

RSPO – FIRST ANNUAL ASSESSMENT

FELDA Global Ventures Plantation (M) Sdn. Bhd
Head Office: FGVP Sdn Bhd, Tingkat 8, Balai Felda, Jalan Gurney 1, 54000 Kuala Lumpur, Malaysia.
Certification Unit: Bukit Sagu Palm Oil Mill Peti Surat 331, 26130 Kuantan, Pahang, Malaysia.

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Section 1 Scope of the Annual Surveillance Assessment

1. Company Details			
RSPO Membership Number	1-0013-04-000-00	Date	Member since 17/10/2004
Company Name	Felda Global Venture Sdn Bhd		
Head Office Address	PSQM Department, Tingkat 8, Balai Felda, Jalan Gurney 1, 54000 Kuala Lumpur, Malaysia.		
Mill Address	Bukit Sagu Palm Oil Mill, Peti Surat 331, 26130 Kuantan, Pahang, Malaysia.		
Subsidiary of (if applicable)	N/A		
Contact Name	Mr. Anthonius P. Sani (Head Office)		
Website	www.feldaglobal.com	E-mail	anthonius.s@feldaglobal.com k.bukitsagu@feldaglobal.com
Telephone	609-466 2559	Facsimile	609-466 4392
2. RSPO Certification Information			
Certificate Number	SPO 593394	Date	12 February 2014
Certification Unit	Bukit Sagu Palm Oil Mill		
Scope of Certification	Mill: Bukit Sagu Palm Oil Mill Supply Base: Bukit Sagu 1, Bukit Sagu 2/3, Bukit Sagu 4, Bukit Sagu 6, Bukit Sagu 7, Bukit Sagu 8.		
Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
EU-ISCC-Cert-DE119-60141080	International Sustainable Carbon Certification	ASG Cert.	19 March 2016
3. Location(s) of Mill & Supply Bases			
Name (Mill / Supply Base)	Location [Map Reference #]	GPS	
		Easting	Northing
KKS Bukit Sagu	Bukit Sagu Palm Oil Mill, Peti Surat 331, 26130 Kuantan, Pahang.	103° 08' 08" E	3° 58' 55" N
Bukit Sagu 1	Ladang Felda Bukit Sagu 1, 26130 Kuantan, Pahang.	102° 32' 42" E	3° 42' 04" N
Bukit Sagu 2/3	Ladang Felda Bukit Sagu 2, 26130 Kuantan, Pahang.	102° 32' 08" E	3° 41' 38" N
Bukit Sagu 4	Ladang Felda Bukit Sagu 4, P/S 331, 25740 Kuantan, Pahang.	102° 33' 20" E	3° 38' 12" N
Bukit Sagu 6	Ladang Felda Bukit Sagu 6, P/S 451, 25750 Kuantan, Pahang.	102° 33' 49" E	3° 35' 56" N
Bukit sagu 7	Ladang Felda Bukit Sagu 4, P/S 355, 25740 Kuantan, Pahang.	102° 31' 26" E	3° 34' 12" N
Bukit Sagu 8	Ladang Felda Bukit Sagu 8, 26130 Kuantan, Pahang.	103° 11' 21" E	3° 57' 39" N

4. Description of Certified Supply Base

Estate	Mature (ha)	Immature (ha)	Total Planted Area (ha)	Infrastructure & Other (ha)	Total Hectarege
Bukit Sagu 1	791.05	871.86	1,662.91	174.98	1,837.89
Bukit Sagu 2/3	1,471.88	0	1,471.88	189.88	1,661.76
Bukit Sagu 4	2,399.52	619.82	3,019.34	184.64	3,203.98
Bukit Sagu 6	1,265.40	276.58	1,541.98	218.67	1,760.65
Bukit sagu 7	2,185.30	0	2,185.30	268.59	2,453.89
Bukit Sagu 8	1,802.49	0	1,802.49	208.86	2,011.35
TOTAL	9,915.64	1,768.26	11,683.90	1,245.62	12,929.52

5. Plantings & Cycle

Estate	Age (Years) & Ha.					FFB Tonnage / Year		
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30	Estimated (Initial Audit)	Actual (Jan - Dec 2014)	Forecast (Jan - Dec 2015)
Bukit Sagu 1	871.86	791.05	0	0	0	10,521	16,735	21,875
Bukit Sagu 2/3	0	1,471.88	0	0	0	0 (Replanting)	278	32,563
Bukit Sagu 4	619.82	708.27	1,691.25	0	0	29,734	26,443	31,673
Bukit Sagu 6	276.58	0	0	1,265.40	0	18,811	16,087	21,769
Bukit sagu 7	0	0	1,162.46	1,022.84	0	41,098	32,630	34,693
Bukit Sagu 8	0	1,098.32	0	704.17	0	30,178	32,938	36,787
TOTAL	1,768.26	4,069.52	2,853.71	2,992.41	0	130,342	125,111	179,360

Note: Forecast of FFB production increase due to the increase in area coming to maturity.

6. Certified Tonnage

Mill	Estimated (During Initial Audit)			Actual (Jan – Dec 2014)			Forecast (Jan - Dec 2015)		
	FFB	CPO	PK	FFB	CPO	PK	FFB	CPO	PK
Bukit Sagu	130,342	26,720	7,429	125,111	27,412	6,706	179,360	36,661	9,865

Section 2 Assessment Process

Certification Body:

PT BSI Group Indonesia

(Accreditation Certificate No. RSPO- ACC- 019)

Menara Bidakara 2,

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Komplek Bidakara, Pancoran,

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Assessment Methodology, Programme and Site Visits

The ASA1 was conducted from 27 - 30 January 2015. The audit programme is included as Appendix C. The approach to the audit was to treat the mill and its supply base as an RSPO Certification Unit. Mill was audited together with the sample estates (Bukit Sagu 2/3 and Bukit Sgu 8). A range of environmental and social factors were covered. These included consideration of topography, palm age, proximity to areas with HCVs, declared conservation areas and local communities.

The methodology for collection of objective evidence included physical site inspections, observation of tasks and processes, interviews of staff, workers and their families, review of documentation and monitoring data. RSPO P&C 2013 was used as Checklists and questionnaires were used to guide the collection of information. The comments made by external stakeholders were also taken into account in the assessment.

The Major and minor Nonconformities that were assigned during the first annual surveillance audit which was closed during the last assessment was followed up to ensure it is remaining closed. Previous nonconformities remains closed except for nonconformity against indicator 6.5.3 which has been upgraded to Major nonconformity during this assessment. The assessment findings are detailed in **Section 3.3**.

This summary report is structured to provide detail of the assessment. The assessment was based on random samples and therefore nonconformities may exist that have not been identified.

This summary report was reviewed by BSI internal certification reviewer prior to certification decision.

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

Assessment Program					
Name (Mill / Supply Base)	Year 1 (IAV)	Year 2 (ASA1)	Year 3 (ASA2)	Year 4 (ASA3)	Year 5 (ASA4)
KKS Bukit Sagu	√	√	√	√	√
Bukit Sagu 1	√			√	
Bukit Sagu 2/3		√			√
Bukit Sagu 4	√			√	
Bukit Sagu 6	√		√		
Bukit sagu 7			√		
Bukit Sagu 8		√			√

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Revision 1 (Sept/2014)****Tentative Date of Next Visit:** December 1, 2015**Total No. of Mandays:** 13.5**BSI Assessment Team:****Senniah Appalasamy - Lead Assessor**

He holds degree in Resource Economics from Agriculture University, Malaysia. He has vast experience in Plantation crop management covering oil palm plantation, rubber, cocoa and pepper for more than 10 years. He is also experience in manufacturing sector as a quality controller and production management. He is involved in RSPO implementation and assessment since 2008 as a team member and subsequently as a lead auditor with RSPO approved certification body covering assessment with RSPO P&C, RSPO SCCS, RSPO NPP and RSPO Group Certification in Malaysia, Indonesia and Thailand. He has completed ISO 9001:2008, RSPO SCCS awareness training, RSPO Lead Auditor Training Course, RSPO SCCS Lead Auditor Training Course, RSPO – RED Lead Auditor Training Course, International Sustainable Carbon Certification (ISCC) Lead Auditor training, Sustainability Report Assurance (SRA) Assessor Training, ISO 14001 Lead Auditor Training Course and OHSAS 18001 Lead Auditor Training Course. Besides RSPO, he is also qualified as ISCC lead auditor and SRA Lead Assessor. He have experience in other standards i.e. Global Gap Option 1 and 2 (Fruit, vegetable and aquaculture) and GMP B+ as team member. He was the team leader during this assessment. He assessed Mill and Estate best practices, supply chain, OSH, Legal, Environment, Social issues, stakeholder interview etc. He is able to speak and understand Bahasa Malaysia, English, Tamil, Telugu dialect and Bahasa Indonesia.

Muhammad Haris B. Abdullah – Team member

He graduated from the Open University Malaysia with a Bachelor of Business Administration (Hons) Majored in Human Resource Development and completed his Master's Degree in Business Administration from the University Utara Malaysia in January 2014. He has more than 3 years working experience in oil palm plantation and conducting social impact assessments of agriculture, agriculture best practices, and environmental impact assessment and workers welfare. He completed the RSPO Lead Auditor Training in April 2013 and passed the course. He is also passed the ISO 14001 Lead Auditor Training, OHSAS 18001 Lead Auditor Training Course and qualified as EICC auditor. He has completed International Sustainable and Carbon Certification (ISCC) Lead Auditor Training Courses. Recently he has attended the RSPO P&C Social and Labour Standards and the Mechanics of Social Auditing Workshop on 17 – 19 September in Bangkok, Thailand. He had assisted with conducting audits of oil palm plantation for more than 7 companies against the RSPO P&C in Indonesia and in Malaysia for the past 4 years. During this assessment, he assessed on the aspect of environment, Safety and Health, Legal, Social and community engagements, Stakeholders consultation, and workers welfare. He is able to speak and understand Bahasa Malaysia, English, Tamil and Bahasa Indonesia.

Kelvin Lim Kok Wei – Team member

Kelvin Lim Kok Wei is a fulltime employee with BSI Services Malaysia. He graduated from University Tunku Abdul Rahman, Malaysia. He attended internal RSPO training in May 2014. He has completed ISO 9001:2008 Quality Management System Lead Auditor training in February 2014 and MSPO training on 14 March 2014. Currently he is an ISO 9001:2008 and Medical Devise auditor with BSI. He has involved in MSPO audits since May 2014 covering legal and social aspects. Recently he is involved as Social Auditor during the RSPO Assessment to assess the social aspects and legal issues.

Accompanying Persons: - Nil.

Section 3 Assessment Findings

3.1 Details of audit results are provided in the following Appendix:

Criterion / Indicator	Assessment Findings	Compliance	
Principle 1: Commitment to Transparency			
Criterion 1.1: Growers and millers provide adequate information to relevant stakeholders on environmental, social and legal issues relevant to RSPO Criteria, in appropriate languages and forms to allow for effective participation in decision making.			
1.1.1	There shall be evidence that growers and millers provide adequate information on (environmental, social and/or legal) issues relevant to RSPO Criteria to relevant stakeholders for effective participation in decision making. - Minor compliance -	The Palm oil Mill and supply base estates have maintained the record of request and responses in the 'external request record book' and some communication record through the email which received from internal and external stakeholders. The response and action taken by the management also been recorded and maintained. Most of the request was from the FELDA Settlers which request for monthly payslip of FFB from the FELDA management.	Comply
1.1.2	Records of requests for information and responses shall be maintained. -Major compliance	All operating units maintain records of information request and response.	Comply
Criterion 1.2: Management documents are publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.			

