

**MALAYSIAN SUSTAINABLE PALM OIL  
ANNUAL SURVEILLANCE ASSESSMENT (ASA 1)  
Public Summary Report**

<b>FGV Holdings Berhad</b>
Client company Address: Level 20 West, Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur, Malaysia
Certification Unit: FGV Palm Industries Sdn Bhd Wa Ha Palm Oil Mill and Supply Base
Location of Certification Unit: Kilang Sawit Wa Ha Jalan Rusa Felda Simpang Wa Ha 81907 Kota Tinggi, Johor, Malaysia

**Report prepared by:**  
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**Report Number: 9673535**

**Assessment Conducted by:**  
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## Section 1: Executive Summary

<b>1.1 Organizational Information and Contact Person</b>			
Company Name	FGV Holdings Berhad		
Mill/Estate	MPOB License No.	Expiry Date	
FGVPISB Wa Ha Palm Oil Mill	500171704000	31 March 2020	
FGVPM Bukit Aping Selatan Estate	616064002000	31 December 2020	
Address	Plantations Sustainability Department, Level 20 West, Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur, Malaysia  Kilang Sawit Wa Ha, Jalan Rusa Felda Simpang Wa Ha, 81907 Kota Tinggi, Johor, Malaysia		
Certification Unit	Wa Ha Palm Oil and Supply Base		
Contact Person Name	En Ameer Izyanif Bin Hamzah		
Website	<a href="http://www.fgvholdings.com">http://www.fgvholdings.com</a>	E-mail	ameer.h@fgvholdings.com
Telephone	+603 2859 1995	Facsimile	+603 2859 1311

<b>1.2 Certification Information</b>			
Certificate Number	Mill: MSPO 693245 Estate: MSPO 693246		
Issue Date	22/02/2019	Expiry date	21/02/2024
Scope of Certification	Mill: Production of Sustainable Palm Oil and Palm Oil Products Estate: Production of Sustainable Oil Palm Fruits		
Standard	MS 2530-3:2013 General principles for oil palm plantations and organised smallholders MS 2530-4:2013 General principles for palm oil mills		
Stage 1 Date	19-20 July 2018		
Stage 2 / Initial Assessment Visit Date (IAV)	16-17 October 2018		
Continuous Assessment Visit Date (CAV) 1	9-10 January 2020		
Continuous Assessment Visit Date (CAV) 2	NA		
Continuous Assessment Visit Date (CAV) 3	NA		
Continuous Assessment Visit Date (CAV) 4	NA		
<b>Other Certifications</b>			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date

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OHS 00691	OHSAS 18001:2007	SIRIM QAS International Sdn Bhd	23.02.2020
RSPO 693243	RSPO Principles & Criteria for Sustainable Palm Oil Production: 2018; Malaysian National Interpretation: 2019; with Supply Chain Mass Balance Module	BSI Services Malaysia Sdn Bhd	21.02.2024

### 1.3 Location of Certification Unit

Name of the Certification Unit (Palm Oil Mill/ Estate/ Smallholder/ Independent Smallholder)	Site Address	GPS Reference of the site office	
		Longitude	Latitude
Wa Ha Palm Oil Mill	Kilang Sawit Wa Ha, Jalan Rusa Felda Simpang Wa Ha, 81907 Kota Tinggi, Johor, Malaysia	104.075555	1.792222
Bukit Aping Selatan Estate	Pejabat Ladang FGVPM Bukit Aping Selatan, D/A Felda Bukit Wa Ha, 81900 Kota Tinggi, Johor, Malaysia	104.073333	1.755083

### 1.4 Certified Area

Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
Bukit Aping Selatan Estate	851.96	0	290.69	1142.65	74.56%
<b>TOTAL</b>	851.96	0	290.69	1142.65	

### 1.5 Plantings & Cycle

Estate	Age (Years)					Mature**	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
Bukit Aping Selatan Estate		432.09	419.87			851.96	0
<b>Total (ha)</b>		432.09	419.87			851.96	0

### 1.6 Certified Tonnage of FFB

Estate	Tonnage / year		
	Estimated (Oct 18 – Sept 19)	Actual (Feb 2019 – Dec 2019)	Forecast (Jan 2020 – Dec 2020)
Bukit Aping Selatan Estate	258,215.64	11,700.00	15,522.00
<b>Total</b>	258,215.64	11,700.00	15,522.00

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<b>1.7 Uncertified Tonnage of FFB</b>			
Estate	Tonnage / year		
	Estimated (Oct 18 – Sept 19)	Actual (Feb 2019 –Dec 2019)	Forecast (Jan 2020 – Dec 2020)
Smallholder		248,489.95	
<b>Total</b>		<b>248,489.95</b>	

<b>1.8 Certified Tonnage</b>			
Mill Capacity: 54 MT/hr  SCC Model: MB	Estimated (Oct 18 – Sept 19)	Actual (Feb 2019 –Dec 2019)	Forecast (Jan 2020 – Dec 2020)
	FFB	FFB	FFB
	258,215.64MT	11,700.00 MT	15,522.00
	CPO (OER: 21.1%)	CPO (OER: 21.3%)	CPO (OER: 21.64%)
	54,483.50	2,492.10	3358.96
	PK (KER: 5.58%)	PK (KER: 5.31%)	PK (KER: 5.5%)
	14,434.25	621.27	853.71

<b>1.9 Actual Sold Volume (CPO)</b>					
CPO (MT)	MSP0 Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
	0	0	718.09	919.00	1637.09

<b>1.10 Actual Sold Volume (PK)</b>					
PK (MT)	MSP0 Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
	0	0	395.06 MT	110.00	505.06

## Section 2: Assessment Process

BSI is a leading global provider of management systems assessment and certification, with more than 80,000 certified locations and clients in over 190 countries. BSI Standards is the UK's National Standards Body. BSI provides independent, third-party certification of management systems.

### Assessment Methodology, Programme, Site Visits

This on-site assessment was conducted from 9-10 January 2020. The audit programme is included as Appendix A. The approach to the audit was to treat the Wa Ha POM and Supply Base as a MSPO Certification Unit. A range of environmental and social factors were covered. This includes consideration of topography, palm age, proximity to areas with HBVs, 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 and external stakeholders, review of documentation and monitoring data. MS 2530-3:2013 and MS 2530-4:2013 were used to guide the collection of information to assess compliance. The comments made by external stakeholders were also taken into account in the assessment.

The estates or smallholders sample were determined based on formula  $S = r\sqrt{n}$  where  $n$  is the number of estates while when applicable, the smallholders sample were determined following the MSPO Certification Requirement. The sampling of smallholders were based on the formula  $(r\sqrt{n})$ ; where  $r$  is the risk factor (may defers 1, 1.5 and 2 depending on risk), where  $n$  is total number of group members. The sampled smallholder listed in Appendix C.

Meetings were held with stakeholders to seek their views on the performance of the company with respect to the MSPO requirements and aspects where they considered that improvements could be made. At the start of each meeting, the interviewer explained the purpose of the audit followed by an evaluation of the relationship between the stakeholder and the company before discussions proceeded. The interviewer recorded comments made by stakeholders and these have been incorporated into the assessment findings.

Structured worker interviews with male and female workers and staff were held in private at the workplace in the mill and the estates. Fieldworkers were interviewed informally in small groups in the field. In addition, the wives of workers and staff were interviewed in informal group meetings at their housing. Separate visits were made to each of the local communities to meet with the village head and residents. Company officials were not present at any of the internal or external stakeholder interviews. A list of Stakeholders contacted is included as Appendix B.

All the previous nonconformities are remains closed. The assessment findings for the initial assessment are detailed in Section 4.2.

This report is structured to provide a summary of assessment finding as attached in the Section 3. The assessment was based on random samples and therefore nonconformities may exist that have not been identified.

This report was externally reviewed by MSPO approved Peer Reviewer prior to certification decision by BSI.

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

<b>Assessment Program</b>					
<b>Name (Mill / Plantation / Group smallholders)</b>	<b>Year 1 (Certification)</b>	<b>Year 2 (ASA 1)</b>	<b>Year 3 (ASA 2)</b>	<b>Year 4 (ASA 3)</b>	<b>Year 5 (ASA 4)</b>
Wa Ha POM	√	√	√	√	√
Bukit Aping Selatan Estate	√	√	√	√	√

**Tentative Date of Next Visit: January 7, 2021 - January 8, 2021**

**Total No. of Mandays: 4**

**2.1 BSI Assessment Team**

<b>Team Member Name</b>	<b>Role</b>	<b>Qualifications</b>
Muhamad Naquiddin Mazeli	Team Leader	He graduated with Bachelor of Science Horticulture at University Putra Malaysia. He started his career in 2009 as Researcher at Sime Darby Research Seed Centre and manage for Quality control for seed production for paddy, chilli and corn with collaboration with Malaysian Agricultural Research and Development Institute (MARDI) for 4 years. During the period, he was also involved with Nestle project on Red Rice production. He later joins the Sime Darby Plantation Berhad Sustainability Team in 2013 as Sustainability Executive. Joining the sustainability team, he managed, implemented and monitored the RSPO, ISCC, MSPO and ISO 9001 and ISO 18001 certification requirements for the estates, mills, refineries and Smallholder scheme. He also support in providing training and internal audits related to RSPO, MSPO and other certifications where applicable to the operations within Sime Darby Plantation. He is a trained Safety Officer and he managed the Occupation Safety and Health of Northern Region Sime Darby Plantation Berhad operations. During this assessment, he assessed on the aspects of legal, mill best practices, safety and health and workers consultation.
Hafriazhar Mohd Mokhtar	Team Member	Hafriazhar Mohd. Mokhtar is a Chemical Engineer by qualification. He has more than five years of direct work experience in the upstream processes of palm oil within the plantation industry. He is a qualified Lead Auditor for CDM, ISO 14001, ISO 50001 and ISO 9001 and has accumulated more than 500 audit days throughout his current career as the auditor for multiple disciplines covering Malaysia, Indonesia and Thailand. He has been trained in the RSPO P&C and SCCS standards and recently completed his RSPO P&C Lead Assessor training and has been involved in RSPO audits within Malaysia, Papua New Guinea and Solomon Islands. During this assessment, he assessed on the aspects of legal, social and stakeholder engagement. Able to communicate in Bahasa Malaysia and English.

