to the estate hostel and report on housing area however the issues had been put into SIA for the further action plan. Sighted also the nearby shop for groceries shopping and the basic amenities had been provided by FGV Management.	
Gender Committee from FGV Tenggaraoh 09  2 representatives from Kelab Kebajikan Daya Budi (KKD) of FGV estate that acted as gender committee. The club represented by female staff f FGV and wife of the male staff and managers of the estate. Based on the interview, the members and club had been allocated budget for each.  The budget is approved based on the activity proposed by them. So far, there is no constraint and critical issues related to the genders in the estate. The company also had briefed them regarding the gender policy and human right of FGVPM.	FGV Management will keep a good relation with Gender Committee from the respected estate and help them in the related matters.
Local FFB Suppliers (ARAMI JAYA and Kawthar Business)  2 local FFB Suppliers had been interviewed. Based on the interview with the local suppliers, they are understanding that the FGV had implemented several policy and they acknowledged the policy to be adhered. On the other hands, all the contract are signed in headquarters FGV in Kuala Lumpur and they are bound to contract up to 3 years before continue..	No issues raised. The local contractor are satisfied with FGV Tenggaraoh handling the contract and payment of the FFB Suppliers.
Teacher from Tabika Kemas Tenggaraoh 3  One local teacher had been interviewed. Based on the interview, the management form FGV had proactively helping the kindergarten school by providing a manpower for beautification of the school, the grass cutting and also helps for other school activities. Good cooperation between FGV and school teachers as the children are from nearby settlers and staffs kids.	FGV management will continue a good cooperation and helps them in such related matters.

3.4 Summary of findings and Recommendation

MAJOR	MINOR	O F I
2	5	3
<p><i>Recommendation of Certification:</i></p> <p>Due to the Major Non- Conformities were addressed with adequate corrective actions, therefore Tenggaraoh Complex [estates] is <u>RECOMMENDED</u> for MSPO Part 3 certification.</p>		



4.0	CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY						
4.1	Formal Sign-off of Assessment Findings						
	<p>Hereunder sign by management representative from inspected company to acknowledge a field assessment and agree for all content explained in this assessment report, included of non-compliance findings.</p> <p>Signed on behalf of:</p> <table border="0" data-bbox="399 896 1356 1276"><tr><td data-bbox="399 896 718 985">Company Name Management Representative</td><td data-bbox="1085 896 1356 985">Mutuagung Lestari Lead Auditor</td></tr><tr><td data-bbox="399 1030 718 1187"></td><td data-bbox="1053 1075 1356 1187"></td></tr><tr><td data-bbox="399 1187 718 1276"><u>Norazam Abdul Hameed</u> 16/10/2018</td><td data-bbox="1053 1187 1356 1276"><u>Mahaswaran Maliyapan</u> 16/10/2018</td></tr></table>	Company Name Management Representative	Mutuagung Lestari Lead Auditor			<u>Norazam Abdul Hameed</u> 16/10/2018	<u>Mahaswaran Maliyapan</u> 16/10/2018
Company Name Management Representative	Mutuagung Lestari Lead Auditor						
							
<u>Norazam Abdul Hameed</u> 16/10/2018	<u>Mahaswaran Maliyapan</u> 16/10/2018						

### Appendix 1. Glossary

MSPO	:	Malaysian Sustainable Palm Oil
MPOB	:	Malaysia Palm Oil Board
ARM	:	Agriculture Reference Manual
BOD	:	Biological Oxygen Demand
BTS (FFB)	:	Buah Tandan Segar (Fresh Fruit Bunch)
CePPOME	:	Certified Environmental Professional in the Treatment of POME
CEMS	:	Continuous Emission Monitoring System
CPO	:	Crude Palm Oil
CHRA	:	Chemical Hazard Risk Assessment
CLC	:	Child Learning Centre
CSA	:	Conservation Site Area
CSR	:	Corporate Social Responsibility
COBC	:	Code of Business Conduct
COD	:	Chemical Oxygen Demand
DOE	:	Department of Environmental
EFB	:	Empty Fruit Bunch
EMS	:	Environment Management System
EPISM	:	Environmental Protection Society Malaysia
EQMS	:	Environment Quality Management System
FY	:	Financial Year
FPIC	:	Free Prior and Informed Consent
GHG	:	Green House Gases
HCV	:	High Conservation Value
HIRAC	:	Hazard Identification and Risk Assessment Control (HIRAC)
HSE	:	Health Safety and Environment
HQ	:	Head Quarter
IUCN	:	International Union for Conservation of Nature
KER	:	Kernel Extraction Rate
KKS (POM)	:	Kilang Kelapa Sawit (Palm Oil Mill)
LC	:	Land Clearing
LCC	:	Legium Cover Crop
LOTO	:	Log Out and Take Out
LTA	:	Lost Time Accident
MPOB	:	Malaysian Palm Oil Board
MSDS	:	Material Safety Data Sheet
NCR	:	Non-Conformance Report
NPP	:	New Planting Procedure
NWSDM	:	National Council of Welfare & Social Development Malaysia
NUPW	:	National Union Plantation Workers
OFI	:	Opportunity for Improvement
OHS	:	Occupational Health and Safety
OHSA	:	Occupational Health and Safety Assessment
OER	:	Oil extraction Rate
PANAP	:	Pesticide Action Network Asia and the Pacific
PK	:	Palm Kernel

PPE	:	Personal Protective Equipment
POME	:	Palm Oil Mill Effluent
POM	:	Palm Oil Mill
PSQM	:	Plantation Services Quality Management
PSS	:	Pictorial Safety Standard
RSPO	:	Round Table on Sustainable on Palm Oil
RTE	:	Rare, Threatened, or Endangered
SIA	:	Social Impact Assessment
SOP	:	Standard Operating Procedure
SOM	:	Standard Operation Manual
SPMS	:	Sustainable Plantation Management System
SOCSO	:	Social Security Organization
SW	:	Schedule Waste
TQEM	:	Total Quality Environmental Management
WTP	:	Water Treatment Plan