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Criterion / Indicator		Assessment Findings	Compliance
1.2.1	<p>Publicly available documents shall include, but are not necessary limited to:</p> <ul style="list-style-type: none"> • Land titles/user rights (Criterion 2.2); • Occupational health and safety plans (Criterion 4.7); • Plans and impact assessments relating to environmental and social impacts (Criteria 5.1, 6.1, 7.1 and 7.8); • HCV documentation (Criteria 5.2 and 7.3); • Pollution prevention and reduction plans (Criterion 5.6); • Details of complaints and grievances (Criterion 6.3); • Negotiation procedures (Criterion 6.4); • Continual improvement plans (Criterion 8.1); • Public summary of certification assessment report; • Human Rights Policy (Criterion 6.13). <p>- Major compliance –</p>	<p>There is a list of publicly available documents that is approved by manager and can be produced upon request, includes the following as an example:</p> <ol style="list-style-type: none"> (1) Felda Policies and Guidelines which includes Human Rights Policy (2) Land titles (user right) (3) Safety and Health Plan (4) Hazard Identification and Risk Assessment (HIRAC) (5) Environmental Aspect and Impact Register (6) Social Impact Analysis (7) Pollution Prevention Plan (8) Details of complaints and grievances (9) Negotiation procedures (10) Continual improvement plan (11) HCV assessment report (12) RSPO Public summary report 	Comply
<p>Criteria 1.3: Growers and millers commit to ethical conduct in all business operations and transactions.</p>			
1.3.1	<p>There shall be a written policy committing to a code of ethical conduct and integrity in all operations and transactions, which shall be documented and communicated to all levels of the workforce and operations.</p> <p>-Minor compliance</p>	<p>Felda plantation has established policy on code of ethical conduct and integrity which covers all operations in the plantation operation. Policy displayed on the notice board and communicated to employees. Interview with employees reveal that they are aware of the policy.</p>	Comply
<p>Principle 2: Compliance with applicable laws and regulations</p>			
<p>Criterion 2.1: There is compliance with all applicable local, national and ratified international laws and regulations.</p>			

Criterion / Indicator		Assessment Findings	Compliance
2.1.1	Evidence of compliance with relevant legal requirements shall be available. - Major compliance -	A Register of Legal and Other Requirements covering the applicable local and international laws and regulations had been compiled at the POM and estates under the operating unit grouping. A Compliance Checklist is used by the mill and estates for verification of compliance with legal requirements. The relevant laws and legislations identified and listed cover safety and health, environment, pollution management, chemical handling, usage & storage, schedule waste management, labour laws, Unions, EPF, SOCSO, Housing and Amenities. There were no cases of any violation or actions imposed by relevant authorities. Statutory returns to relevant authorities were filed and noted to be in order. Based on the site observations, interviews and records checking at the POM and estates, there were evidences of compliance with the relevant laws, regulations, local and international laws. Licenses and permits (License for Foreign Workers Employment, Workers' Wages Deduction Permit, License for Controlled Items – Diesel and Fertilizer, MPOB license, DOSH Certificate, DOE license, BOMBA Fire Certificate, Energy Commission License, etc.) were monitored for their expiry dates and found to be renewed and valid.	Comply
2.1.2	A documented system, which includes written information on legal requirements, shall be maintained. - Minor compliance -	All operating units have written information on legal requirement and this information updated by the head office.	Comply
2.1.3	A mechanism for ensuring compliance shall be implemented. - Minor compliance -	The written information on legal requirement is used to ensure the compliance by conducting self-evaluation.	Comply
2.1.4	A system for tracking any changes in the law shall be implemented. - Minor compliance -	The company have a system to tract any changes in the applicable law. The legal department at Head Office is in charge of tracking any changes and update the operating units accordingly.	Comply
Criterion 2.2:			
The right to use the land is demonstrated, and is not legitimately contested by local people who can demonstrate that they have legal, customary or user rights.			
2.2.1	Documents showing legal ownership or lease, history of land tenure and the actual legal use of the land shall be available. - Major compliance -	Copies of the land titles of the mill and estates were maintained and found to be in proper order. Records are available to show that the land lease comply with legal requirements and does not infringe on any legal rights that require free, prior and informed consent (FPIC). The original copies are maintained by the Corporate Head office. The legal use of the land confirmed to be for cultivation of oil palm and agricultural use. FELDA and FTP have provided evidence of legal ownership of the designated plots of smallholders land.	Comply
2.2.2	Legal boundaries shall be clearly demarcated and visibly maintained. - Minor compliance -	There has been no change to the stated land titles and designated use for cultivation of oil palm and agricultural use. Legal boundary markers were sighted and maintained along the perimeters of estate lands which were mapped Global Positioning System (GPS). Land survey maps with boundaries of each settler marked on the map. Locations of boundary stones / markers were identified and found to be within the boundary parameters of the estates.	Comply

Criterion / Indicator		Assessment Findings	Compliance
2.2.3	Where there are or have been disputes, additional proof of legal acquisition of title and evidence that fair compensation has been made to previous owners and occupants shall be available, and that these have been accepted with free, prior and informed consent (FPIC). - Minor compliance -	This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.	Not Applicable
2.2.4	There shall be an absence of significant land conflict, unless requirements for acceptable conflict resolution processes (see Criteria 6.3 and 6.4) are implemented and accepted by the parties involved. -Major compliance	This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.	Not Applicable
2.2.5	For any conflict or dispute over the land, the extent of the disputed area shall be mapped out in a participatory way with involvement of affected parties (including neighbouring communities where applicable). -Minor compliance	This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.	Not Applicable
2.2.6	To avoid escalation of conflict, there shall be no evidence that palm oil operations have instigated violence in maintaining peace and order in their current and planned operations. -Major compliance	This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.	Not Applicable
Criterion 2.3:			
Use of the land for oil palm does not diminish the legal rights, customary or user right of other users without their free, prior and informed consent.			
2.3.1	Maps of an appropriate scale showing the extent of recognized legal, customary or user rights (Criteria 2.2, 7.5 and 7.6) shall be developed through participatory mapping involving affected parties (including neighbouring communities where applicable, and relevant authorities).. - Major compliance -	This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.	Not Applicable

Criterion / Indicator		Assessment Findings	Compliance
2.3.2	<p>Copies of negotiated agreements detailing the process of free, prior and informed consent (FPIC) (Criteria 2.2, 7.5 and 7.6) shall be available and shall include:</p> <p>a) Evidence that a plan has been developed through consultation and discussion with all affected groups in the communities, and that information has been provided to all affected groups, including information on the steps that shall be taken to involve them in decision making;</p> <p>b) Evidence that the company has respected communities' decisions to give or withhold their consent to the operation at the time that this decision was taken;</p> <p>c) Evidence that the legal, economic, environmental and social implications for permitting operations on their land have been understood and accepted by affected communities, including the implications for the legal status of their land at the expiry of the company's title, concession or lease on the land.</p> <p>- Minor compliance -</p>	<p>This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.</p>	Not Applicable
2.3.3	<p>All relevant information shall be available in appropriate forms and languages, including assessments of impacts, proposed benefit sharing, and legal arrangements.</p> <p>-Minor compliance</p>	<p>This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.</p>	Not Applicable
2.3.4	<p>Evidence shall be available to show that communities are represented through institutions or representatives of their own choosing, including legal counsel.</p> <p>-Major compliance</p>	<p>This clause is not applicable as FELDA did not acquire land from landowners, but leased it directly from the government or just managing settlers land.</p>	Not Applicable
Principle 3: Commitment to long-term economic and financial viability			
Criterion 3.1:			
There is an implemented management plan that aims to achieve long-term economic and financial viability.			
3.1.1	<p>A business or management plan (minimum three years) shall be documented that includes, where appropriate, a business case for scheme smallholders.</p> <p>- Major compliance -</p>	<p>FELDA has continued its commitment to long term sustainability and improvements through a capital expenditure programme. Palm Oil Mill and supply bases have made progress towards achieving their performance production targets for the current financial year.</p>	Comply

Criterion / Indicator		Assessment Findings	Compliance
3.1.2	An annual replanting programme projected for a minimum of five years (but longer where necessary to reflect the management of fragile soils, see Criterion 4.3), with yearly review, shall be available. - Minor compliance -	The replanting program was verified to be planned, reviewed with on-going monitoring carried out for both mature and immature palms. Bukit Sagu 2/3 estates have replanting programme for the year 2015. 12ha has been budgeted to be replanted. This was decided during the review of replanting program.	Comply
Principle 4: Use of appropriate best practices by growers and millers			
Criterion 4.1: Operating procedures are appropriately documented, consistently implemented and monitored.			
4.1.1	Standard Operating Procedures (SOPs) for estates and mills are documented - Major compliance -	The Mill and estates operates in accordance with the FELDA management systems and standard operating procedures. i.e: Mill: Palm Oil Mill Operation Manual (08/04/2010 and amendments) covering every station from the security gate for reception of FFB until the delivery of processed oil and POME management. Estates: Sustainable Oil Palm Estate Operation Manual issued by FELDA Agricultural Services Sdn Bhd (FASSB) on 01/06/2012.	Comply
4.1.2	A mechanism to check consistent implementation of procedures shall be in place. - Minor compliance -	The practices consistently monitored by mill and plantation advisors and recommendations for improvements are given to maintain the sustainable practices.	Comply
4.1.3	Records of monitoring and any actions taken shall be maintained and available, as appropriate. - Minor compliance -	The records of monitoring and the actions taken had been maintained for more than 12 months on the mill and estates concerned. These records had been verified to be satisfactory.	Comply
4.1.4	The mill shall record the origins of all third-party sourced Fresh Fruit Bunches (FFB). - Major compliance -	Bukit Sagu palm Oil Mill maintains a daily record of all FFB received. The records show the origin, weight, transporters details and etc of the FFB received.	Comply
Criterion 4.2: Practices maintain soil fertility at, or where possible improve soil fertility to, a level that ensures optimal and sustained yield.			
4.2.1	There shall be evidence that good agriculture practices, as contained in Standard Operating Procedures (SOPs), are followed to manage soil fertility to a level that ensures optimal and sustained yield, where possible. - Minor compliance -	Estate field standards are documented for all stages and management is by SOP's (Manual available are, "Manual Ladang Sawit Lestari, 2007" and "Manual Pengurusan Rancangan, 2010") revised on June 2012 which are readily available in all areas. The implementation of SOPs is checked during daily inspection by staff as well as by internal audits.	Comply
4.2.2	Records of fertiliser inputs shall be maintained. - Minor compliance -	Fertilizers are applied as per agronomist recommendation. Record shows application date, filed number, dosage applied per palm, type of fertilizer and number of applicators.	Comply

Criterion / Indicator		Assessment Findings	Compliance
4.2.3	There shall be evidence of periodic tissue and soil sampling to monitor changes in nutrient status. - Minor compliance -	The FELDA R&D Department located at "Tun Razak Agriculture research Centre" (PPPTR) has maintained an active interest in the management of soil fertility and optimisation of FFB yields and it also monitors the changes in nutrient status through periodic soil and leaf sampling.	Comply
4.2.4	A nutrient recycling strategy shall be in place, and may include use of Empty Fruit Bunches (EFB), Palm Oil Mill Effluent (POME), and palm residues after replanting. - Minor compliance -	All palm by-products including fronds, EFB, and expeller are recycled. EFB is applied at the rate of 40mt/ha on selected area close to the mill.	Comply
Criterion 4.3: Practices minimise and control erosion and degradation of soils.			
4.3.1	Maps of any fragile soils shall be available. - Major compliance -	There are no peat soils or soil categorised as problematic or fragile soil at all estates.	Comply
4.3.2	A management strategy shall be in place for plantings on slopes above a certain limit (this needs to be soil and climate specific). - Minor compliance -	Landscapes of all three estates visited are mostly flat and undulating. However, FELDA has a policy on slope planting and this will be implemented during replanting.	Comply
4.3.3	A road maintenance programme shall be in place. - Minor compliance -	The main roads leading to the estates are maintained by the Government Department. The estates roads are in good overall condition. Road maintenance programme verified to be established and implemented.	Comply
4.3.4	Subsidence of peat soils shall be minimised and monitored. A documented water and ground cover management programme shall be in place. - Minor compliance -	There are no peat soils or soil categorised as problematic or fragile soil at all estates.	Comply
4.3.5	Drain ability assessments shall be required prior to replanting on peat to determine the long-term viability of the necessary drainage for oil palm growing. - Minor compliance -	There are no peat soils or soil categorised as problematic or fragile soil at all estates.	Comply
4.3.6	A management strategy shall be in place for other fragile and problem soils (e.g. sandy, low organic matter, acid sulphate soils). - Minor compliance -	There are no peat soils or soil categorised as problematic or fragile soil at all estates.	Comply
Criterion 4.4: Practices maintain the quality and availability of surface and ground water.			