**2.2 Assessment Plan**

The Assessment plan was sent to the client prior to the assessment (attached assessment plan).

Date	Time	Subjects	MN	HM
Thursday, 9/1/2020	0800-0830 0830-0900	Opening Meeting with RSPO: <ul style="list-style-type: none"> <li>Opening Presentation by Audit team leader.</li> </ul> Confirmation of assessment scope and finalize Audit plan.	√	√
	0900-1230	Waha POM Inspection: FFB receiving, warehouse, workshop, waste management & Landfill, Effluent Ponds, OSH & ERP, Environment issues, POME application, water treatment, staff, workers and contractor interview, housing and facility inspection, clinic, meeting stakeholders etc.	√	√
	1230-1330	Lunch	√	√
	1330-1630	Document review (MS:2530 Part 4), P1: Management commitment and responsibility, P2: Transparency, P3: Compliance to legal requirement, P4: Social responsibility, health safety and employment condition, P5: Environment, natural resources, biodiversity and ecosystem services and P6 : Best practices, P7: Development of New Planting	√	√
	1630-1700	Interim Closing briefing	√	√
Friday, 10/1/2020	0830–1230	Bukit Aping Selatan Estate 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.	√	√
	1230–1330	Lunch	√	√
	1330–1600	Document review (MS:2530 Part 3), P1: Management commitment and responsibility, P2: Transparency, P3: Compliance to legal requirement, P4: Social responsibility, health safety and employment condition, P5: Environment, natural resources, biodiversity and ecosystem services and P6 : Best practices, P7: Development of New Planting	√	√
	1600-1700	Interim Closing briefing	√	√



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Date	Time	Subjects	MN	HM
	1600-1700	Finalization of audit findings & preparation of closing meeting	√	√
	1700-1730	Closing meeting	√	√
Saturday 11/1/2020	0800-1700	Travelling back from Kota Tinggi to Kuala Lumpur	√	√

### Section 3: Assessment Findings

#### 3.1 Details of audit results

This assessment has been assessed using the following MSPO normative requirements. The assessment details are provided in Appendix A.

- MSPO MS 2530-2:2013 – General Principles for Independent Smallholders
- MSPO MS 2530-3:2013 – General Principles for Oil Palm Plantations and Organized Smallholders
- MSPO MS 2530-4:2013 – General Principles for Palm Oil Mills

#### 3.2 Details of Nonconformities and Opportunity for improvement

The nonconformity is listed below.

During the Certification Assessment there were 1 Major & no Minor nonconformities raised. The FGV Wa Ha and Supply Base Certification unit submitted Corrective Action Plans for the nonconformity. Corrective action plans with respect to the nonconformity was reviewed by the BSI audit team and accepted.

The implementation of the Corrective Actions for the Major Non-conformity (has been verified for its effectiveness and closed accordingly).

Major Nonconformities		
Ref: 1871673-202001-M1	Area/Process: FGV Wa Ha Mill and Supply base	Clause: 4.3.1.1 Part 4
	Issue Date: 9 Jan 2020	Due Date: 10 April 2020
Requirements:	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.	
Statement of Nonconformity:	The evidence of compliance with some legal [ref: Jadual Pematuhan (License No.:004743, validity 1/7/2019-30/6/2020)] was not adequately demonstrated	
Objective Evidence:	The EFB leachate from the stockyard located just beside the mill premise was not channeled to the effluent treatment plant as required in item 11.2 of the Jadual Pematuhan	
Corrections:	1) Budget applied for top management approval for purchase of pump for Channel EFB leachate directly to effluent system. 2) The EFB Leachate is inserted into the tanker by using the pump and transferred to the effluent system for short term.	
Root cause analysis:	No monitoring on DOE's compliance schedule (Jadual Pematuhan) due to change on person of incharge of new mill management.	
Corrective Actions:	1) Appoint person incharge for management to monitor the issue of leachate & DOE compliance by regular monitoring every 6 months by Person in charge and handle the OER( Online Environmental Report) reporting. 2) Discussion and sending notice with the plantation management of FGVP and outsource supplier for reuse of EFB to reduce EFB quantity at mill	

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Assessment Conclusion:	As per document review, the management already appoint Mohamed Hairi dated 20 Jan 2020 as environmental Person incharge specific for leachate issue. Meeting on 2/3/2020 already mention the issue regarding leachate to propose for pump direct from efb into leachate area. Evidence as per picture, letter for EFB sale to other party and budget VT(51)4058/WH/03/2020 dated 27/3/2020. Corrective action is found to be effective, thus the major NC was closed on 31/3/2020 based off-site verification and supported with sufficient documented evidence. Continuous implementation will be further verified in the assessment. This Justification is according to off-site verification due to Movement Control Order (MCO) dated 18 March until 14 April 2020 cause by N-Covid virus issue.
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**Noteworthy Positive Comments**

1.	Good cooperation within operating unit and others
2.	Have a good relation between stakeholder and operating unit

**3.3 Status of Nonconformities Previously Identified and OFI**

<b>Major Nonconformities:</b>		
Ref: 1697126-201804-M1	Area/Process: FGV Wa Ha Mill and Supply Base	Clause: 4.3.1.1 Part 3
	Issue Date: 17Oct 2018	Due Date: 16 Oct 2019
Requirements:	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations	
Statement of Nonconformity:	No evidence of permit of purchase and storage of petrol as per Peraturan-peraturan Kawalan Bekalan 1974 requirement.	
Objective Evidence:	Found petrol been stored in Ladang Bukit Aping Selatan Store without valid permit	
Corrections:	Application for petrol storage permit and training records of person in charge of petrol storage license.	
Root cause analysis:	No training been provided to the person in charge on monitoring the petrol storage permit license.	
Corrective Actions:	Management to monitor person in charge on petrol storage permit and to make monthly checking on permits and licenses.	
Assessment Conclusion:	Audit team have reviewed the evidence summited and the major NC is satisfactorily closed. Continuous implementation of corrective action taken will be further verified in the next assessment visit. The major NC was closed out on 28.12.2018 after the evidence of Permit Barang Kawalan Berjadual, No siri: J033377, No rujukan: KPDNKK.J.KTG/PERMIT KHAS 0803 (PD) for Diesel 100 L/day and Petrol Ron 95 20 L/day valid from 11 November 2018 until 10 May 2019.	
Verification Statement	During audit ASA 1, the management already appoint person incharge in permit renewal and as per document verification the permit for all was available and up to date. However during site visit found The EFB leachate from the stockyard located just beside the mill premise was not channelled to the effluent treatment plant as required in item 11.2 of the Jadual Pematuhan. Thus Major NC was issue in same indicator.	



### 3.4 Summary of the Nonconformities and Status

CAR Ref.	CLASS	ISSUED	STATUS
1697126-201804-M1	Major	17 October 2018	Close on 28 December 2018
1871673-202001-M1	Major	10 January 2020	Close on 30 March 2020

### 3.5 Issues Raised by Stakeholders

Stakeholders comment	
1	<p><b>Feedbacks:</b> <u>Mill and estate vendors (Contractors &amp; Suppliers)</u> The payment received is within the timeline. It was a long term business relationship and no other issue.</p>
	<p><b>Management Responses:</b> Noted on the information.</p>
	<p><b>Audit Team Findings:</b> No other issue.</p>
2	<p><b>Feedbacks:</b> <u>Felda Bukit Easter Management</u> The boundary from FGV estates are clearly demarcated. No land dispute issue.</p>
	<p><b>Management Responses:</b> Noted on the information.</p>
	<p><b>Audit Team Findings:</b> No other issue.</p>
3	<p><b>Feedbacks:</b> <u>Ketua peneroka Felda Bukit Easter</u> As the FELDA settler who sent FFB to Waha POM, the FFB price was displayed and inform to them.</p>
	<p><b>Management Responses:</b> Noted on the information.</p>
	<p><b>Audit Team Findings:</b> No other issue.</p>
4	<p><b>Feedbacks:</b> <u>Gender Committee Representatives</u> No sexual harassment cases reported so far. Meeting and activities were conducted actively year round. No domestic violence cases too.</p>
	<p><b>Management Responses:</b> Noted on the information.</p>
	<p><b>Audit Team Findings:</b> No other issue.</p>
5	<p><b>Feedbacks:</b> <u>Wa Ha POM Canteen operator</u> No issue been raised. The canteen operated from morning until evening. The water used for cook and drinks are come from clean water supply from house which they bring themselves.</p>
	<p><b>Management Responses:</b> Noted on the information.</p>
	<p><b>Audit Team Findings:</b> No other issue.</p>

**Section 4: Assessment Conclusion and Recommendation**

<b>Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings</b>	
Based on the findings during the assessment <i>FGV Wa Ha and Supply Base</i> Certification Unit complies with the MS 2530-3:2013 and MS 2530-4:2013. It is recommended that the certification of <i>FGV Wa Ha and Supply Base</i> Certification Unit is approved and/or continued.	
<b>Acknowledgement of Assessment Findings</b>	<b>Report Prepared by</b>
<b>Name:</b> Ahmad Shahrir Bin Ismail	<b>Name:</b> MUHAMAD NAQUIDDIN MAZELI
<b>Company name:</b> FGV Holdings Berhad	<b>Company name:</b> BSI SERVICES (M) Sdn Bhd
<b>Title:</b> Senior Manager	<b>Title:</b> Client Manager
<b>Signature:</b> 	<b>Signature:</b> 
<b>Date:</b> 08/04/2020	<b>Date:</b> 4/4/2020

**Appendix A: Summary of the findings by Principles and Criteria**

**Malaysian Sustainable Palm Oil Part 3: General principles for Plantations and Organized Smallholders**

Criterion / Indicator		Assessment Findings	Compliance
<b>4.1 Principle 1: Management commitment &amp; responsibility</b>			
<b>Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy</b>			
<b>4.1.1.1</b>	A policy for the implementation of MSPO shall be established. <b>- Major compliance -</b>	Group Sustainability Policy, Policy No: FGV/SED/POL/001 rev 1 dated 24.8.17 has includes the MSPO implementation is established and publicly available.	Complied
<b>4.1.1.2</b>	The policy shall also emphasize commitment to continual improvement. <b>- Major compliance -</b>	The policy explain that FGV is supporting the MSPO and committed to ensure that all FGV operation comply with MSPO. The latest training was done on 10 Oct 2019 as per training record.	Complied
<b>Criterion 4.1.2 – Internal Audit</b>			
<b>4.1.2.1</b>	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. <b>- Major compliance -</b>	Internal audit was planned and conducted as per the documented Internal audit procedure, Doc No: FGV/ML-1A/L2-Pr11, issue 1, version 0 dated 01.06.2016. Annual audit schedule for 2020 was scheduled December. The MSPO internal audit was carried out together with RSPO as Sustainability Audit on 9-10 Dec 2019 by Plantation Sustainability Department team.	Complied
<b>4.1.2.2</b>	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of	The Internal audit procedure, Doc No: FGV/ML-1A/L2-Pr11, issue 1, version 0 dated 01.06.2016 was used as reference for audit process.	Complied

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	strengths and root causes of nonconformities, in order to implement the necessary corrective action. <b>- Major compliance -</b>	Audit results of both audits were documented under internal audit summary. The audit resulted of no Non-conformities.	
<b>4.1.2.3</b>	Report shall be made available to the management for their review. <b>- Major compliance -</b>	Sighted the internal audit checklist for Sustainability 2019 dated 9-10 Dec 2019 which comprising RSPO and MSPO audit findings.	Complied
<b>Criterion 4.1.3 – Management Review</b>			
<b>4.1.3.1</b>	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification. <b>- Major compliance -</b>	Bukit Aping Selatan has conducted the MSPO management review on 12 Dec 2019, Document no: 01/2019, attended by 13 people. Among the issues discuss are audit results, customer satisfaction, products, environments and social, replanting, management review and continuous improvement.	Complied
<b>Criterion 4.1.4 – Continual Improvement</b>			
<b>4.1.4.1</b>	The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company. <b>- Major compliance -</b>	FGVPM Bukit Aping Selatan Estate has developed continual improvement plan based on following environmental, social and quality objectives:  - Reduction of pesticide consumption: IPM implementation – barn owl box installation, beneficial plant planting etc.	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<ul style="list-style-type: none"> <li>- Reduction of environmental impact: Subsoil fertilizer application, empty chemical container disposal management, slope area low cover crop planting – mucuna, maximize 3R, zero open burning</li> <li>- Upgrade of amenities infrastructure: futsal, badminton &amp; volleyball court, football field, grocery shops, housing</li> </ul> <p>Community programs: festive season, educational, youth development; economic and income growth program</p>	
<b>4.1.4.2</b>	<p>The company shall establish a system to improve practices in line with new information and techniques or new industry standards and technology (where applicable) that are available and feasible for adoption.</p> <p><b>- Major compliance -</b></p>	<p>Technique introduced in FGVPM estates as “Implement Tractor” which implementing the use of tractor with compatible machine such grader, back-pusher, rotor-slasher, spreader and tipper trailer. The estate also use Mini Tractor Grabber for flat area FFB evacuation.</p>	Complied
<b>4.1.4.3</b>	<p>An action plan to provide the necessary resources including training, to implement the new techniques or new industry standard or technology (where applicable) shall be established.</p> <p><b>- Major compliance -</b></p>	<p>Action plan mostly involved training of workers for the implementation of mechanization techniques within estate field operation established for FGVPM estates.</p>	Complied
<b>4.2 Principle 2: Transparency</b>			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
<b>4.2.1.1</b>	<p>The management shall communicate the information requested by the relevant stakeholders in the appropriate languages and</p>	<p>MSPO requirements were communicated to internal stakeholders among employees during daily muster assembly and meetings as</p>	Complied



Criterion / Indicator	Assessment Findings	Compliance
<p>forms, except those limited by commercial confidentiality or disclosure that could result in negative environmental or social outcomes.</p> <p><b>- Major compliance -</b></p>	<p>recorded in the muster briefing records latest on 16/10/2019 to all both employees of mill and estate. MSPO requirements were also communicated too to all external stakeholders during consultation meeting latest conducted on 31/10/2019. The stakeholders includes contractors, school representatives, neighbour villagers, etc.</p> <p>Contractors and suppliers in general were briefed and provided with FGV Supplier Code of Conduct (SCOC); April 2019 prior to contractual engagement. The SCOC also available via FGV company's website link <a href="http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf">http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf</a> where the SCOC were specified relevant terms of Labour Standards as well as legality to be complied with by suppliers.</p> <p>Sample of other contract including the following:</p> <ul style="list-style-type: none"> <li>- Contractor: Eng Huat Latex; Tender ref. # WH2038/2019; Contract work: FFB diversion transport; Letter ref. # (01)WH2038/4058/19; Date: 12/9/2019</li> <li>Contractor: Liga Cempaka Sdn. Bhd.; Tender ref. # WH2006/2019; Contract work: Effluent pond desludging; Letter ref. # (01)WH2006/4058/19; Date: 13/2/2019</li> </ul>	
<p><b>4.2.1.2</b> Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.</p> <p><b>- Major compliance -</b></p>	<p>Documents i.e. policy and work procedures are available and contractors knows that they can obtain it from the office. Workers are also aware on the documents i.e. sustainability policy and safe work procedures.</p>	<p>Complied</p>

Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.2.2 – Transparent method of communication and consultation</b>			
<b>4.2.2.1</b>	Procedures shall be established for consultation and communication with the relevant stakeholders. <b>- Major compliance -</b>	Procedure for communication and consultation ML-1A/L2-Pr 12(0) has been established for communication with internal and external stakeholders	Complied
<b>4.2.2.2</b>	A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit. <b>- Minor compliance -</b>	For FGVPI Wa Ha POM, a management official nominated to be responsible for issues related to communication and consultation was Pn. Saliza Binti Ali as per letter Perlantikan Sebagai Ketua Biro Agama Kelab Keluarga Dayabudi (Cahaya Murni) Sesi 2019/2020: Ref.: (001)KKD/CM/WA; Date: 18/12/2019.  For FGVPM Bukit Aping Selatan Estate, nominated official was Pn. Norsahmimi Binti Rahmat as per letter Perlantikan Setiausaha Gender Committee RSPO Ref.: (05)RSPO/P1,P6; Date: 4/3/2019.	Complied
<b>4.2.2.3</b>	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained. <b>- Major compliance -</b>	List of stakeholders has been updated on 01/08/19 including government agencies, NGOs, neighbours estate non FGV and other FGV estates, quarry, hospital, clinics, schools, kindergarden identified.  Latest consultation meeting with internal stakeholder among FGVPM Wa Ha POM & FGVPM Bukit Aping Selatan Estate employees was conducted on 16/10/2019. Communication with external stakeholders latest done on 30/10/2019 through a meeting held in combination by FGVPI Wa Ha and Adela, Semenchu, Air Tawar, Lok Heng and FGVPM Bukit Aping Selatan & Kledang 02 in Dewan Semai Bakti Felda Sening, Kota Tinggi, Johor.	Complied

Criterion / Indicator		Assessment Findings	Compliance
		Minutes of meeting available for consultation made with both internal and external stakeholders.	
<b>Criterion 4.2.3 – Traceability</b>			
<b>4.2.3.1</b>	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s).  <b>- Major compliance -</b>	FGV has established SOP for traceability for all estate and documented in 'Manual Ladang Sawit Lestari – Mengangkut BTS ke Kilang'. Refer doc no. MLSL (Ed.3)-Sec.4 (8.0) issued on 1/9/2017.  The SOP used sets of form to be filled by the estate to trace the origin of the FFB.  i. Labelled for lorry – Lorry no., Estate Name, Mill Name  ii. FFB quality certificated – Field/Blok, Total FFB, Average Bunch Weight, Estimate weigh, date.  iii. FFB dispatch note	Complied
<b>4.2.3.2</b>	The management shall conduct regular inspections on compliance with the established traceability system.  <b>- Major compliance -</b>	FGV have established systems to monitor the implementation of the traceability systems in the mill thorough Internal Audit conducted by the Plantation Sustainability Department. Latest Internal audit was conducted on 9-10/12/2019	Complied
<b>4.2.3.3</b>	The management should identify and assign suitable employees to implement and maintain the traceability system.  <b>- Minor compliance -</b>	As per letter of appointment i.e. Estate Managers are the person-in-charge of traceability assisted by assistant managers, field staff and office clerks.	Complied
<b>4.2.3.4</b>	Records of sales, delivery or transportation of FFB shall be maintained.	Records of production and delivery of FFB were well maintained as per following samples:	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- <b>Major compliance</b> -	- <i>Laporan Pengeluaran Hasil Dan Produktiviti Harian (Peringkat);</i> Mill FFB Received Acknowledgement ( <i>Akuan Penerimaan BTS</i> )/Weighbridge ticket - Akuan Penerimaan BTS # A00001144; Supplier: FGVP Bukit Aping Selatan Estate; Net weight: 4.29mt; Lorry: VCT148	
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			
<b>4.3.1.1</b>	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations.  - <b>Major compliance</b> -	Estate operation implement the operation as per own requirements of procedure <i>Pematuhan Undang-undang</i> ; Doc. # ML-1A/L2-Pr6(0); Rev. 0; Effective date: 1/6/2016 which based on permit and license conditions including:  MPOB License # 616064002000; Validity period: 1/1/2020 - 31/12/2020; Serial # 186223	Complied
<b>4.3.1.2</b>	The management shall list all laws applicable to their operations in a legal requirements register.  - <b>Major compliance</b> -	List established as Register of Legal and Other Requirements; Estate: Bukit Aping Selatan as per sample:  - Akta Perhubungan Perusahaan 1967; Form # ML-1A/L5-AP5; Rev. 0; Dated: 21/2/2018  - Peraturan-peraturan Kawalan Bekalan 1974; Form # ML-1A/L5-AP6; Rev. 0; Dated: 21/2/2018  - Employment Act 1955; Form # ML-1A/L5-AP11; Rev. 0; Date: 1/1/2018	Complied