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Criterion / Indicator		Assessment Findings	Compliance
4.4.1	An implemented water management plan shall be in place. - Minor compliance -	FELDA sustainable manual (Manual Lestari) Procedure No. 3.7: Water Sampling ML- 1A/L2-PR6 (0) Section 1.0 (b) requires the monitoring of river water quality need to be done once a year. However, there was no any monitoring report for 2014. Thus Minor Nonconformity was raised.	Minor Non Compliance
4.4.2	Protection of water courses and wetlands, including maintaining and restoring appropriate riparian and other buffer zones (refer to national best practice and national guidelines) shall be demonstrated. - Major compliance -	Buffer zones had been maintained on both sides of rivers/streams in the estates as verified during on-site field inspection. There was no evidence of spraying around palms marked as boundary for the buffer zones. There was no construction of bunds/ weirs/dams across the main rivers or waterways passing through the estates.	Comply
4.4.3	Appropriate treatment of mill effluent to required levels and regular monitoring of discharge quality, especially Biochemical Oxygen Demand (BOD), shall be in compliance with national regulations (Criteria 2.1 and 5.6). - Minor compliance -	Bukit Sagu Palm Oil Mill monitors water quality of river upstream and downstream to identify any adverse effect from the mill activities. The laboratory analysis results indicate no significant difference in quality between upstream and downstream locations.	Comply
4.4.4	Mill water use per tonne of Fresh Fruit Bunches (FFB) (see Criterion 5.6) shall be monitored. - Minor compliance -	Water usage in the mill averaged at 1.02 m ³ /tonne FFB. It is verified that the level of water usage is within the industry norm.	Comply
Criterion 4.5:			
Pests, diseases, weeds and invasive introduced species are effectively managed using appropriate Integrated Pest Management techniques.			
4.5.1	Implementation of Integrated Pest Management (IPM) plans shall be monitored. - Major compliance -	IPM Plan includes the planting of beneficial plants and control of damage by rodents. Beneficial plants such as <i>Turnera subulata</i> are grown in the estates. Records of planting of new areas and maintenance of existing areas of beneficial plants and location maps are available. Records of rat baiting and barn owl census are available. No reported infestation by other pests (bagworms and rhinoceros beetle).	Comply
4.5.2	Training of those involved in IPM implementation shall be demonstrated. - Minor compliance -	Training records for staff on IPM implementation were available and verified to be satisfactory during on-site assessment. Training also conducted by FELDA/FTP for all smallholders.	Comply
Criterion 4.6:			
Pesticides are used in ways that do not endanger health or the environment			

Criterion / Indicator		Assessment Findings	Compliance
4.6.1	<p>Justification of all pesticides used shall be demonstrated. The use of selective products that are specific to the target pest, weed or disease and which have minimal effect on non-target species shall be used where available.</p> <p>- Major compliance -</p>	<p>Manual Lestari 1A – Doc. No. ML-1A/L3-GP 1 (0) dated Mar 2012 Guidance Procedure for written justification in the use of agrochemicals was reviewed and found acceptable. The operating units have an Approved List of Pesticides registered under the Pesticide Board of Malaysia.</p>	Comply
4.6.2	<p>Records of pesticides use (including active ingredients used and their LD50, area treated, amount of active ingredients applied per ha and number of applications) shall be provided.</p> <p>- Major compliance -</p>	<p>Records of pesticides use (including active ingredients used and their LD 50, area treated, amount of a.i. applied per ha and number of applications) had been maintained and kept by FTP for the Smallholders for a minimum of 5 years (2009 to 2014). Verified that records of monitoring were satisfactorily.</p>	Comply
4.6.3	<p>Any use of pesticides shall be minimised as part of a plan, and in accordance with Integrated Pest Management (IPM) plans. There shall be no prophylactic use of pesticides, except in specific situations identified in national Best Practice guidelines.</p> <p>- Major compliance -</p>	<p>It is the policy to minimize the use of pesticides in accordance with IPM plan. No prophylactic use of pesticides had been carried out at the estates for the period concerned. The pesticide reduction program is monitored on usage per hectare basis. Overall, it has shown a slight decline.</p>	Comply
4.6.4	<p>Pesticides that are categorised as World Health Organisation Class 1A or 1B, or that are listed by the Stockholm or Rotterdam Conventions, and paraquat, are not used, except in specific situations identified in national Best Practice guidelines. The use of such pesticides shall be minimised and eliminated as part of a plan, and shall only be used in exceptional circumstances.</p> <p>- Minor compliance -</p>	<p>Paraquat is still being used in the operating units. However, it is the policy of the FELDA Group to reduce the use of Paraquat gradually and achieve zero usage. The usage was limited to young palm fields. Records on the usage of paraquat over 5 years were examined and it was found that there has been a decline in the amount used. There were no other Class 1A or 1B was in use or kept by the visited estates.</p>	Comply
4.6.5	<p>Pesticides shall only be handled, used or applied by persons who have completed the necessary training and shall always be applied in accordance with the product label. Appropriate safety and application equipment shall be provided and used. All precautions attached to the products shall be properly observed, applied, and understood by workers (see Criterion 4.7).</p> <p>- Major compliance -</p>	<p>All pesticide operators had been given training on the handling and application of the pesticides. Appropriate safety and application equipment had been provided and used by the operators. All precautions attached to the products had been observed, applied, and understood by the workers. Programme and training records had been verified to be satisfactory.</p>	Comply
4.6.6	<p>Storage of all pesticides shall be according to recognised best practices. All pesticide containers shall be properly disposed of and not used for other purposes (see Criterion 5.3).</p> <p>- Major compliance -</p>	<p>Storage of pesticides found to be in accordance with the Occupational Safety and Health Laws and Regulations and local laws on pesticides control. Empty chemical containers had been used for mixing chemicals for spraying pesticides in the field.</p>	Comply

Criterion / Indicator		Assessment Findings	Compliance
4.6.7	Application of pesticides shall be by proven methods that minimise risk and impacts. - Minor compliance -	Pesticides had been applied using the Best Management Practices that minimize risk and impacts. The pesticide operators found to understand the use of the right nozzle, spray drift, spray quality and run-off.	Comply
4.6.8	Pesticides shall be applied aurally only where there is documented justification. Communities shall be informed of impending aerial pesticide applications with all relevant information within reasonable time prior to application. - Major compliance -	It is the policy of the company not to carry out any aerial application of pesticides. This policy has been followed by the operating units.	Comply
4.6.9	Maintenance of employee and associated smallholder knowledge and skills on pesticide handling shall be demonstrated; including provision of appropriate information materials (see Criterion 4.8). - Minor compliance -	Periodic training on pesticide handling had been carried out for the workers and scheme smallholders. Information on the pesticides displayed on the notice board and next to the pesticides in the store.	Comply
4.6.10	Proper disposal of waste material, according to procedures that are fully understood by workers and managers shall be demonstrated (see Criterion 5.3). - Minor compliance -	Empty pesticide containers had been used for mixing chemical for spraying in the fields. Others containers had been triple rinsed and punctured and disposed of through contractor approved by DOE. Scheduled waste of palm oil mill had been disposed of through licensed contractor approved by DOE. Records of scheduled waste involved at the mill had been verified to be satisfactory.	Comply
4.6.11	Specific annual medical surveillance for pesticide operators, and documented action to treat related health conditions, shall be demonstrated. - Major compliance -	Estates and Mill have a programme of conducting annual medical surveillance of all pesticide operators as per CHRA. IMS Consultancy and Solution conducted CHRA on October 2010 by Mr. Abdul Rashid Abdul Kudus (JKKP: HIE 127/171-2(139)). Latest medical surveillance for chemical handlers were conducted on 15 August 2014 found all workers are fit for work. Interviews with the pesticides handlers and workers present were conducted during on-site field visits. Based on the feedback received and observation made, they did not display any symptoms of toxic reactions such as skin disorders, rashes, mouth and throat pains, breathing difficulties or nail discolorations.	Comply
4.6.12	No work with pesticides shall be undertaken by pregnant or breast-feeding women. - Major compliance -	Pesticide handlers and sprayers in the estates were noted to be men only. It was verified from records, field inspections and interviews that no pregnant or breast-feeding woman had been offered work as pesticide operator.	Comply
<p>Criterion 4.7: An occupational health and safety plan is documented, effectively communicated and implemented. The health and safety plan shall cover the following:</p>			

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Criterion / Indicator		Assessment Findings	Compliance
4.7.1	<p>A health and safety policy shall be in place. A health and safety plan covering all activities shall be documented and implemented, and its effectiveness monitored.</p> <p>- Major compliance -</p>	<p>OSH Policy found to be clearly displayed at POM and in the estates office. Adequate posters, regulations, newsletters were prominently displayed on notice boards. Interviewed workers demonstrated awareness towards occupational safety and health. Occupational Safety and Health (OSH) Plan in compliance with OSH Act and Factory Machinery Act had been documented and implemented. The Safety & Health Officer is in charge of safety and health planning, operation & coordination. Mill/Assistant Mill Managers and Estate Managers / Assistant Estate Managers are also directly involved.</p>	Comply
4.7.2	<p>All operations where health and safety is an issue shall be risk assessed, and procedures and actions shall be documented and implemented to address the identified issues. All precautions attached to products shall be properly observed and applied to the workers.</p> <p>- Major compliance -</p>	<p>Risk assessment had been carried out on all operations where health and safety is an issue. Significant hazards were determined and documented in the HIRARDC analysis which included noise exposure, chemical and pesticides exposure, accident and fire outbreak. Procedures and control measures were implemented to mitigate the risks. Assessment of noise levels in the POM was conducted by DOSH on 20 September 2014 which had identified the work areas with high noise levels i.e. boiler station, engine room and sterilization units were above 85 dB. Mill management have taken steps to reduce the noise levels by more frequent lubrication of machinery, reducing the exposure time to high noise and mandatory use of ear plugs and ear mufflers. Annual audiometric tests/ reports conducted for all mill staff and workers were available and maintained. The workers checked did not suffer from significant hearing disabilities. The employees exposed to high noise levels were interviewed. The workers are aware of the danger of hearing loss due to prolonged exposure to high noise levels. The workers are also aware of the complaints process and mechanism available. "Permit to work" system was applied at the POM</p>	Comply

Criterion / Indicator	Assessment Findings	Compliance
<p>4.7.3</p> <p>All workers involved in the operation shall be adequately trained in safe working practices (see Criterion 4.8). Adequate and appropriate protective equipment shall be available to all workers at the place of work to cover all potentially hazardous operations, such as pesticide application, machine operations, and land preparation, harvesting and, if it is used, burning.</p> <p>- Minor compliance -</p>	<p>Training programme planned for year 2015 was consistently implemented. The programme includes training for all categories of workers. Evidence of adequate and appropriate training on safe working practices provided to:</p> <ul style="list-style-type: none"> - workers exposed to machinery and high noise levels, - workers working in confined space, - harvesters - pesticides operators - manurers <p>Training also provided on use of fire extinguishers and fire drill, awareness and understanding of MSDS/CSDS and first aid. Employees interviewed at POM confirmed to be provided with safety training relating to their work at least once a year by the qualified Safety & Health Officer and training records are available. Evaluation carried out on each training programme to determine its effectiveness. The training content was revised periodically for improvement. The safety and health training on exposure to noise levels conducted by the qualified Safety & Health Officer complied with the requirements of the Factories and Machinery (Noise Exposure) Regulations. All staff and mill employees attended the training as indicated in the records maintained. The content of the training include the said provisions of the regulations, purpose and explanation of audiometric test, proper usage of ear plugs and ear mufflers, and consequence of hearing loss. Appropriate PPE had been provided to all workers at the place of work to cover all potentially hazardous operations. There are warning signs to use PPE (this includes helmet, safety boots, ear plugs, ear mufflers, etc.) displayed at appropriate work areas for the protection of safety and health.</p>	<p>Comply</p>
<p>4.7.4</p> <p>The responsible person/persons shall be identified. There shall be records of regular meetings between the responsible person/s and workers. Concerns of all parties about health, safety and welfare shall be discussed at these meetings, and any issues raised shall be recorded.</p> <p>- Major compliance -</p>	<p>The responsible persons are the Assistant Managers of the respective operating units. Records of regular meetings between the responsible person and workers to discuss about health and safety had been verified to be satisfactory.</p>	<p>Comply</p>
<p>4.7.5</p> <p>Accident and emergency procedures shall exist and instructions shall be clearly understood by all workers. Accident procedures shall be available in the appropriate language of the workforce. Assigned operatives trained in First Aid should be present in both field and other operations, and first aid equipment shall be available at worksites. Records of all accidents shall be kept and periodically reviewed.</p> <p>- Minor compliance -</p>	<p>Accident and emergency procedures had been written and briefed to staff, workers, contractors and visitors.</p> <p>Workers trained in First Aid were present in the mill and field operations. Records on all accidents had been verified to be maintained satisfactorily. Quarterly review on accident cases had been carried out during quarterly meeting of Environment, Safety & Health (ESH).</p>	<p>Comply</p>