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		- Employment Information Act 1953; Form # ML-1A/L5-AP27; Rev. 0; Date: 1/1/2018 Workers Minimum Housing and Amenities Standard Act 1990; Form # ML-1A/L5-AP20; Rev. 0; Date: 1/1/2018	
<b>4.3.1.3</b>	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force. <b>- Major compliance -</b>	Estate established and implemented the procedure of <i>Sistem Semakan Perubahan Undang-undang</i> ; Doc. Type: Guideline; Date: 23/6/2016; Rev. 4 for updating of any new amendments or new regulations coming into force.	Complied
<b>4.3.1.4</b>	The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements. <b>- Minor compliance -</b>	Estate manager was assigned as the overall responsible person to monitor compliance with assistance by assistant managers and officers to track and update changes in regulatory requirements.	Complied
<b>Criterion 4.3.2 – Lands use rights</b>			
<b>4.3.2.1</b>	The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users. <b>- Major compliance -</b>	There is no land dispute in the certification unit and supply base at the time of audit. Verified the information through the land titles and during stakeholder’s consultation.	Complied
<b>4.3.2.2</b>	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land. <b>- Major compliance -</b>	Bukit Aping Selatan Estate has the summary of land titles with land ownership (FGV lease from FELDA): 717.51 Ha and in progress of FGV lease to FELDA (844.51 Ha); HS(M) 155 1.12 Ha and H.S.(D) 19968 5.93 Ha. The conditions is to be used for 99 years for Oil Palm Plantation only.	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. <b>- Major compliance -</b>	Sampled the pegging 114 PM 10P Block 18 bordering with the settlers block available and well maintained.	Complied
4.3.2.4	Where there are, or have been, disputes, documented proof of legal acquisition of land title and fair compensation that have been or are being made to previous owners and occupants; shall be made available and that these should have been accepted with free prior informed consent (FPIC). <b>- Minor compliance -</b>	There is no land dispute in the certification unit and supply base at the time of audit. Verified the information through the land titles and during stakeholder’s consultation however, FPIC SOP Pengenalpastian & Penyelesaian Pertikaian Tanah is available as per FGV/ML-1A/L2-Pr10 issue 1, dated 01.06.2016.	Complied
<b>Criterion 4.3.3 – Customary rights</b>			
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. <b>- Major compliance -</b>	The estate lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should made available. <b>- Minor compliance -</b>	The estate lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. <b>- Major compliance -</b>	The estate lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			

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<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			
<b>4.4.1.1</b>	<p>Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.</p> <p><b>- Minor compliance -</b></p>	<p>The Social Impact Assessment was conducted on 20/2/2018 (Laporan Penilaian Impak Sosial KS Wa Ha) and on 22/2/2018 (FGVPM Bukit Aping Selatan Estate) by Sustainability Team. SOP for SIA (Doc # FGV/ML-1A/L2-Pr21; Issue # 1; Rev. # date: 2/3/2019 established on SIA review to be conducted at least once in every 2 years. The social management plan was updated according on both positive and negative impact from the stakeholders' consultation conducted from 20-22/2/2018.</p>	Complied
<b>Criterion 4.4.2: Complaints and grievances</b>			
<b>4.4.2.1</b>	<p>A system for dealing with complaints and grievances shall be established and documented.</p> <p><b>- Major compliance -</b></p>	<p>A system based on SOP for Complaint &amp; Grievance (Doc no: FGV/ML-1A/L2-Pr13; Issue 01; Rev. 02; Date: 01/04/2019 is available. This procedure is applicable to all employees and stakeholders who wish to lodge a complaint or grievance. The procedure also provides a mechanism for addressing complaints received, and accords protection and confidentiality to complainants. The complaints will be solved on 14 days (first stage), 14 days (second stage) and 14 days (third stage). Apart from that, FGV also has the FGV Whistleblowing Policy, (policy number FGV/GGD/POL.001 revision 6 dated 28/05/2018) to protect the complainant.</p>	Complied
<b>4.4.2.2</b>	<p>The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.</p> <p><b>- Major compliance -</b></p>	<p>Complaints procedures communicated to internal stakeholders among employees during daily muster assembly and meetings as recorded in the muster briefing records latest on 16/10/2019 to all both employees of mill and estate. Complaints procedures were also communicated too</p>	Complied

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		to all external stakeholders during consultation meeting latest conducted on 31/10/2019. The stakeholders includes contractors, school representatives, neighbour villagers, etc.	
<b>4.4.2.3</b>	A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint.  <b>- Minor compliance -</b>	The grievances recorded in Complaint Book and Housing Repair Request Form. As per SOP for Complaint & Grievance (Doc no: FGV/ML-1A/L2-Pr13; Issue 01; Rev. 02; Date: 01/04/2019, under clause 7.2.2 external stakeholder, the complainant will be kept informed within 2 weeks from the complaint receiving date. No external complaints received by the mill and estates except for internal stakeholders among employees mainly on housing repair request. Latest request record sighted on 11/11/2019 on electrical socket point by Hanif employee of FGVPB Bukit Aping Selatan Estate.	Complied
<b>4.4.2.4</b>	Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time.  <b>- Minor compliance -</b>	Complaints procedures communicated to internal stakeholders among employees during daily muster assembly and meetings as recorded in the muster briefing records latest on 16/10/2019 to all both employees of mill and estate. Complaints procedures were also communicated too to all external stakeholders during consultation meeting latest conducted on 31/10/2019. The stakeholders includes contractors, school representatives, neighbour villagers, etc.	Complied
<b>4.4.2.5</b>	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request.  <b>- Major compliance -</b>	As per SOP for Complaint & Grievance (Doc no: FGV/ML-1A/L2-Pr13; Issue 01; Rev. 02; Date: 01/04/2019 under clause 7.1.4 (4 <sup>th</sup> stages) 7.1.4.1 if there is no agreement after complaint lodges to the headquarters, the complaint can be escalated to Jabatan Perhubungan Perusahaan, Kementerian Sumber Manusia or Panel Aduan Persijilan Kelestarian (RSPO or MSPO) as a solution.	Complied



Criterion / Indicator	Assessment Findings	Compliance
<b>Criterion 4.4.3:</b> Commitment to contribute to local sustainable development		
<b>4.4.3.1</b>	<p>Growers should contribute to local development in consultation with the local communities.</p> <p><b>- Minor compliance -</b></p> <p>As a group level, FGV Holdings has the Funding Social Development in website:  <a href="http://www.fgvholdings.com/sustainability/people-development/community-development/">http://www.fgvholdings.com/sustainability/people-development/community-development/</a> and as below:</p> <ul style="list-style-type: none"> <li>- The Settlers: The profitability of FGV’s business contributes to the success of Felda settlers. The annual lease payments on the 355,864 hectares of land that FGV manages provides a secure and consistent income stream to FELDA, enabling it to focus on its social development programmes. Additionally, proceeds from FGV’s profit are channelled to FELDA, through its 37 percent stake in our business. These earnings enable FELDA to be internally funded, and ensures its success in sustaining the vibrancy of Malaysia’s smallholder plantations. FGV further distributes its benefits, in the form of dividends, to settlers via Koperasi Permodalan Felda. Some two million people, comprising 112,635 settler families, children and grandchildren, benefit from plantation income, and it is estimated that a further 300,000 people associated with the settlements derive their income from FELDA. In addition to this, various community-based and assistance programmes are being carried out to look into the welfare of Felda communities, including housing improvement loans, training and development programmes for the settlers’ offsprings and their children, as well as development of infrastructure and facilities within the settlements.</li> </ul>	<p>Complied</p>

Criterion / Indicator	Assessment Findings	Compliance
	<ul style="list-style-type: none"> <li>- Yayasan FELDA: FELDA and FGV contribute two percent net profit every year to Yayasan Felda. Through the foundation, FGV helps to spur a variety of charitable causes and initiatives centering on educational, healthcare and philanthropic causes, which benefit settler communities, rural populace and Malaysians at large.</li> <li>- FGV Launches Sun Bear Conservation Programme which includes the setting up of the first Sun Bear Community Action Group (CAG) in Malaysia. As part of the holistic approach in implementing the programme, FGV is also publishing guidelines for the CAG entitled <i>Garis Panduan Pelaksanaan Komuniti Sahabat Beruang Matahari and Pengurusan Beruang Matahari di Pusat Menyelamat Hidupan Liar Kebangsaan</i>, which are the first in South East Asia.</li> <li>- FGV Champions Conservation of the World’s Largest Flower, Rafflesia and World’s Smallest Bears Species, The Sun Bear with FRIM and PERHILITAN. FGV signed a Memorandum of Collaborations (MoC) with FRIM to set up the first Rafflesia Conservation and Interpretive Centre (RCIC) in Peninsular Malaysia, and another MoC with Perhilitan to set up the Sun Bear Conservation Programme.</li> </ul> <p>Local development needs of local community were carried out on unit basis and contributed by operating units within FGV Wa Ha complex including the following:</p> <ul style="list-style-type: none"> <li>- Employees children school assistance contribution 2019</li> <li>- Employees festival season assistance contribution 2019</li> </ul>	
<p><b>Criterion 4.4.4:</b> Employees safety and health</p>		

Criterion / Indicator		Assessment Findings	Compliance
4.4.4.1	<p>An occupational safety and health policy and plan shall be documented, effectively communicated and implemented.</p> <p><b>- Major compliance -</b></p>	<p>Occupational safety and health (OSH) policy established as Group Sustainability Policy; Policy# FGV/SED/POL/001; Rev. 0.0; Effective date:1/9/2016. Policy briefing June 2019 by the estate management to all workers. OSH plan was established based on the work stations within estate. Sighted the Risk Hazard Identification Form Borang HIRADC (Pengenalpastian Hazad, Penilaian Risiko dan Penentuan Kawalan); Form # FGVPM/L4/PP-1.2; Rev. 0.</p>	Complied
4.4.4.2	<p>The occupational safety and health plan shall cover the following:</p> <ul style="list-style-type: none"> <li>a) A safety and health policy, which is communicated and implemented.</li> <li>b) The risks of all operations shall be assessed and documented.</li> <li>c) An awareness and training programme which includes the following requirements for employees exposed to pesticides: <ul style="list-style-type: none"> <li>i. all employees involved shall be adequately trained on safe working practices</li> <li>ii. all precautions attached to products shall be properly observed and applied</li> </ul> </li> <li>d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).</li> <li>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety</li> </ul>	<p>The safety and health policy, was communicated and implemented through daily tool box meetings/briefings and trainings. The briefing includes among others to priorities safety, execute work safely, adherence to all safety rules and regulations and to target for zero accident. The policy has been communicated to the staff and workers. On site supervisors and estate assistant managers ensure the implementation of it.</p> <p>b) A Hazard Identification Risk Assessment and Risk Control (HIRARC) document for Bukit Aping Selatan estate was made available. Risk assessment was carried on activities such as spraying, fertilizer, harvesting, pruning and other activities. The latest annual review was done in 15 July 2019.</p> <p>c) Awareness training programme was established and workers involved with chemical handling were trained. Chemicals were arranged and segregated accordingly in the chemical store. The CCDS/SDS for chemicals available at point of use. In addition to specific training courses, safety briefings are given during muster to reinforce awareness, such as correct wearing of PPE.</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p>Health (Classification Packaging and Labeling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</p> <p>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust must have knowledge and access to latest national regulations and collective agreements.</p> <p>g) The management shall conduct regular two-way communication with their employees where issues affecting their business such as employee's health, safety and welfare are discussed openly. Records from such meeting are kept and the concerns of the employees and any remedial actions taken are recorded.</p> <p>h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</p> <p>i) Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p><b>- Major compliance -</b></p>	<p>d) During the audit it was noted that all employees were provided with and were wearing appropriate personal protective equipment (PPE). Records were available of PPE issued to individual workers, including signatures to confirm receipt. PPE issued was based on CHRA assessor's recommendation, HIRARC and SOPs.</p> <p>e) The management had established Standard Operating Procedure for handling of chemicals, FGVPM/L3/PK-16 to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labelling) Regulation 1997 Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</p> <p>Chemicals were handled as per the requirements in SDS/CSDS and as per CHRA recommendation. CHRA was done by Zakaria Bin Abd Karim (HA/04/ASS/00/193) from EN Consultancy &amp; Monitoring Services Sdn Bhd dated 27 March 2018.</p> <p>Medical Surveillance in Bkt Aping Selatan estate already been sent on 4 and 25 April 2019 by Dr Abdullah Hj Alias (HQ/15/DOC/00/447) from Poliklinik Desaru Medical &amp; OHD Services, from result all fit to work with chemical.</p> <p>f) The management appoint En Khamis Bin Abu Samah as per letter (01)3668/1-4/2019 dated 12 Feb 2019.</p> <p>g) Records showed that in 2019 OSH committee meetings were conducted on 5 Dec 2019 (04/2019), 22 August 2019(03/2019) and 20 May 2019(02/2019). These meetings were to conduct regular two-way communication with their employees.</p>	

Criterion / Indicator		Assessment Findings	Compliance
		<p>i) The estate had employees trained in First Aid present at all asam bubuk operations worksites. First Aid equipment was available at each worksite. Latest training done was on 7 March and 4 Dec 2019.</p> <p>j) Records of all accidents were kept and reviewed periodically at OSH meetings. The JKPP 8 sent to DOSH on 24.01.2019 showed that in 2018 there were no accident cases.</p>	
<b>Criterion 4.4.5: Employment conditions</b>			
<b>4.4.5.1</b>	<p>The management shall establish policy on good social practices regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and effectively communicated to the employees.</p> <p><b>- Major compliance -</b></p>	<p>FGV Holdings has developed Group Sustainability Policy # FGV/SED/POL/001; Rev. 3, Effective date: 29/05/2019. Under clause 5.1.3, Respect for Human Rights, FGV group strives to uphold and respect internationally recognised human rights as enshrined in the Universal Declaration of Human Rights (UDHR), United Nations Convention on the Elimination of All Forms of Discrimination against Women, United Nations Convention on the rights of the child, other applicable United Nations core human rights treaties, the ILO (Declaration on Fundamental Principles and Rights at Work as well as other relevant ILO conventions.</p> <p>Policies communicated to employees during daily muster assembly and meetings as recorded in the muster briefing records at both mill and estate.</p> <p>Apart from that, FGV also has the FGV Whistleblowing Policy; Policy # FGV/GGD/POL.001; Rev. 6; Date: 28/05/2018) to protect the complainant.</p> <p>Policies were communicated during meeting with internal stakeholder among FGVP Wa Ha POM &amp; FGVP Bukit Aping Selatan Estate employees on 16/10/2019. Communication with external stakeholders</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		latest done on 30/10/2019 through a meeting held in combination by FGVPI Wa Ha and Adela, Semenchu, Air Tawar, Lok Heng and FGVPM Bukit Aping Selatan & Kledang 02 in Dewan Semai Bakti Felda Sening, Kota Tinggi, Johor.	
<b>4.4.5.2</b>	The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.  <b>- Major compliance -</b>	FGV Holdings has developed Group Sustainability Policy; Policy # FGV/SED/POL/001; Rev. 3; Effective date: 29/05/2019. Under the clause 5.16 Gender Equality and Preventing Sexual Harassment violence and abuse. Visit to the site confirmed no violence or use of any form of harassment instigated in both the mill and estate operation.	Complied
<b>4.4.5.3</b>	Management shall ensure that employees' pay and conditions meet legal or industry minimum standards and as per agreed Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.  <b>- Major compliance -</b>	For FGVPM Bukit Aping Selatan Estate, conditions of pay are contained in the Collective Agreement signed between FGV Plantations (Malaysia) Sdn. Bhd. and Workers' Union FGV Plantations (Malaysia) Sdn. Bhd. Semenanjung valid from 1 January 2019 to 31 December 2021.	Complied
<b>4.4.5.4</b>	Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.  <b>- Minor compliance -</b>	For non-unionised workers, their conditions of employment are detailed out in their employment contracts. The contracts were prepared in Bahasa Malaysia for the local and Indonesian workers, and in Bengali for the Bangladeshi workers, and they confirmed that the terms were explained to them by a management official. The employment contracts contain contract duration, type of work, annual leave, public holidays, medical leave, termination, location, working hours, wages, (payment of wages based on Kadar Upah Kerja Pekerja Pentadbiran dan Operasi Ladang Bagi Pekerja Ladang FGVPMMSB (KUK	Complied

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		Bil 06 Mulai 01 Januari 2019) and based on the Minimum Wages Order 2019.	
<b>4.4.5.5</b>	The management shall establish records that provide an accurate account of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.  - <b>Major compliance</b> -	There is master file document for all workers with all information as per records of 0668-Bukit Aping Selatan Labour Employment Report.	Complied
<b>4.4.5.6</b>	All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract is available for each and every employee indicated in the employment records.  - <b>Major compliance</b> -	Copy of employment contract for FGVPB Bukit Aping Selatan Estate sampled workers available as following: <ul style="list-style-type: none"> <li>- Employee ID: FW06680072; Date joined: 10/4/2018; Workstation: General Worker-Operation; Nationality: Bangladesh</li> <li>- Employee ID: FW06680141; Date joined: 7/1/2019; Workstation: Harvester; Nationality: Indonesia</li> <li>- Employee ID: FW06680089; Date joined: 23/4/2018; Workstation: General Worker-Operation; Nationality: Bangladesh</li> <li>- Employee ID: FW06670192; Date joined: 16/12/2012; Workstation: General Worker-Operation; Nationality: Indonesia</li> <li>- Employee ID: FW06680040; Date joined: 23/11/2017; Workstation: General Worker-Operation; Nationality: India</li> <li>- Employee ID: FW06680040; Date joined: 16/5/2018; Workstation: General Worker-Operation; Nationality: India</li> <li>- Employee ID: LW06670109; Date joined: 1/1/2017; Workstation: General Mandore-Operation; Nationality: Malaysia</li> </ul> Employee ID: LW06680008; Date joined: 1/8/2018; Workstation: Quality Inspector; Nationality: Malaysia	Complied