Criterion / Indicator		Assessment Findings	Compliance
4.7.6	All workers shall be provided with medical care, and covered by accident insurance. - Minor compliance -	Medical care had been provided to all the workers. Local workers are covered by SOCSO, whereas foreign workers are covered by Foreign Workers Compensation Scheme (FWCS): Etiqa Takaful Berhad policy number W5008740 covering 151 workers valid till 1/1/2016.	Comply
4.7.7	Occupational injuries shall be recorded using Lost Time Accident (LTA) metrics - Minor compliance -	Records on Lost Time Accident (LTA) metrics had been verified to be satisfactory. Bukit sagu 2/3 and 8 has recorded no accident for the year 2014.	Comply
Criterion 4.8: All staff, workers, smallholders and contract workers are appropriately trained.			
4.8.1	A formal training programme shall be in place that covers all aspects of the RSPO Principles and Criteria, and that includes regular assessments of training needs and documentation of the programme. - Major compliance -	Formal training program for the year 20145available and implemented. Regular assessment of training conducted to ensure understanding among the employees. Trainings conducted include a formal training programme on all aspects of RSPO Principles and Criteria and the Supply Chain Certification System. The various trainings conducted and the training records maintained to be acceptable.	Comply
4.8.2	Records of training for each employee shall be maintained. - Minor compliance -	Training records available. Some of the samples: Mill: 1. Chemical spillage handling training dated 13/12/2014. 2. Safety training for contractor dated: 22/12/2014. 3. Water treatment plant training dated: 21-22/4/2014. Estates: 1. First aid training dated: 22/10/14 2. Harvesting training dated: 6/10/14 3. Manuring training dated: 14/8/14 4. Triple rinsing training dated: 22/1/15 5. PPE training dated: 20/1/15.	Comply
Principle 5: Environmental responsibility and conservation of natural resources and biodiversity			
Criterion 5.1: Aspects of plantation and mill management, including replanting, that have environmental impacts are identified, and plans to mitigate the negative impacts and promote the positive ones are made, implemented and monitored, to demonstrate continual improvement.			
5.1.1	An environmental impact assessment (EIA) shall be documented. - Major compliance -	Bukit Sagu Mill and Estates carried out the annual review of environmental impacts in term of Environmental Impact Assessment management Action Plans and Continuous Improvement Plans. The last review was conducted in January 2015 with no changes due to any changes in the operation.	Comply

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Criterion / Indicator		Assessment Findings	Compliance
5.1.2	Where the identification of impacts requires changes in current practices, in order to mitigate negative effects, a timetable for change shall be developed and implemented within a comprehensive management plan. The management plan shall identify the responsible person/persons. - Minor compliance -	There were no major changes to the identified impacts since the establishment of the documents above. Impacts such as smoke emissions, noise levels, POME and EFB management were verified at the Bukit Sagu Mill. HCV and other environmentally sensitive areas were documented and inspected on site. Signage on buffer and signage on the prohibited activities along all the buffer zones were found to be sufficiently placed for the operating units.	Comply
5.1.3	This plan shall incorporate a monitoring protocol, adaptive to operational changes, which shall be implemented to monitor the effectiveness of the mitigation measures. The plan shall be reviewed as a minimum every two years to reflect the results of monitoring and where there are operational changes that may have positive and negative environmental impacts. - Minor compliance -	The monitoring of the documented environmental improvement plans is on-going. Implementation and monitoring of the documented environmental improvement plans will be reviewed on an annual basis scheduled at the 1st quarter of the following year. The review will take into consideration the mitigation of negative impacts and promotion of positive ones such as the proper demarcation of buffer zone, clearing of overgrown natural vegetation and debris along the streams.	Comply
<p>Criterion 5.2:</p> <p>The status of rare, threatened or endangered species and other High Conservation Value habitats, if any, that exist in the plantation or that could be affected by plantation or mill management, shall be identified and operations managed to best ensure that they are maintained and/or enhanced.</p>			
5.2.1	Information shall be collated in a High Conservation Value (HCV) assessment that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors). - Major compliance -	As reported during initial assessment, in collaboration with the University of Malaya undergraduates and internal staff has carried out an assessment of the presence of HCVs within and adjacent to the Felda plantations. There is no neither HCV area nor biodiversity areas within the landholding.	Comply
5.2.2	Where rare, threatened or endangered (RTE) species, or HCVs, are present or are affected by plantation or mill operations, appropriate measures that are expected to maintain and/or enhance them shall be implemented through a management plan. - Major compliance -	Regular patrols within the operating unit estates were carried out and findings recorded by the respective Estate executives to monitor the Conservation / buffer zone areas. Mechanism for reporting the sightings of various types of wildlife, were found to have been in place. Monitoring and control of any illegal hunting, fishing or collecting activities was also implemented. Signages that prohibit hunting, fishing and water polluting activities were verified on-site at the estates visited.	Comply
5.2.3	There shall be a programme to regularly educate the workforce about the status of these RTE species, and appropriate disciplinary measures shall be instigated in accordance with company rules and national law if any individual working for the company is found to capture, harm, collect or kill these species. - Minor compliance -	The program to regularly educate the workforce and community about the status of these RTE species are also established with on-going consultation with the relevant authorities such as the State Wildlife department. There is evidence of commitment to discourage any illegal or inappropriate hunting, fishing or collecting activities via the signage erected around the affected areas which prohibit such activities.	Comply

Criterion / Indicator		Assessment Findings	Compliance
5.2.4	<p>Where a management plan has been created there shall be ongoing monitoring:</p> <ul style="list-style-type: none"> • The status of HCV and RTE species that are affected by plantation or mill operations shall be documented and reported; • Outcomes of monitoring shall be fed back into the management plan. <p>- Minor compliance -</p>	<p>On-going monitoring of the management plan on the status of any RTE species at the plantation areas is done. Reports are collated and reviewed by the regional General Manager and HQ Sustainability team for the operating units situated within the region. The updated reports available indicated that there have been no sightings of any RTE species at the operating units.</p>	Comply
5.2.5	<p>Where HCV set-asides with existing rights of local communities have been identified, there shall be evidence of a negotiated agreement that optimally safeguards both the HCVs and these rights.</p> <p>- Minor compliance -</p>	<p>It is verified that there has been no instance of HCV set-aside that conflicts with the rights of local communities at the estates visited. Thus negotiated agreement of such nature is not applicable.</p>	Comply
<p>Criterion 5.3: Waste is reduced, recycled, re-used and disposed of in an environmentally and socially responsible manner.</p>			
5.3.1	<p>All waste products and sources of pollution shall be identified and documented.</p> <p>- Major compliance -</p>	<p>Visits made to Mill together with estates showed that all waste products and sources of pollution were identified and documented. The documentation and identification of all the waste products such as scheduled waste, domestic waste and recyclable waste such as metal, plastic, mill waste and polluting materials e.g. EFB, POME, Stack emissions and Boiler ashes were maintained and monitored at the Mill. Scheduled Waste identified included spent hydraulic oil (SW 305), spent lubricant oil (SW 306), used chemical containers/drums (SW 409), used filters SW 410 and used batteries (SW 102). Records on the usage and disposal were well recorded and documented. Appropriate secondary containment for the diesel skid tanks, chemical and scheduled waste storage areas was verified to be maintained.</p>	Comply
5.3.2	<p>All chemicals and their containers shall be disposed of responsibly.</p> <p>- Major compliance -</p>	<p>Usages of all chemicals issued out at the settlers' estates were monitored. Used containers meant for reuse were separately stored and monitored by the respective estate Office Store personnel. All excess used chemical containers were punctured as per DOE guidelines and disposed of by appointed Estate contractors such as G-Planters Sdn. Bhd.</p>	Comply
5.3.3	<p>A waste management and disposal plan to avoid or reduce pollution shall be documented and implemented.</p> <p>- Minor compliance -</p>	<p>There is a waste management plan in place. Operational waste separated from schedule waste and recyclable waste (EFB, Shell, Fibre etc).</p>	Comply
<p>Criterion 5.4: Efficiency of fossil fuel use and the use of renewable energy is optimised.</p>			

Criterion / Indicator		Assessment Findings	Compliance
5.4.1	A plan for improving efficiency of the use of fossil fuels and to optimise renewable energy shall be in place and monitored. - Minor compliance -	Data on fibre and shell usage is available at the mill. Mill is maximising the use of renewable energy. Fossil fuel usage have been monitored and put into graph to show trend on yearly basis. Record for 2014 indicated a decrease from 2.56 to 1.43mt/mt CPO.	Comply
Criterion 5.5: Use of fire for preparing land or replanting is avoided, except in specific situations as identified in the ASEAN guidelines or other regional best practice.			
5.5.1	There shall be no land preparation by burning, other than in specific situations as identified in the 'Guidelines for the Implementation of the ASEAN Policy on Zero Burning' 2003, or comparable guidelines in other regions. - Major compliance -	FELDA's Group policy of 'Zero open burning' is enforced since July 2011 including any land preparation or replanting activities.	Comply
5.5.2	Where fire has been used for preparing land for replanting, there shall be evidence of prior approval of the controlled burning as specified in 'Guidelines for the Implementation of the ASEAN Policy on Zero Burning' 2003, or comparable guidelines in other regions. - Minor compliance -	The operating units have adhered to the 'zero burning' policy for replanting at the estates. There was no evidence of any burning of domestic waste at the housing line sites and at the domestic landfills of the estates during on site field assessment.	Comply
Criterion 5.6: Plans to reduce pollution and emissions, including greenhouse gases, are developed, implemented and monitored.			
5.6.1	An assessment of all polluting activities shall be conducted, including gaseous emissions, particulate/soot emissions and effluent (see Criterion 4.4). - Major compliance -	The Mill and estates had reviewed the environmental impact assessment on potential pollution to water, gaseous emissions to air and contamination on land. Monitoring of mill gas emissions is being done online using the Continuous Emissions Monitoring System (CEMS) and supported by the Ringelman Smoke Chart. POME treatment, monitoring and land application is monitored, maintained and adhered to DOE regulations i.e BOD below 100mg/l.	Comply
5.6.2	Significant pollutants and greenhouse gas (GHG) emissions shall be identified, and plans to reduce or minimise them implemented. - Major compliance	Identification of significant pollutants and greenhouse gas (GHG) emissions has been done e.g. POME, diesel / fuel and fertilizer. Their usage have been recorded and documented at each of the operating units. The plan to reduce or minimise the GHG emission is in progress.	Comply

Criterion / Indicator		Assessment Findings	Compliance
5.6.3	<p>A monitoring system shall be in place, with regular reporting on progress for these significant pollutants and emissions from estate and mill operations, using appropriate tools.</p> <p>- Minor compliance -</p>	<p>Monitoring and reporting of the significant pollutants to water, gaseous emissions to air and contamination on land are in place. Tools and systems used include the DOE online CEMS monitoring for air emissions, water quality at discharge points as per DID regulations and SW disposal were adhering to DOE requirements. Water samples were regularly taken every month and tested by mill environment officer in charge and analysed to ensure compliance to DOE requirements at final discharge points. The water samples were sent to FELDA Laboratory for analysis. Records are maintained and verified on-site to have met the permissible regulatory limits. Monthly reporting to DOE was also done and record documented. MAREEF Management Sdn. Bhd has conducted the 2nd half (2014) Isokinetic stack sampling for Bukit Sagu mill on 19/11/2014(Ref. No.: Bsagu-23/11/14). The result shows that the average particulate emission level was 0.274g/Nm3 which is within the permitted level of 0.4g/Nm3 under EQA (Clean Air) Regulation 1978.</p>	Comply
<p>Principle 6: Responsible consideration of employees and of individuals and communities affected by growers and millers</p>			
<p>Criterion 6.1:</p> <p>Aspects of plantation and mill management that have social impacts, including replanting, are identified in a participatory way, and plans to mitigate the negative impacts and promote the positive ones are made, implemented and monitored, to demonstrate continual improvement.</p>			
6.1.1	<p>A social impact assessment (SIA) including records of meetings shall be documented.</p> <p>- Major compliance -</p>	<p>Social Impacts Assessment was conducted by SRA Consultancy. Report dated November 2011. Identification was through consultation with employees, contractors and other parties for positive and negative impacts.</p>	Comply
6.1.2	<p>There shall be evidence that the assessment has been done with the participation of affected parties.</p> <p>- Major compliance -</p>	<p>Stakeholders' survey was carried out to get stakeholders view of the social impact of the mill and plantation to employees and local communities. Latest survey was carried out on 9/9/2014 prior to the review of action plan. As for estates, JKKR meeting were conducted on monthly basis. Latest meeting was done on 5/1/2015 attended by 32 members.</p>	Comply
6.1.3	<p>Plans for avoidance or mitigation of negative impacts and promotion of the positive ones, and monitoring of impacts identified, shall be developed in consultation with the affected parties, documented and timetabled, including responsibilities for implementation.</p> <p>- Major compliance -</p>	<p>An action plan have been developed includes issues, action plan, person(s) in charge, and target of completion. The plan include the outcome from the survey and stakeholder meeting feedbacks</p>	Comply

Criterion / Indicator		Assessment Findings	Compliance
6.1.4	The plans shall be reviewed as a minimum once every two years and updated as necessary, in those cases where the review has concluded that changes should be made to current practices. There shall be evidence that the review includes the participation of affected parties. - Minor compliance -	The action plan has been reviewed on 9/9/2014. Even though there were no negative feedback has been received, FELDA is continuously focusing on improving the settler's welfare and facilities.	Comply
6.1.5	Particular attention shall be paid to the impacts of smallholder schemes (where the plantation includes such a scheme). - Minor compliance -	FELDA fully managed plantations and smallholder plots through Felda Techno Plant and a scheme manager. Interview with smallholders confirmed that they were given full support and assistance by FELDA to enhance their living condition.	Comply
Criterion 6.2: There are open and transparent methods for communication and consultation between growers and/or millers, local communities and other affected or interested parties.			
6.2.1	Consultation and communication procedures shall be documented. - Major compliance -	Communication procedure and the policy available and has formalised. The policy is intended to improve the communication between management and stakeholder. Communication procedure is documented in SOP No. FPI/L2/QHSE-6.0 for internal stakeholders. The external stakeholder communication procedure is documented in Communication, Participation and Consultation manual (Manual Prosedur: Komunikasi, Penglibatan, dan Rundingan) dated 02 January 2008, revised on 15 November 2010.	Comply
6.2.2	A management official responsible for these issues shall be nominated. - Minor compliance -	Mill has appointed the assistant manager as responsible person. Whereas for the plantations, the scheme manager and social development assistant are the responsible person.	Comply
6.2.3	A list of stakeholders, records of all communication, including confirmation of receipt and that efforts are made to ensure understanding by affected parties, and records of actions taken in response to input from stakeholders, shall be maintained. - Minor compliance -	List of stakeholders are sighted and properly filed. Copies of these stakeholders' lists were also submitted to the auditors prior to the site audit. Internal stakeholders may raise their concerns through different communication channels as mentioned in 6.2.1. External stakeholders may specifically raise their concerns through suggestion boxes and complaint form, i.e. "Rekod Pertanyaan Dan Maklumbalas" provided by each operating units. There are also records sighted where external stakeholders communicated with the mill and estates with some specific requests, e.g. donations. All these requests were responded and maintained properly.	Comply
Criterion 6.3: There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all effected parties.			

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6.3.1	The system, open to all affected parties, shall resolve disputes in an effective, timely and appropriate manner, ensuring anonymity of complainants and whistleblowers, where requested. - Major compliance -	FELDA has an established and documented system for dealing with complaints and grievances and it was implemented through manual "Manual Lestari 1A [ML-1A/L2-PR4 (0)]". Record shows that 'Complaints and Grievances Book' in all estates visited are still active in recording complaints/requests made by employees and Scheme Smallholders. Over the past 12 months, entries made were mainly on minor repairs needed to the housing facilities and access road which were verified to be attended to in a timely manner.	Comply
6.3.2	Documentation of both the process by which a dispute was resolved and the outcome shall be available. - Major compliance -	Complaints and grievances are handled by respective responsible persons. Outcomes from the actions taken are recorded in different manners, e.g. meeting minutes and payment vouchers to contractors after completion the jobs. Mechanisms are appropriately established and implemented. Records of meeting and any resolutions or outcomes are maintained through Minutes or in Complaints Log.	Comply
Criterion 6.4: Any negotiations concerning compensation for loss of legal, customary or user rights are dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions.			
6.4.1	A procedure for identifying legal, customary or user rights, and a procedure for identifying people entitled to compensation, shall be in place. - Major compliance -	No cases requiring any negotiation or compensation pertaining to these criteria. There have been no changes in this status as at the period of verification on site.	Comply
6.4.2	A procedure for calculating and distributing fair compensation (monetary or otherwise) shall be established and implemented, monitored and evaluated in a participatory way, and corrective actions taken as a result of this evaluation. This procedure shall take into account: gender differences in the power to claim rights, ownership and access to land; differences of transmigrants and long-established communities; and differences in ethnic groups' proof of legal versus communal ownership of land. - Minor compliance -	The FELDA Scheme Smallholders and plantation operations are based on approval from federal government. Therefore, no cases requiring any negotiation or compensation pertaining to these criteria.	Comply
6.4.3	The process and outcome of any negotiated agreements and compensation claims shall be documented, with evidence of the participation of affected parties, and made publicly available. - Major compliance -	The mill and estates operations are based on state land under GSA. Interview of community leaders and forestry department officers confirm that there were no claims in relation to customary land.	Comply
Criterion 6.5: Pay and conditions for employees and for contract workers always meet at least legal or industry minimum standards and are sufficient to provide decent living wages.			

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Criterion / Indicator		Assessment Findings	Compliance
6.5.1	Documentation of pay and conditions shall be available. - Major compliance -	Only local workers are hired at the POM and in all the estates offices. However, FTP and other contractors providing agricultural services to the Scheme Smallholders hired both local and foreign workers. Documentation and conditions of pay for foreign workers at the FTP and for local workers at the estates offices are available for verification. The payment slips for foreign workers at the FTP sighted. It is easy to understand and this fact was further verified with migrant workers. Payments are made latest by 7th of each month and consistent with Minimum Wage Order 2012 as well as MAPA-NUPW collective agreement. Holidays entitlements as required by the laws are satisfactorily fulfilled, e.g. annual leaves, public holidays, and maternity leave.	Comply
6.5.2	Labour laws, union agreements or direct contracts of employment detailing payments and conditions of employment (e.g. working hours, deductions, overtime, sickness, holiday entitlement, maternity leave, reasons for dismissal, period of notice, etc.) shall be available in the languages understood by the workers or explained carefully to them by a management official. - Major compliance -	Offer letters and signed “Pengakuan Penerimaan Syarat - syarat Perkhidmatan Petugas Syarikat Kumpulan Felda & Kod Etika dan Tatalaku Petugas Syarikat Kumpulan Felda yang berkuatkuasa Mulai 1 Januari 2010” for local workers are sighted. Documented employment contract, i.e. “Surat Perjanjian Pekerjaan diantara Felda Global Ventures Plantations (M) Sdn. Bhd. (974143 – H) dengan Pekerja Asing Indonesia” for foreign workers hired by FTP were sighted during the audit. The document covers all issue such as working hours, deductions, overtime, sickness, holiday entitlement, maternity leave, and reasons for dismissal, period of notice made available in Bahasa Malaysia which is understood by the workers.	Comply
6.5.3	Growers and millers shall provide adequate housing, water supplies, medical, educational and welfare amenities to national standards or above, where no such public facilities are available or accessible. - Minor compliance –	During site visit to Bukit Sagu 2/3 foreign workers housing, it was noted that poor surrounding environment condition. The waste was poorly managed and no waste collection bin. Rubbish were disposed at the back of the housing area and scattered. This nonconformity was already raised during the last assessment. The operating units have not addressed the issue appropriately. As per the RSPO requirement, the nonconformity was upgraded to major nonconformity.	Major Non Compliance
6.5.4	Growers and millers shall make demonstrable efforts to monitor and improve workers’ access to adequate, sufficient and affordable food. - Minor compliance –	Basic public infrastructures is relatively good and are mostly provided by the government including public school, electricity, water supply, public road, clinic or public health centre, religious facility as well as sporting facilities for people.	Comply
<p>Criterion 6.6:</p> <p>The employer respects the rights of all personnel to form and join trade unions of their choice and to bargain collectively. Where the right to freedom of association and collective bargaining are restricted under law, the employer facilitates parallel means of independent and free association and bargaining for all such personnel.</p>			

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Criterion / Indicator		Assessment Findings	Compliance
6.6.1	A published statement in local languages recognising freedom of association shall be available. - Major compliance -	The published statements of policy "Polisi Hak Kebebasan Bersuara and Menganggotai Kesatuan", dated 1 June 2014 signed Director of FELDA recognises the employee's freedom of association, was found to be available and widely displayed in all notice boards of the operating units. This policy is available in Bahasa Malaysia which can be understood by majority of the workers. All non-executive Felda staff is members of Kesatuan Pekerja-Pekerja Felda Palm Industries Sdn. Bhd. and all executives' staff are members of Kesatuan Kakitangan Kanan Felda (PKKF).	Comply
6.6.2	Minutes of meetings with main trade unions or workers representatives shall be documented. - Minor compliance -	Local and foreign workers together with staff are represented in Joint Consultative Committee (JCC). Members are elected from representatives of every division. Regular meetings are held every three months. The JCC representatives were elected to represent each workers category such as sprayers, fertiliser applicators, sprayers, mandor, and harvesters. Last meeting was conducted on 27/10/14 attended by all the representatives. As for Bukit Sagu 8, foreign workers are represented in Employee Consultative Committee (ECC). Last meeting was done on 25/9/14 attended by 23 members.	Comply
Criterion 6.7: Children are not employed or exploited.			
6.7.1	There shall be documentary evidence that minimum age requirements are met. - Major compliance -	FELDA has a policy of not employing child labour i.e. persons below 18 years old in accordance with Employment Act 265 as evidenced in "Polisi Pekerja Kanak-Kanak", dated 1 June 2014 signed by Director of FELDA. This policy is displayed at strategic public places. At time of hire age is checked by examination of ID card for local persons. Check of Passports of foreign workers is carried out prior to hire. Children and under-age workers were not observed at any of the Mill or Estate operational areas during the field visit.	Comply
Criterion 6.8: Any form of discrimination based on race, caste, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation, or age, is prohibited.			
6.8.1	A publicly available equal opportunities policy including identification of relevant/affected groups in the local environment shall be documented. - Major compliance -	The operating units have a publicly displayed documented policy on equal opportunities, i.e. "Polisi Kesetaraan Peluang", dated 1 June 2014 signed by Director of FELDA. The policy stressed on non-discrimination based on race, caste, nationality, religion, gender, sexual orientation, disability/handicap, and union/political affiliations. However, positive discrimination for the benefit of certain society groups may be allowed after consultation.	Comply

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Criterion / Indicator		Assessment Findings	Compliance
6.8.2	Evidence shall be provided that employees and groups including local communities, women, and migrant workers have not been discriminated against. - Major compliance -	Felda adopted the "Polisi Pengambilan Pekerja Asing", dated 1 June 2014 signed by Director of FELDA. The employment of foreign workers was implemented without affecting the opportunities for local communities. Interviews with FTP foreign workers revealed satisfaction with the estates for job opportunities and they enjoy all common welfare amenities like free housing, free water and electricity supplies and medical care. They are aware that their grievances can be raised through various channels, especially the regular roll call meetings they are attending every morning.	Comply
6.8.3	It shall be demonstrated that recruitment selection, hiring and promotion are based on skills, capabilities, qualities, and medical fitness necessary for the jobs available. - Minor compliance -	Depending on the nature of work positions, The operating unit management takes into considerations the needs for technical qualifications/experience and related skills in recruitment selection, hiring and promotion exercises. It was verified that the promotions to higher position at the estates and Mill were based on evaluations which considered the skill, capabilities, qualities and medical fitness of the employees.	Comply
Criterion 6.9: There is no harassment or abuse in the work place, and reproductive rights are protected.			
6.9.1	Policy to prevent sexual and all other forms of harassment and violence shall be implemented and communicated to all levels of the workforce. - Major compliance -	A documented policy to prevent sexual harassment and violence "Polisi Gangguan Seksual, Keganasan Serta Hak Kebebasan Reproduksi" dated 1 June 2014 signed by Director of FELDA. Gender committees or equivalent are formed, i.e. Kelab Keluarga Dayabudi (KKD) in the POM and Gerakan Persatuan Wanita (GPW) in the estates. All these committees are aware of the policy and its complaints procedures and planned has been developed to explain sexual harassment to the communities within the operating units.	Comply
6.9.2	A policy to protect the reproductive rights of all, especially of women, shall be implemented and communicated to all levels of the workforce. - Major compliance -	A documented policy to prevent sexual harassment and violence "Polisi Gangguan Seksual dan Keganasan" is available and publicly displayed, i.e. Polisi Gangguan Seksual, Keganasan Serta Hak Kebebasan Reproduksi" dated 1 June 2014 signed by Director of FELDA. All committees mentioned above, i.e. KKD and GPW are aware of the policy and its complaints procedures. This policy and procedures have been communicated to all level workforce and the settlers through various activities as mentioned above.	Comply
6.9.3	A specific grievance mechanism which respects anonymity and protects complainants where requested shall be established, implemented, and communicated to all levels of the workforce. - Minor compliance -	Gender committee (Gerakan Persatuan Wanita – GPW) has been established. The committee meets on bi-annually to discuss issues related to women. Last meeting was done on 3/6/2014 attended by 21 members.	Comply
Criterion 6.10: Growers and mills deal fairly and transparently with smallholders and other local businesses.			