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4.4.5.7	The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.  - Major compliance -	The overtime is recorded in the punch card system and paid accordingly. Seen all the employees' punch cards with the form titled 'Borang Arahan/Kebenaran Kerja Lebih Masa, Kerja Pada Hari Cuti Rehat dan Kerja' pada hari cuti Umum filled up by workers for the overtime. Seen the overtime record for office workers while no overtime offer to the general workers.	Complied
4.4.5.8	The working hours and breaks of each individual employee as indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed and shall always be compensated at the rate applicable and shall meet the applicable legal requirement.  - Major compliance -	As per employment contract, the working hour is 8 hours/day. Seen all the employees' punch cards with the form titled 'Borang Arahan/Kebenaran Kerja Lebih Masa, Kerja Pada Hari Cuti Rehat dan Kerja' filled up by workers for the overtime. Seen the overtime record for office workers while no overtime offer to the general workers.	Complied
4.4.5.9	Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.  - Major compliance -	Pay slips, attendance record for month of Oct, Nov & Dec 2019 were sampled based on the crop summary as listed in the records of 0668-Bukit Aping Selatan Labour Employment Report as following:  FGVPM Bukit Aping Selatan Estate: <ul style="list-style-type: none"> <li>- Employee ID: FW06680072; Job: General Worker-Operation;</li> <li>- Employee ID: FW06680141; Job: Harvester</li> <li>- Employee ID: FW06680089; Job: General Worker-Operation</li> <li>- Employee ID: FW06670192; Job: General Worker-Operation</li> </ul> Employee ID: FW06680040; Job: General Worker-Operation	Complied
4.4.5.10	Other forms of social benefits should be offered by the employer to employees, their families or the community such as incentives for good work performance, bonus payment, professional	The company provides free medical benefit of RM 200/year, free housing and subsidized water supply to foreign workers.	Complied



Criterion / Indicator		Assessment Findings	Compliance
	development, medical care and health provisions. <b>- Minor compliance -</b>		
<b>4.4.5.11</b>	In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation. <b>- Major compliance -</b>	In Bukit Aping Selatan Estate, the workers live in dormitory house. Estate has the plan to build the new housing complexes as per budget RM 599,200.00 for Asrama Pekerja (2018) and RM 1,498,000.00 for Rumah Pekerja, RM 205,000.00 for Rumah Kakitangan L5 and RM 180,000.00 for Rumah Kakitangan L2.  Water for domestic usage is provided from Jabatan Bekalan Air and Tenaga Nasional Berhad with subsidize rate as per collective agreement which are RM15/month for electric and 35 gallon/people/day or RM3.00/people/month with limit of RM15.00/month/family. Besides, government clinic was available in the complex where the employees can easily access to the medical facilities. The employees have provided with AIA Medical Card where they are allowed to visit any panel clinic without paying the medical fees.  In Bukit Aping Selatan Estate, the linesite inspection been conducted by Kerani HEP in weekly basis.	Complied
<b>4.4.5.12</b>	The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace. <b>- Major compliance -</b>	FGV Holdings has developed Group Sustainability Policy; Policy # FGV/SED/POL/001; Rev. 3; Effective date: 29/05/2019. Under the clause 5.16 Gender Equality and Preventing Sexual Harassment violence and abuse. Visit to the site confirmed no violence or use of any form of harassment instigated in both the mill and estate operation.	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p><b>4.4.5.13</b> The management shall respect the right of all employees to form or join trade union and allow workers own representative(s) to facilitate collective bargaining in accordance with applicable laws and regulations. Employees shall be given the freedom to join a trade union relevant to the industry or to organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.</p> <p><b>- Major compliance -</b></p>	<p>FGV has established a policy recognising freedom of association and right to collective bargaining and published publicly in boht mill and estate in local language i.e. Polisi Hak Kebebasan Bersuara &amp; Menganggotai Kesatuan. Policy being displayed at the main notice boards at the Estate offices, near muster ground and near the workers' hostel.</p> <p>Minutes of meeting available as per record of estate union i.e. Mesyuarat Agung Tiga Tahunan Kali Ke-10 Kesatuan Pekerja-pekerja FGV Plantations (M) Sdn. Bhd.; Date: 28/10/2018.</p>	<p>Complied</p>
<p><b>4.4.5.14</b> Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children is acceptable on family farms, under adult supervision, and when not interfering with their education programmes. Children shall not exposed to hazardous working conditions.</p> <p><b>- Major compliance -</b></p>	<p>A formal policy for the protection of children, including prohibition of child labour and remediation is in place as documented in FGV Holdings Berhad Group Sustainability Policy; Doc. # FGV/SED/POL/001; Rev. 3; Effective date: 29/05/2019; Chapter 5.1.3.1 – Respect for Human Rights. FGV has defined hiring of workers is 18 and above due to the nature of work.</p>	<p>Complied</p>
<p><b>Criterion 4.4.6: Training and competency</b></p>		
<p><b>4.4.6.1</b> All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.</p> <p><b>- Major compliance -</b></p>	<p>The training program included all aspects of RSPO Principles and Criteria, RSPO Supply Chain and MSPO standards.</p> <p>The records included the title of training, name and signature of the attendees, name of the trainer, time and venue.</p>	<p>Complied</p>

Criterion / Indicator	Assessment Findings	Compliance																														
	<p>Some of the trainings verified were:</p> <table border="1" data-bbox="1050 496 1825 1275"> <thead> <tr> <th>Trainings</th> <th>Date of training</th> </tr> </thead> <tbody> <tr> <td>Policy Training</td> <td>10 Oct 2019</td> </tr> <tr> <td>Tractor safety briefing</td> <td>3 Dec 2019</td> </tr> <tr> <td>IPM Training</td> <td>25 Nov 2019</td> </tr> <tr> <td>Chemical Handling training</td> <td>31 Dec 2019</td> </tr> <tr> <td>Weeding Training</td> <td>17 Dec 2019</td> </tr> <tr> <td>Harvesting Training</td> <td>12 Dec 2019</td> </tr> <tr> <td>First Aid Training</td> <td>4 Dec 2019</td> </tr> <tr> <td>Overtime and wages training</td> <td>10 Oct 2019</td> </tr> <tr> <td>HIRARC Training</td> <td>21 August 2019</td> </tr> <tr> <td>Awareness training with Jabatan Tenaga Kerja</td> <td>14 Oct 2019</td> </tr> <tr> <td>Fire Fighting training</td> <td>2 Sept 2019</td> </tr> <tr> <td>No Open Burning training</td> <td>24 Dec 2019</td> </tr> <tr> <td>HCV training</td> <td>31 Dec 2019</td> </tr> <tr> <td>Wildlife conservation training</td> <td>17 Dec 2019</td> </tr> </tbody> </table>	Trainings	Date of training	Policy Training	10 Oct 2019	Tractor safety briefing	3 Dec 2019	IPM Training	25 Nov 2019	Chemical Handling training	31 Dec 2019	Weeding Training	17 Dec 2019	Harvesting Training	12 Dec 2019	First Aid Training	4 Dec 2019	Overtime and wages training	10 Oct 2019	HIRARC Training	21 August 2019	Awareness training with Jabatan Tenaga Kerja	14 Oct 2019	Fire Fighting training	2 Sept 2019	No Open Burning training	24 Dec 2019	HCV training	31 Dec 2019	Wildlife conservation training	17 Dec 2019	
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Criterion / Indicator		Assessment Findings	Compliance
<b>4.4.6.2</b>	<p>Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p> <p><b>- Major compliance -</b></p>	<p>Training needs of individual employees had been identified prior to the planning and implementation of the training programmes. This was in order to provide the specific skill and competency required to all employees based on their job description. The training matrix for 2020 "Training Needs Analysis (TNA) 2019/2020" dated 4 Jan 2020.</p>	Complied
<b>4.4.6.3</b>	<p>A continuous training programme should be planned and implemented to ensure that all employees are well trained in their job function and responsibility, in accordance to the documented training procedure.</p> <p><b>- Minor compliance -</b></p>	<p>It was evident that from the training matrix for Bukit Aping Selatan 2020 and Refresher &amp; Awareness Program 2020, the training records for 2019/2020 that all trainings had been planned and implemented to ensure that all employees are well trained in their job function and responsibility.</p>	Complied
<b>4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>			
<b>Criterion 4.5.1: Environmental Management Plan</b>			
<b>4.5.1.1</b>	<p>An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.</p> <p><b>- Major compliance -</b></p>	<p>As above, Occupational safety and health (OSH) policy established as Group Sustainability Policy; Policy # FGV/SED/POL/001; Rev. 0.0; Effective date: 1/9/2016. Policy briefing 10 Oct 2019 by the estate management to all workers.</p>	Complied
<b>4.5.1.2</b>	<p>The environmental management plan shall cover the following:</p> <p>a) An environmental policy and objectives;</p>	<p>The environment management plan dated 2020 has included all pertinent environmental receptors and in lined with company's policy and legal requirement as per EQA 1974. Sighted the Report of</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	<p>b) The aspects and impacts analysis of all operations.</p> <p><b>- Major compliance -</b></p>	<p>Environmental Aspect and Impact for Agricultural Activities (Laporan Aspek Impak Alam Sekitar Melalui Aktiviti Perladangan, Bahan Buangan dan Pencemaran); Doc. Type: RSPO 2018 (Criteria 5.1/5.3/5.6); Project: FGVPM Bukit Aping Selatan; Doc. # 1/2018; Date: 6/9/2018. Aspects and impacts analysis of all operations during normal/abnormal/emergency situation were identified.</p>	
<b>4.5.1.3</b>	<p>An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.</p> <p><b>- Major compliance -</b></p>	<p>Environmental management plan for 2020 (Pollution &amp; Emission) available. Significant environmental issues identified:</p> <ol style="list-style-type: none"> <li>1. Buffer zone</li> <li>2. Chemical handling</li> <li>3. Domestic waste</li> <li>4. Scheduled waste</li> <li>5. Zero burning</li> </ol> <p>Assistant manager has been appointed to monitor the overall implementation of the management plan.</p>	Complied
<b>4.5.1.4</b>	<p>A programme to promote the positive impacts should be included in the continual improvement plan.</p> <p><b>- Minor compliance -</b></p>	<p>Programmed to promote positive impacts on environment was verified example such as Programme of No Open Burning have been done and recorded dated 24 Dec 2019</p>	Complied
<b>4.5.1.5</b>	<p>An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.</p> <p><b>- Major compliance -</b></p>	<p>A training program is available in Training Plan updated on a yearly basis or revised as per the management requirement. Included in this programme are subjects related to environment e.g environmental, safety &amp; health policy, scheduled waste management, environmental responsibility, HCV &amp; Biodiversity training.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance								
4.5.1.6	<p>Management shall organize regular meetings with employees where their concerns about environmental quality are discussed.</p> <p><b>- Major compliance -</b></p>	<p>Latest environmental meeting was done on 5 Dec 2019 at Estate Office. This meeting discuss regarding to their concerns about environmental quality. Including Scheduled waste, Solid waste, Buffer Zone and others.</p>	Complied								
<b>Criterion 4.5.2: Efficiency of energy use and use of renewable energy</b>											
4.5.2.1	<p>Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within an appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity and energy efficiency in the operations over the base period.</p> <p><b>- Major compliance -</b></p>	<p>The record of Diesel usage was available for Bkt Aping Selatan estate. All electrical power at the visited estates are supplied through national electricity grid. Diesel at estates are consumed by farm tractors. The tractor servicing period is monitored to ensure its operating efficiency, thus less consumption of diesel fuel. Similarly, planting of beneficial plants reduce the usage of fuel (and chemical) by motorize spray</p>	Complied								
4.5.2.2	<p>The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.</p> <p><b>- Major compliance -</b></p>	<p>Bukit Aping Selatan estates has maintained records of energy usage, which is compiled on monthly basis for monitoring. The use of the fossil fuel against the FFB production is being monitored. For example;</p> <table border="1"> <thead> <tr> <th>Estate</th> <th>Year</th> <th>Diesel/ mt FFB</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Bukit Aping Selatan</td> <td>2018</td> <td>2.7 litre/mt</td> </tr> <tr> <td>2019</td> <td>2.41 litre/mt</td> </tr> </tbody> </table>	Estate	Year	Diesel/ mt FFB	Bukit Aping Selatan	2018	2.7 litre/mt	2019	2.41 litre/mt	Complied
Estate	Year	Diesel/ mt FFB									
Bukit Aping Selatan	2018	2.7 litre/mt									
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4.5.2.3	<p>The use of renewable energy should be applied where possible.</p> <p><b>- Minor compliance -</b></p>	<p>No renewable energy been using in estate. Not applicable for estate</p>	Complied								
<b>Criterion 4.5.3: Waste management and disposal</b>											