Criterion / Indicator		Assessment Findings	Compliance
6.10.1	Current and past prices paid for Fresh Fruit Bunches (FFB) shall be publicly available. - Minor compliance -	Onsite audit verified that the current and past prices paid for FFB pricing were displayed at the Mill and Estate offices.	Comply
6.10.2	Evidence shall be available that growers/millers have explained FFB pricing, and pricing mechanisms for FFB and inputs/services shall be documented (where these are under the control of the mill or plantation). - Major compliance -	Pricing mechanism for FFB is fair and transparent. Price of FFB was set based on MPOB approved price. FFB was also graded by licensed graders based on MPOB specification.	Comply
6.10.3	Evidence shall be available that all parties understand the contractual agreements they enter into, and that contracts are fair, legal and transparent. - Minor compliance -	Stakeholder interviews conducted during this assessment with suppliers, contractors, and relevant parties including local and foreign workers confirmed that understand the contractual agreements (such as terms and payment) they enter into with the operating units. They also consider the business transactions as fair and transparent. Sample contract for replanting work sighted. Contract No. 2000082797 dated 20/11/14.	Comply
6.10.4	Agreed payments shall be made in a timely manner. - Minor compliance -	Agreed payments are made promptly within the 30day of the following month. Through interviews made, there is no evidence to suggest of any unfair business practices with the local businesses. Payment record dated 25/1/15 for the above contract found as per the contract agreement.	Comply
Criterion 6.11:			
Growers and millers contribute to local sustainable development where appropriate.			
6.11.1	Contributions to local development that are based on the results of consultation with local communities shall be demonstrated. - Minor compliance –	All operating units contribute to local development through consultation and communication with the localised head of village called “Ketua JKRR”.	Comply
6.11.2	Where there are scheme smallholders, there shall be evidence that efforts and/or resources have been allocated to improve smallholder productivity. - Minor compliance –	The Technoplant Manager and Scheme Manager ensure that there are sufficient resources allocated to improve smallholder productivity through on-the-field supervision, training and monthly meeting.	Comply
Criterion 6.12:			
No forms of forced or trafficked labour are used.			
6.12.1	There shall be evidence that no forms of forced or trafficked labour are used. - Major compliance -	Workers, staff and stakeholder interview confirm that there is no any form of forced labour or trafficked labour in the operating units. All employees have employment contract and paid the agreed national minimum wages.	Comply
6.12.2	Where applicable, it shall be demonstrated that no contract substitution has occurred. - Minor compliance –	There was no evidence of contract substitution and this was confirmed from interviews with workers and relevant stakeholders.	Comply

Criterion / Indicator		Assessment Findings	Compliance
6.12.3	Where temporary or migrant workers are employed, a special labour policy and procedures shall be established and implemented. - Major compliance -	The special policy on recruitment of foreign workers "Polisi Pengambilan Pekerja Asing" and equal opportunities "Polisi Kesetaraan Peluang" are established and the implementations are verified to be satisfactory. Review on employment contracts of foreign workers also confirmed that the policies, including minimum wages have also been duly implemented.	Comply
Criterion 6.13: Growers and millers respect human rights.			
6.13.1	A policy to respect human rights shall be documented and communicated to all levels of the workforce and operations (see Criteria 1.2 and 2.1). - Major compliance -	The Human Rights Policy "POLISI HAK ASASI MANUSIA" dated 1 June 2014 signed by Director of FELDA has been documented and communicated to all levels of the workforce and operations.	Comply
Principle 7: Responsible development of new plantings			
FELDA Bukit Sagu operating unit has a procedure for this development but has not carried any new plantings after November 2005. Therefore Principle 7 is not applicable during this assessment.			
Principle 8: Commitment to continual improvement in key areas of activity			
Criterion 8.1: Growers and millers regularly monitor and review their activities, and develop and implement action plans that allow demonstrable continual improvement in key operations.			
8.1.1	The action plan for continual improvement shall be implemented, based on a consideration of the main social and environmental impacts and opportunities of the grower/mill, and shall include a range of Indicators covered by these Principles and Criteria. As a minimum, these shall include, but are not necessarily be limited to: <ul style="list-style-type: none"> • Reduction in use of pesticides(Criterion 4.6); • Environmental impacts (Criteria 4.3, 5.1 and 5.2); • Waste reduction (Criterion 5.3); • Pollution and greenhouse gas (GHG) emissions (Criteria 5.6 and 7.8); • Social impacts (Criterion 6.1); • Optimising the yield of the supply base. - Major compliance -	Bukit Sagu mill and estates have prepared continues improvement plan including reduction of pesticide usage, pollution prevention and social improvements. Planting of beneficial plants such as Casia, Tunnera and antigonan are continuously being planted to reduce the pesticide usage. Smart weeding system is also being implemented to reduce the fresh water usage. Empty fertilizer bags are being recycled for loose fruit collection. FELDA also in the progress of upgrading staff and workers housing.	Comply

3.2 Progress against Time Bound Plan

FELDA Time Bound Plan (TBP) is included as Appendix B. Felda is operating 72 palm oil mills and has a time bound Plan to certify all the palm oil mills and supply base by 2015/2016. 27 mills already certified. FELDA is implementing a programme to achieve RSPO Certified Sustainable Palm Oil for all of its operation in Malaysia. FELDA is a RSPO member (Membership number: 1-0013- 04-000-00) since October 2004. On the basis of information provided by FELDA and that collected at the time of the audit, the Audit Team has concluded that there are no significant land conflicts, no replacement of primary forest or any area containing HCVs since November 2005, no labour disputes that are not being resolved through an agreed process and no evidence of noncompliance with the law at any of the noncertified holdings. There was no any dispute was highlighted during the stakeholder consultation conducted during this assessment. Furthermore, FELDA has undertaken self-assessment to assess the requirement and compliance to the partial certification.

There is no lapse in implementing the time bound plan. There were positive changes made to the time bound plan to complete the certification by 2015/2016 compare with the original plan of 2017 which is still maintained. This proactive measure is to ensure 100% certification by 2017 for their own mills. This is a proactive approach from Felda to show the commitment towards RSPO certification.

BSI has continued involvement with assessments of FELDA Management Units during the 2015 period. BSI is also communicating with other Certification Bodies that auditing FELDA's other operating units to identify any noncompliance with rules of partial certification as per requirement in RSPO Certification System. There are two new planting carried out at Indonesia and complied with the RSPO NPP process. FELDA consistently has kept BSI informed of any emerging issues and claims made against it. At the time of preparation of this Report, BSI is not aware of any new issues involving:

- a. Any unresolved significant land disputes;
 - b. Any replacement of primary forest or loss of HCVs;
 - c. Any labour disputes that are not being resolved through an agreed process;
 - d. Any evidence of noncompliance with any law at any of the landholdings.
- BSI considers that FELDA complies with the RSPO requirements for Partial Certification rules.

Details of the status of the Time Bound Plan as submitted by FELDA are in **Appendix A**.

3.3 Details of findings

The nonconformities are listed below.

During this first annual surveillance assessment, there was a Major nonconformities and a Minor nonconformity was raised. Bukit Sagu Palm Oil Mill and Supply Base Estates submitted Corrective Action Plans for the nonconformities. Corrective action plans with respect to the nonconformities were reviewed by the BSI audit team and accepted. The implementation of the corrective action plans to address the minor nonconformity will be followed up during the next surveillance assessment.

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Non-Conformity		
NCR No:	Description	Category (Major / Minor)
1150821M1	Requirements: 6.5.3: Growers and millers shall provide adequate housing, water supplies, medical, educational and welfare amenities to national standards or above, where no such public facilities are available or accessible.	Major
	Evidence of Nonconformity: Bukit Sagu 2/3: During site visit to Bukit Sagu 2/3 foreign workers housing, it was noted that poor surrounding environment condition. The waste was poorly managed and no waste collection bin. Rubbish were disposed at the back of the housing area and scattered. This issue has been raised as Minor NC during the Initial assessment and remains open. As per RSPO certification system, the minor NC is upgraded to Major NC during this visit.	
	Statement of Nonconformity: Foreign workers housing surrounding environment was poorly maintained.	
	Close out Evidence: The management has immediately cleared the waste at the surrounding area and disposed at the landfill. Photo evidences were submitted to the audit team. New rubbish bins were provided at the workers housing. The management had also conducted awareness training to the house tenants on maintaining the cleanliness of the surrounding on 10/3/2015. The audit team have reviewed and accepted the evidences to close out the nonconformity.	
Status	The Major NC was closed on 20/03/2015.	

Non-Conformity		
NCR No:	Description	Category (Major / Minor)
1150821N1	Requirements: 4.4.1: An implemented water management plan shall be in place.	Minor
	Evidence of Nonconformity: All operating Units: FELDA sustainable manual (Manual Lestari) Procedure No. 3.7: Water Sampling ML- 1A/L2-PR6 (0) Section 1.0 (b) requires the monitoring of river water quality need to be done once a year. However, there was no any monitoring report for 2014.	
	Statement of Nonconformity: Monitoring of river water quality was inconsistent.	
	Status: The management has immediately arranged for monitoring and prepare schedule for yearly monitoring. The implementation and result will be followed up during next surveillance.	

Positive Findings	
PF #	Description
1	The Bukit Sagu management unit has maintained a very good relationship with the local community and other stakeholders.
2	The palm oil mill has maximized the use of renewable energy by consuming shell and fibre produced internally.
Issues raised by Stakeholders	
IS #	Description
1	Issues Contractors: Contractors confirm payment is prompt as per agreed contract.
	Management Responses Payment is made as per the agreed terms.
	Audit Team Findings No other issues.
2	Issues Foreign workers representative: No issue regarding pay and condition of work. The representative highlighted that they are treated equally. All foreign workers have access to all facilities similar to local workers.
	Management Responses The management treat all employees equally and no discrimination.
	Audit Team Findings No disputes were highlighted by foreign workers interviewed during field visit.
3	Issues Settlers: It was confirmed that the management always give assistance and maintained good relationship. No other issues.
	Management Responses Management assists wherever possible.
	Audit Team Findings No other issues.
4	Issues Local workers representatives: No any unresolved disputes were highlighted.
	Management Responses Management assists wherever possible.
	Audit Team Findings No other issues.

3.3.1 Status of Nonconformities Previously Identified and Observations

Non-Conformity		
NCR No:	Description	Category (Major / Minor)
449253-1	<p>Requirements: 4.6.7: Documentary evidence that use of chemicals categorised as World Health Organisation Type 1A or 1B, or listed by the Stockholm or Rotterdam Conventions and paraquat, is reduced and/or eliminated. Adoption of suitable economic alternative to paraquat as suggested by the EB pending outcome of the RSPO study on IWM.</p>	Minor
	<p>Statement/ Evidence of Nonconformity: Document audit reveal that the use of paraquat is on increasing trend. Sagu 1: 2011: 238 Lits. and 2012: 1,249Lits. There is a increase of 1,011 Lits. Sagu 4: 2011: 3,940 Lits. and 2012: 9,895 Lits. There is an increase of 5,955 Lits.</p>	
	<p>Action Taken: During this visit, it was noted that the use of paraquat has been reduced in both estates. Details are as below: Bukit Sagu 1: 2013: 1,108Ltrs 2014: 980Ltrs Bukit Sagu 4: 2013: 4,760Ltrs 2014:2,879Ltrs The corrective action plan has been implemented and effective.</p>	
Status	The NC was closed on 28/1/2015.	

Non-Conformity		
NCR No:	Description	Category (Major / Minor)
449253-2	<p>Requirements: 5.3.2: Having identified wastes and pollutants, an operational plan should be developed and implemented, to avoid or reduce pollution.</p>	Minor
	<p>Statement/ Evidence of Nonconformity: During field visit, it is noted that the domestic waste dumping site is identified as a source of pollutant, however there is no plans to reduce or recycle. The site is poorly managed and waste is scattered everywhere until the road side at Bukit Sagu 1. At Bukit Sagu 4, it is very close to the waterways and scattered as well. Empty fruit bunch as one of the mill waste product were dumped close to the river (Sungai Batu). Empty agrochemical containers are also identified as waste and pollutant. Inspection to mill housing site and workers housing site at Bukit Sagu 4 note that the drum are being used for water storage. Lubricant empty containers were disposed behind the executive housing into a concrete fish pond.</p>	

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	<p>Mahu Berjaya contractor operating inside the Bukit Sagu 4 have his own fleet of vehicles used to transport FFB and workers. During the audit at Mahu Berjaya workshop located in Bukit Sagu 4 premises the following were noted: The used oil filters are not disposed as per schedule waste requirement. It is in the drum and expose to rain. Housekeeping was very bad with land contaminated with oil/grease.</p> <p>Action Taken: The following actions were noted during this visit: Sagu 4: New landfill has been allocated since January 2013. The area was visited during this audit and found to be managed properly. A warning letter to the contractor dated 30/3/2012 (Ref. No.: (69)330/1-1-02) sighted during the audit. No schedule waste has found at the housing area or landfill. Schedule wastes were disposed through licensed collector together with the SW from the contractor. Latest disposal was done on 8/12/14 (CN No.: 32699). Mill: EFB is being applied at the fields. Sample application record checked at Bukit Sagu 2/3 and Bukit Sagu 8 shows EFB is being applied at the rate of 35Mt/ha. Sagu 1: New landfill has been allocated since June 2013. The area was visited during this audit and found to be managed properly. The corrective action plan has been implemented and effective.</p>	
Status	The NC was closed on 28/1/2015.	

Non-Conformity		
NCR No:	Description	Category (Major / Minor)
449253-3	<p>Requirements: 5.5.3: No evidence of burning waste (including domestic waste).</p> <p>Statement/ Evidence of Nonconformity: During site visit to worker's housing at FELDA Bukit Sagu 4, found evidence that there is use of fire for burning domestic waste and this was confirmed by the workers residing at the housing site.</p> <p>Action Taken: Visit to the workers housing found rubbish bins were provided. No traces of burning waste were sighted during the visit. Interview with the workers confirmed that they no longer burn the waste as the disposed through rubbish bins which is being collected twice a week and disposed at the landfill. New "No Open Burning" signages were erected at the housing area. The corrective action plan has been implemented and effective.</p>	Minor
Status	The NC was closed on 28/1/2015.	

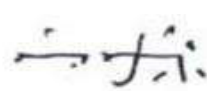

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Non-Conformity		
NCR No:	Description	Category (Major / Minor)
449253-4	<p>Requirements: 6.5.2: Labour laws, union agreements or direct contracts of employment detailing payments and conditions of employment (e.g. working hours, deductions, overtime, sickness, holiday entitlement, maternity leave, reasons for dismissal, period of notice, etc) are available in the language understood by the workers or explained carefully to them by a plantation management official in the operating unit.</p>	Minor
	<p>Statement/ Evidence of Nonconformity: 1. There is no evidence of having consent employment agreement between company and workers for deduction from the salary for utilities. (Mill) 2. Respond received from foreign worker (Nepal) mentioning that they do not fully understand the monthly pay slip. There was explanation given by management however does not detailing deduction, basic salary etc (FELDA Bukit Sagu 4) 3. Workers Contract for TKI at Felda Bukit Sagu 4 was not updated. Found that there are contracts with signature of employee and employer, however there are few which do not have both signatures. 4. Workers contracts for TKI at Felda Bukit Sagu 1 and 6 were not available for assessment.</p>	
	<p>Action Taken: The following actions were noted during this visit: Bukit Sagu 1, 4 and 6: Contract of foreign workers are available at all the operating units and signed by both management and the worker. Sample contracts checked: Indonesian worker: Passport No.: AR 188749 dated 1/3/14, Indian worker: Passport No.: L2015526 dated 2/1/15 and Nepal worker: Passport No.: O5822590 dated 1/4/14. Interview with the Nepalese workers confirmed that they were briefed on the payslip details and they understand. Mill: Consent letter from workers was available for deductions. Each worker has signed the consent letter for deduction of utility bills and FELDA loan. The corrective action plan has been implemented and effective.</p>	
Status	The NC was closed on 28/1/2015.	

Non-Conformity		
NCR No:	Description	Category (Major / Minor)
449253-5	<p>Requirements: 6.5.3: Growers and millers provide adequate housing, water supplies, medical, educational and welfare amenities in accordance with Workers' Minimum Standard of Housing and Amenities Act 1990 (Act 446) or above, where no such public facilities are available or accessible (not applicable to smallholders).</p>	Minor

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	<p>Statement/ Evidence of Nonconformity: During site visit to Felda Bukit Sagu Mill staff & worker’s housing, it was found that the housing is in poor environment condition where there are inefficient rubbish collecting, poor drainage and poor upkeep of the building. The workers housing at Bukit Sagu 1 have no approval from Jabatan Tenaga Kerja. The following are some practice observe at Workers housing quarters: Empty agro chemical and pesticide containers are placed close to the workers quarters. Waste management are not in order. Disposal of waste have no proper location or bin. Toilet is not in working order.</p>	
	<p>Action Taken: During site visit to Bukit Sagu 2/3 foreign workers housing, it was noted that poor surrounding environment condition. The waste was poorly managed and no waste collection bin. Rubbish were disposed at the back of the housing area and scattered. This issue has been raised as Minor NC during the Initial assessment and remains open.</p>	
<p>Status</p>	<p>As per RSPO certification system, the minor NC is upgraded to Major NC during this visit. (Refer NC No.: 1150821M1) and closed on 20/3/2015</p>	

Acknowledgement of Assessment Findings	Report Prepared by
<p>Name: Anthonius P. Sani</p>	<p>Name: A. Senniah</p>
<p>Company name: Felda</p>	<p>Company name: BSI Services (M) Sdn. Bhd</p>
<p>Title: Sustainability Manager</p>	<p>Title: RSPO Lead Auditor</p>
<p>Signature: </p>	<p>Signature: </p>

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Appendix A: Felda Global Ventures Plantation Sdn. Bhd. Time Bound Plan

Palm Oil Mill and Supply Base Schedule							
No. and Year	2009	2010	2011	2012	2013	2014	2015
1	Kota Gelanggi 1	Jengka 21	Adela	Belitong	Palong Timur	Neram	Krau
2	Lepar Utara 6	Jengka 3	Lok Heng	Bukit Besar	Serting Hilir	Pancing	Tersang
3		Jengka 8	Semencu	Kahang	Maokil	Besout	Serting
4		Lepar Utara 4	Waha	Kulai	Tenggaroh	Trolak	Pasoh
5		Seroja (J 18)	B. Kepayang	Nitar	T.Timur	Keratong 2	Cini 2
6		Padang Piol	Bukit Mendi	Penggeli	Kechau A	Keratong 3	Cini 3
7		Felda Segamat (Group Scheme)	Kemasul	Lepar Hilir	Kechau B	Sg. Tengi	Kemahang
8			Tementi	Bukit sagu	Fajar Harapan	Keratong 9	Chalok
9			Triang		Baiduri Ayu	Mempaga	Aring A
10						Embara. Budi	Aring B
11						Lancang. Kemudi	Kertih
12						Kalabakan	Selendang
13						Umas	Ciku
14						Kemudi. Sakti	Sampadi
15						Mercu Puspita	Pontian
16						Nilam Permata	Asia Plantation
17						Hamparan Badai	
18						Jerangan Barat	
19						Jerangan Baru	
20						Selancar 2A	
21						Selancar 2B	
Total	2	7	9	8	9	21	16
						Grand Total	72

Appendix B: FELDA – Bukit Sagu Palm Oil Mill Certification Unit RSPO Certificate Details

Felda Global Venture Plantation (M) Sdn. Bhd.
 Bukit Sagu Palm Oil Mill
 Peti Surat 331,
 26130 Kuantan, Pahang,
 Malaysia.
www.feldaglobal.com
 FELDA RSPO Membership No: 1-0013-04-000-00

BSI RSPO Certificate No: SPO 593394
 Certificate Issued Date: 12 February 2014
 Date of Expiry: 11 February 2019
 Applicable Standards: RSPO P&C 2013; RSPO Certification System June 2007 (revised March 2011); Annex 4:
 Procedures for Annual Surveillance; RSPO Supply Chain Certification Standard: November 2014 CPO Mills - Module
 – E: Mass Balance.

Bukit Sagu Palm Oil Mill and Supply Base					
Location Address	Bukit Sagu Palm Oil Mill, Peti Surat 331, 26130 Kuantan, Pahang.				
Mill Capacity	60Mt/hr				
GPS Location	Longitude: 103.1487 E Latitude: 3.9669 N				
CPO Tonnage Total	36,661				
PK Tonnage Total	9,865				
CPO Claimed for Certification	36,661				
PK Claimed for Certification	9,865				
Own estates FFB Tonnage	124,922				
Scheme Smallholder FFB Tonnage	54,438 (Bukit Sagu 1 and Bukit Sagu 2/3)				
Company's adjacent Suppliers FFB Tonnage – Other adjacent estates (Certified)	-				
Estate	Production Area		Other use (ha)	Certified Area / Total land lease (ha)	Annual FFB Production (mt)
	Mature (ha)	Immature (ha)			
Bukit Sagu 1	791.05	871.86	174.98	1,837.89	21,875
Bukit Sagu 2/3	1,471.88	0	189.88	1,661.76	32,563
Bukit Sagu 4	2,399.52	619.82	184.64	3,203.98	31,673
Bukit Sagu 6	1,265.40	276.58	218.67	1,760.65	21,769
Bukit sagu 7	2,185.30	0	268.59	2,453.89	34,693
Bukit Sagu 8	1,802.49	0	208.86	2,011.35	36,787
TOTAL	9,915.64	1,768.26	1,245.62	12,929.52	179,360

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Appendix C: Assessment Plan

PRELIMINARY AGENDA					
Date	Time	Subjects	Senniah	Kelvin	Muhd Haris
Monday 26/01/2015	AM	Audit Team travelling to the site.	√	√	√
	PM	External Stakeholder Meeting	√	-	√
Tuesday 27/01/2015	08.30 – 09.00	Opening Meeting: Opening Presentation by Audit team leader. Confirmation of assessment scope and finalize Audit plan (including stakeholder's consultation).	√	√	√
	09.00 – 12.00	Bukit Sagu Palm Oil Mill Inspection: FFB receiving, warehouse, workshop, wastes management & Landfill, Effluent Ponds, OSH & ERP, Environment issues, POME application, water treatment, staff, workers and contractor interview, housing and facility inspection, clinic, etc.	√	√	-
	10.00 – 12.00	Meeting stakeholders (Government, village rep, smallholders, Workers Leader, contractor etc.)	-	-	√
	12.00 – 13.00	Lunch	√	√	√
	13.00 – 16.30	Bukit Sagu Palm Oil Mill: Visit to laboratory, weighbridge and palm product storage area. Document Review P1 – P8: SOPs, Supply chain for CPO mill, Review on SEIA documents and records, wage records, employee data, training records, legal permits, mill inspection and internal monitoring records, CIP & implementation etc. Verify previous nonconformities.	√	√	√
	16.30-17.00	Interim Closing briefing.	√	√	√
Wednesday 28/01/2015	08.30 – 12.00	Bukit Sagu 2/3 Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH&ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc), agrochemical mixing area, Schedule waste management, worker housing, clinic, Landfill, , etc.	√	-	-
	08.30 – 10.30	Visit to Bukit Sagu 1 and Bukit Sagu 4 to verify the previous nonconformities corrective actions implementation.	-	-	√
	10.30 – 12.00	Document Review and meeting stakeholder.	-	-	√
	12.00 – 13.00	Lunch	√	-	√
	13.00 – 16.30	Bukit Sagu 2/3 Document review P1 – P8: (General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records, OSH records, review pay documents, records of communication with stakeholder/workers representatives, new planting, CIP and implementation etc).	√	-	√
	16.30-17.00	Interim Closing Briefing	√	-	√
Thursday 29/01/2015	8.30 – 12.00	Bukit Sagu 8 Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH&ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc), agrochemical mixing area, Schedule waste management, worker housing, clinic, Landfill, , etc.	√	-	√
	12.00 – 13.00	Lunch	√	-	√
	13.00 – 16.30	Bukit Sagu 8 Document review P1 – P8: (General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records, OSH records, review pay documents, records of communication with stakeholder/workers representatives, new planting, CIP and implementation etc).	√	-	√
	16.30-17.00	Interim Closing Meeting	√	-	√
Friday 30/01/2015	8.00 – 12.00	Document Review continues at mill	√	-	√
	12.00 – 13.00	Lunch &	√	-	√
	13.00 – 15.00	Verify outstanding issues and prepare for closing meeting	√	-	√
	15.00 – 16.00	Closing meeting.	√	-	√