Criterion / Indicator		Assessment Findings	Compliance												
4.5.3.1	<p>All waste products and sources of pollution shall be identified and documented.</p> <p><b>- Major compliance -</b></p>	<p>All waste and pollution are identified and documented in the Waste &amp; Pollution Management Plan 2019/20 made on the Regional level.</p> <p>a) Details of waste generated from the estates/mill activities among others as shown below;</p> <table border="1"> <thead> <tr> <th>No</th> <th>Type of waste</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Domestic waste rubbish</td> <td>Line sites, office complex</td> </tr> <tr> <td>2</td> <td>Industrial waste-fertilizer bags</td> <td>Empty bags store</td> </tr> <tr> <td>3</td> <td>Disposed containers, bags, equipment contaminated with chemicals, pesticides, SW,</td> <td>Scheduled waste store</td> </tr> </tbody> </table>	No	Type of waste	Location	1	Domestic waste rubbish	Line sites, office complex	2	Industrial waste-fertilizer bags	Empty bags store	3	Disposed containers, bags, equipment contaminated with chemicals, pesticides, SW,	Scheduled waste store	Complied
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4.5.3.2	<p>A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:</p> <p>a) Identifying and monitoring sources of waste and pollution</p> <p>b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products</p> <p><b>- Major compliance -</b></p>	<p>The waste management plan was available. Waste been identified and monitoring by estate such as Domestic waste Collection/disposal min 2x-3x /week internally. The record of collection was available latest is on 6 Jan 2020 by G-Planter.</p>	Complied												
4.5.3.3	<p>The management shall establish Standard Operating Procedure for handling of used chemicals that are classified</p>	<p>The procedures for handling used chemicals classified under Environment Quality Regulation (Scheduled Waste) 2005,</p>	Complied												

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	<p>under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal.</p> <p><b>- Major compliance -</b></p>	<p>Environmental Quality Act, 1974 are available prepared on Group level by SQD and implemented in all estates and mills for all the applicable practices. The operational control procedures provide guidelines as follows ;</p> <p>a) Management of class 2 (and higher) chemical containers</p> <p>b) Management of fertilizer bags</p> <p>Latest disposal referred consignment note 0133168 dated 10 May 2019 at Kualiti Alam Sdn Bhd for SW 305 and 306.</p>	
<b>4.5.3.4</b>	<p>Empty pesticide containers shall be punctured and disposed in an environmentally and socially responsible way, such that there is no risk of contamination of water sources or to human health. The disposal instructions on manufacturer's labels should be adhered to. Reference should be made to the national programme on recycling of used HDPE pesticide containers.</p> <p><b>- Major compliance -</b></p>	<p>Empty pesticide container was been triple rinsing and dispose at G – Planters. Latest record disposal dated 4 April 2019 with total 166 pieces have been dispose.</p>	Complied
<b>4.5.3.5</b>	<p>Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.</p> <p><b>- Minor compliance -</b></p>	<p>Domestic waste disposal for the Asam Bubuk estate has been made simpler through the collection and disposal to the estate landfill situated in field no P12/01. Collection 2 to 3 times a week.</p>	Complied
<b>Criterion 4.5.4: Reduction of pollution and emission</b>			
<b>4.5.4.1</b>	<p>An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid</p>	<p>The assessment of GHG, scheduled waste and solid waste was available under aspect and impact assessment dated October 2019.</p>	Complied



Criterion / Indicator		Assessment Findings				Compliance																										
	wastes and effluent. - <b>Major compliance</b> -	<p>The assessment of all polluting activities is defined in the Estate – Pollution &amp; Emission Plan endorsed on 5 Sept 2019. Details as provided therein among others as given below:</p> <p>a) Bukit Aping Selatan Estates</p> <table border="1"> <thead> <tr> <th>No</th> <th>Emission</th> <th>Source</th> <th>Frequency</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Dark smoke</td> <td>Running vehicles</td> <td>Daily</td> </tr> <tr> <td rowspan="2">2</td> <td rowspan="2">Noise</td> <td>Diesel engine</td> <td>Operational hours</td> </tr> <tr> <td>Running vehicles</td> <td>Daily</td> </tr> <tr> <td rowspan="2">3</td> <td rowspan="2">Air pollution</td> <td>Diesel engine</td> <td>Operational hours</td> </tr> <tr> <td>Running vehicles</td> <td>Operational hours</td> </tr> <tr> <td rowspan="2">4</td> <td rowspan="2">Waste water</td> <td>Oil trap/sump</td> <td>Scheduled inspection</td> </tr> <tr> <td>Septic tank spillage</td> <td>Weekly inspection</td> </tr> </tbody> </table>				No	Emission	Source	Frequency	1	Dark smoke	Running vehicles	Daily	2	Noise	Diesel engine	Operational hours	Running vehicles	Daily	3	Air pollution	Diesel engine	Operational hours	Running vehicles	Operational hours	4	Waste water	Oil trap/sump	Scheduled inspection	Septic tank spillage	Weekly inspection	
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<b>4.5.4.2</b>	An action plan to reduce identified significant pollutants and emissions shall be established and implemented. - <b>Major compliance</b> -	<p>The management action plan is documented under Environmental Management Plan (Emission and Pollution) for 2019/20. Implementation of management plan will be reviewed every quarter environmental meeting. Details of action plan for identified pollutants as shown below and is a continuation from the 4.5.4.1 above.</p> <table border="1"> <thead> <tr> <th>No</th> <th>Emission</th> <th>Action Plan</th> <th>PIC</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Dark smoke</td> <td>Inspection of vehicle condition</td> <td>Exec/staff</td> </tr> </tbody> </table>				No	Emission	Action Plan	PIC	1	Dark smoke	Inspection of vehicle condition	Exec/staff	Complied																		
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		2	Noise	Scheduled maintenance	Exec/staff	
				Inspection of vehicle inspection	Exec/staff	
		3	Air pollution	Routine maintenance as schedule	Exec/staff	
				Inspection of vehicle condition	Exec/staff	
		4	Waste water	Inspection of oiltrap/siltrap for functional	Exec/staff/foreman	
				Adherence to SW guidelines		
				Weekly line site inspection		
				Appropriate action on spillage		
<b>Criterion 4.5.5: Natural water resources</b>						
<b>4.5.5.1</b>	<p>The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:</p> <p>a. Assessment of water usage and sources of supply.</p> <p>b. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate's current activities.</p> <p>c. Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application,</p>	<p>The Water Management Plan for the estates has been established. On Estate the focus was:</p> <ul style="list-style-type: none"> <li>• Buffer Zone management – No spraying and manuring</li> <li>• Carry out water analysis</li> <li>• Follow SOPs to avoid water pollution by schedule waste</li> <li>• Rain water harvesting</li> <li>• Obtain water from other estates during shortage/draughts.</li> <li>• Monitor domestic water consumption</li> <li>• Educate workers to conserve water</li> <li>• Monitor leakages and periodic maintenance of piping/equipment</li> </ul>				Complied