Appendix D: Stakeholders Contacted

<p><u>Internal Stakeholders</u></p> <p>Managers and Assistants Male Mill Staff/Workers Female Mill Staff/Workers Foreign Worker Male and Female Estate workers Joint Consultative Committee Gender Committee Secretary</p>	<p><u>External Stakeholders</u></p> <p>Head of the Village Mosque Committee Settlers committee</p>
<p><u>Government Departments</u></p> <p>School Labour Department Department of Occupational Safety and Health Clinic</p>	<p>Electrical Contractor General Supplier</p>

Appendix E: Bukit Sagu Palm Oil Mill Supply Chain Assessment (Module E: Mass Balance)

Requirements	Compliance
E.1 Definition	
<p>E.1.1 Certification for CPO mills is necessary to verify the volumes of certified and uncertified FFB entering the mill and volume sales of RSPO certified producers. A mill may be taking delivery of FFB from uncertified growers, in addition to those from its own certified land base. In that scenario, the mill can claim only the volume of oil palm products produced from processing of the certified FFB as MB.</p>	<p>Bukit Sagu Palm Oil Mill receives and process both certified and non-certified FFB. Therefore, it uses the Mass Balance supply chain system and module. During the P&C assessment, the audit team verified the volumes and sources of certified and non-certified FFB entering the mill, the implementation of processing controls and volume sales of RSPO certified Products.</p>
E.2 Explanation	
<p>E.2.1 The estimated tonnage of CPO and PK products that could potentially be produced by the certified mill must be recorded by the CB in the public summary of the P&C certification report. This figure represents the total volume of certified palm oil product (CPO and PK) that the certified mill is allowed to deliver in a year. The actual tonnage produced should then be recorded in each subsequent annual surveillance report.</p>	<p>The estimated tonnage of CPO and PK products that could potentially be produced by the certified mill is recorded in this public summary report.</p>
<p>E.2.2 The mill must also meet all registration and reporting requirements for the appropriate supply chain through the RSPO supply chain managing organization (RSPO IT platform or book and claim).</p>	<p>The mill has met all registration and reporting requirements for the appropriate supply chain through the RSPO supply chain managing organization (RSPO IT platform or book and claim).</p>
E.3 Documented procedures	
<p>E.3.1 The site shall have written procedures and/or work instructions to ensure the implementation of all the elements specified in these requirements. This shall include at minimum the following:</p> <ul style="list-style-type: none"> a) Complete and up to date procedures covering the implementation of all the elements in these requirements; b) The name of the person having overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person shall be able to demonstrate awareness of the site procedures for the implementation of this standard. 	<p>Bukit Sagu Mill has procedures for the incoming FFB, processing and outgoing Crude Palm Oil and Palm Kernel for the traceability with Mass Balance model covering certified and non-certified FFB received.</p> <p>The mill manager and assistant manager have awareness of the supply chain system. The manager has overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements.</p>
<p>E.3.2 The site shall have documented procedures for receiving and processing certified and non-certified FFBs.</p>	<p>Bukit Sagu Mill has documented procedures for the incoming FFB, processing and outgoing palm products (CPO and PK). System available to make marking on the receiving documents to differentiate the certified and non-certified FFB received.</p>
E.4 Purchasing and goods in	
<p>E.4.1 The site shall verify and document the volumes of certified and non-certified FFBs received.</p>	<p>Daily records are prepared at the entry point at the weighbridge. Daily summary and monthly summary documented for all the certified and non-certified FFB. Records verified by internal and external audit.</p>
<p>E.4.2 The site shall inform the CB immediately if there is a projected overproduction of certified tonnage.</p>	<p>The facilities aware of this procedure.</p>

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E.5 Record keeping	
<p>E.5.1 a) The site shall record and balance all receipts of RSPO certified FFB and deliveries of RSPO certified CPO and PK on a three-monthly basis.</p> <p>(b) All volumes of palm oil and palm kernel oil that are delivered are deducted from the material accounting system according to conversion ratios stated by RSPO.</p> <p>c) The site can only deliver Mass Balance sales from a positive stock. Positive stock can include product ordered for delivery within three months. However, a site is allowed to sell short.(ie product can be sold before it is in stock.)</p>	<p>Daily records are prepared at the entry point at the weighbridge. Daily summary and monthly summary documented for all the certified and non-certified FFB. Computerized system in place.Records verified by internal and external audit.</p> <p>Computerized system in place with the delivery deducted accordingly.</p> <p>The Mill aware that only positive stock can be delivered. No short selling.</p>
<p>E.5.2 In cases where a mill outsources activities to an independent palm kernel crush, the crush still falls under the responsibility of the mill and does not need to be separately certified. The mill has to ensure that the crush is covered through a signed and enforceable agreement</p>	<p>No outsourcing activities.</p>

Actual Certified Palm Production - 01 January 2014 - 31 December 2014 (IAV)

MILL	CAPACITY	CPO	PK
Bukit Sagu Palm Oil Mill	60 mt/hr	27,412	6,706

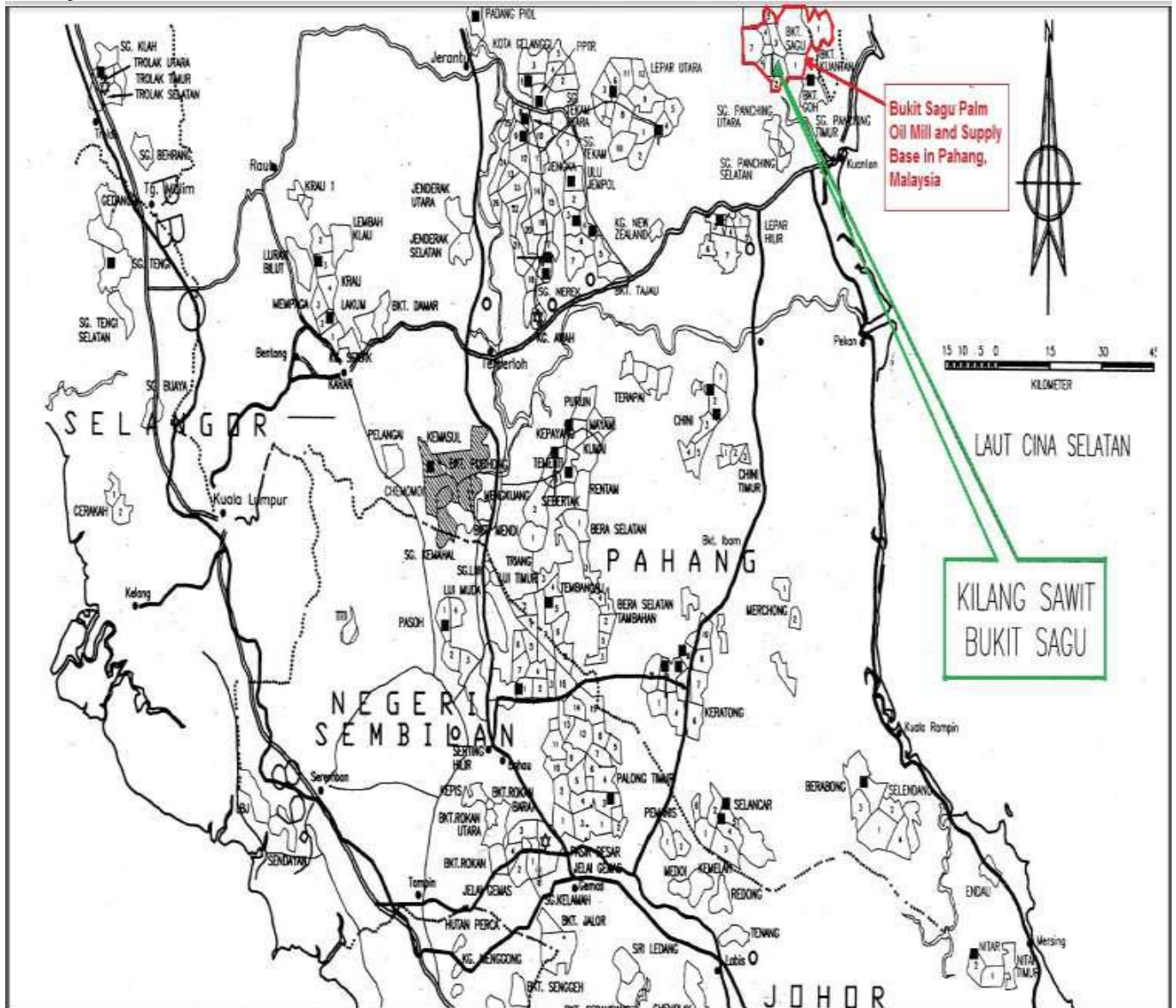
Actual Sales of Certified Palm Products - 01 January 2014 - 31 December 2014 (IAV)

Records of Certified Sustainable Palm Oil (CSPO) and Certified Palm Kernel (CPK) Sold (Tonnage) to each buyer (Year 2014)				
Month	CSPO (mt)		CPK (mt)	
	tonnage	Buyer	tonnage	Buyer
TOTAL	0	No CSPO Sold	0	No CSPK sold

Actual Certified FFB Received Monthly - 01 January 2014 - 31 December 2014

Records of Certified FFB Received (Tonnage) on Monthly Basis (Year 2014)							
Month	Supply Base						Total FFB/Month
	BS1	BS2/3	BS4	BS6	BS7	BS8	
January 2014	823	0	1,625	1,572	2,834	1,750	8,604
February 2014	733	0	1,672	1,014	1,968	1,088	6,475
March 2014	1,044	0	2,273	1,662	2,891	1,907	9,777
April 2014	1,485	0	2,396	1,668	2,895	2,484	10,928
May 2014	1,433	0	2,000	1,484	2,992	2,562	10,471
June 2014	1,273	0	1,732	734	2,629	2,417	8,785
July 2014	1,596	0	2,091	936	2,601	3,401	10,625
August 2014	2,226	0	2,850	1,586	3,540	4,486	14,688
September 2014	1,810	0	2,845	1,485	2,928	3,893	12,961
October 2014	1,869	38.	2,829	1,565	2,801	3,885	12,987
November 2014	1,627	130	2,655	1,463	2,796	3,193	11,864
December 2014	816	110	1,475	918	1,755	1,872	6,946
TOTAL	16,735	278	26,443	16,087	32,630	32,938	125,111

Appendix F: Location Map of Bukit Sagu Palm Oil Mill and Supply Base in Pahang, Malaysia



Appendix H: List of Abbreviations Used

ASA1	Annual Surveillance Assessment 1
BOD	Biological Oxygen Demand
BS	Bukit Sagu
CHRA	Chemical Health Risk Assessment
CPO	Crude Palm Oil
DOE	Department of Environment
DOSH	Department of Occupational Safety & Health
EFB	Empty Fruit Bunch
EMS	Environmental Management System
FFB	Fresh Fruit Bunch
GMP	Good Manufacturing Practice
HCV	High Conservation Value
IAV	Initial Assessment Visit
IPM	Integrated Pest Management
ISCC	International Sustainable Carbon Certification
MAPA	Malaysian Agriculture Producers Association
MPOA	Malaysian Palm Oil Association
MSDS	Material Safety Data Sheet
PK	Palm Kernel
PPE	Personal Protective Equipment
PSQM	Plantation Sustainability and Quality Management
RSPO	P&C Roundtable on Sustainable Palm Oil Principle & Criteria
SCCS	Supply Chain Certification Standard
SEIA	Social & Environmental Impact Assessment
SIA	Social Impact Assessment
SOP	Standard Operating Procedure