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	<p>maintenance of equipment to reduce leakage, collection of rainwater, etc.).</p> <p>d. Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate.</p> <p>e. Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</p> <p>f. Where bore well is being use for water supply, the level of the ground water table should be measured at least annually.</p> <p><b>- Major compliance -</b></p>	<ul style="list-style-type: none"> <li>Keep drains clean and to have bunds to conserve/retain water</li> </ul> <p>Water courses and wetlands are protected including maintaining and restoring appropriate riparian buffer zones. The guidelines are detailed in the SOP No 12: Protection of River Reserves (Riparian &amp; Buffer Zone).</p> <p>Bukit Aping Selatan Estate monitored the water entering small stream through water sampling for BOD and COD. This was done in yearly. Water analysis was done by FGV Palm Industries Sdn Bhd in Kulai. Report Nos. MABB 2322/19 dated 23 Nov 2019 of test results of samples from in and out points were verified.</p>	
<b>4.5.5.2</b>	<p>No construction of bunds, weirs and dams across main rivers or waterways passing through an estate.</p> <p><b>- Minor compliance -</b></p>	<p>At time of visit no bunds, weirs and dams were observed across waterways passing through both estates.</p>	Complied
<b>4.5.5.3</b>	<p>Water harvesting practices should be implemented (e.g. water from road-side drains can be directed and stored in conservation terraces and various natural receptacles).</p> <p><b>- Minor compliance -</b></p>	<p>During the site visit it was observed that water harvesting was practised. Surface run of waters were directed into field drains, conservation terraces and moisture pits.</p>	Complied
<p><b>Criterion 4.5.6:</b> Status of rare, threatened, or endangered species and high biodiversity value</p>			

Criterion / Indicator	Assessment Findings	Compliance
<p><b>4.5.6.1</b> Information shall be collated that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors). This information should cover:</p> <ul style="list-style-type: none"> <li>a) Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities.</li> <li>b) Conservation status (e.g. The International Union on Conservation of Nature and Natural Resources (IUCN) status on legal protection, population status and habitat requirements of rare, threatened, or endangered species), that could be significantly affected by the grower(s) activities.</li> </ul> <p><b>- Major compliance -</b></p>	<p>HCV assessment was conducted in 20 December 2018 covering Bukit Aping Selatan and WaHa Mill. The assessment was conducted by Muhammad Zulfadzli Bin Sufian Suri. The report has identified the list of natural habitats that is possible present in the operating units. The report details the findings of a rapid appraisal of the biodiversity in the estates and addresses the RSPO P&amp;C relevant to biodiversity conservation and HCV. Therein being provided details relating to the following;</p> <ul style="list-style-type: none"> <li>a) General biodiversity issues</li> <li>b) Watercourses and drainage</li> <li>c) Habitats natural and man-made</li> <li>d) Wildlife</li> <li>e) Ponds and reservoirs</li> <li>f) Wetlands /watercourses</li> <li>g) Legal aspects</li> <li>h) Immediate and long term effect.</li> </ul> <p>In Bkt Aping Selatan estate, no high conservation value area however the conservation have been identified from Hotspot 1 until hotspot 5 in the latest report. This area call hotspot because its been treated as conservation area.</p>	<p>Complied</p>
<p><b>4.5.6.2</b> If rare, threatened or endangered species, or high biodiversity value, are present, appropriate measures for management planning and operations should include:</p> <ul style="list-style-type: none"> <li>a) Ensuring that any legal requirements relating to the protection of the species are met.</li> <li>b) Discouraging any illegal or inappropriate hunting, fishing or</li> </ul>	<p>There is not RTE recorded. Evidence to continuously prevent and discourage illegal or hunting, fishing or collecting activities were maintained and implemented.</p> <ul style="list-style-type: none"> <li>a) Signage as well as routine patrolling activities were utilized as part of creating awareness among employees and maintain HCVs.</li> <li>b) The estates established a Biodiversity Improvement Plan 2019 such as briefing/training to workers on protection of river</li> </ul>	<p>Complied</p>

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Criterion / Indicator		Assessment Findings	Compliance
	collecting activities; and developing responsible measures to resolve human-wildlife conflicts. <b>- Major compliance -</b>	buffers for all existing and designated natural watercourses to all employees, contractors and suppliers that encroachment and hunting are not allowed.	
<b>4.5.6.3</b>	A management plan to comply with Indicator 1 shall be established and effectively implemented, if required. <b>- Major compliance -</b>	The Biodiversity Improvement Plan dated 20 Dec 2018 had identified the plan. Among others; a) to continue educating the workers regarding RTE. Workers interviewed confirmed that they are aware of no hunting is permitted in and within the estate. b) Regular educating the employees via morning muster briefing about the need to protect the RTE species. c) Appropriate disciplinary measures will be taken if found violated. d) Information pertaining RTE and relevant CU policies were displayed at the display boards. e) Training in relation to the RTE/Biodiversity has been organized in the following sessions.	Complied
<b>Criterion 4.5.7: Zero burning practices</b>			
<b>4.5.7.1</b>	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting shall be avoided except in specific situations, as identified in regional best practice. <b>- Major compliance -</b>	There is no land preparation by burning at Bukit Aping Selatan Estate. As Per Group Sustainability Policy (FGV/SED/POL/001) described on Zero open burning policy dated 29 May 2019. Management complied with the Malaysian environmental law –EQA and Regulations 1974. On the 2010 replants visited on Bukit Aping Selatan Estate it was observed that palms had been mechanically felled, chipped and windrowed; no burning was observed	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.5.7.2	A special approval from the relevant authorities shall be sought in areas where the previous crop is highly diseased and where there is a significant risk of disease spread or continuation into the next crop. <b>- Major compliance -</b>	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting was not practised by Bukit Aping Selatan estate.  Furthermore, previous crop were not highly diseased and there was no significant risk of disease spread or continuation into the next crop.	Complied
4.5.7.3	Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities) (Open Burning) Order 2003 or other applicable laws. <b>- Major compliance -</b>	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting was not practised by Bukit Aping Selatan Estates. It was observed that palms had been mechanically felled, chipped and windrowed; no burning was observed.	Complied
4.5.7.4	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched. <b>- Minor compliance -</b>	As observed in the 2010 replants in Bukit Aping Selatan, all previous oil palms were felled, chipped, shredded, windrowed and left to decompose.	Complied
<b>4.6 Principle 6: Best Practices</b>			
<b>Criterion 4.6.1: Site Management</b>			
4.6.1.1	Standard operating procedures shall be appropriately documented and consistently implemented and monitored. <b>- Major compliance -</b>	No Changes from previous report. The estates operations are guided by the following manual and procedures established for the Group Estates. The manuals and documents were introduced on the various year i.e. manual lestari in June 2012. Thereafter being subject to review as changes are made with new work method and amendments in agricultural policies.	Complied

Criterion / Indicator		Assessment Findings	Compliance														
		<ul style="list-style-type: none"> <li>- Manual Ladang Sawit Lestari</li> <li>- Manual Keselamatan</li> <li>- Manual Sustainability</li> <li>- Manual Greding BTB – MPOB</li> <li>- Buku KUK 4 (Kadar Upah Kerja) Pekerja</li> <li>- Manual Perolehan (Procurement)</li> <li>- Pictorial Safety Standards</li> <li>- Security Guidelines.</li> </ul>															
<b>4.6.1.2</b>	<p>Where oil palm is grown within permitted levels on sloping land, appropriate soil conservation measures shall be implemented to prevent both soil erosion as well as siltation of drains and waterways. Measures shall be put in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals.</p> <p><b>- Major compliance -</b></p>	<p>Topographic Maps provided showed that the terrain was as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Terrain (Degree)</th> <th style="width: 50%;">Percentage in Bukit Aping Estate</th> </tr> </thead> <tbody> <tr> <td>Rata (0 – 2 °)</td> <td style="text-align: center;">50</td> </tr> <tr> <td>Beralum ( 2° – 6°)</td> <td style="text-align: center;">-</td> </tr> <tr> <td>Berombak (6° -12°)</td> <td style="text-align: center;">20</td> </tr> <tr> <td>Berbukit (12° - 20°)</td> <td style="text-align: center;">30</td> </tr> <tr> <td>Sangat Berbukit</td> <td style="text-align: center;">-</td> </tr> <tr> <td></td> <td style="text-align: center;">100.00</td> </tr> </tbody> </table>	Terrain (Degree)	Percentage in Bukit Aping Estate	Rata (0 – 2 °)	50	Beralum ( 2° – 6°)	-	Berombak (6° -12°)	20	Berbukit (12° - 20°)	30	Sangat Berbukit	-		100.00	Complied
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Sangat Berbukit	-																
	100.00																
<b>4.6.1.3</b>	<p>A visual identification or reference system shall be established for each field.</p> <p><b>- Major compliance -</b></p>	<p>All fields were marked and identified. Information like field no, year planting and total hectare is shown in all markers. Stone boundary markers were placed at field boundaries were observed.</p>	Complied														

Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.6.2:</b> Economic and financial viability plan			
<p><b>4.6.2.1</b></p>	<p>A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.</p> <p><b>- Major compliance -</b></p>	<p>The annual business plan is available as per the Group Financial Procedure. &amp; Guidelines. Both estates and the mill had a similar format i.e. in the form of annual budget with a 3 year projection (Budget year,2019, 2020) This business plan is prepared as guidance for the forthcoming year and future planning.</p> <p>The mill budget (<i>54 mt milling capacity</i>) had the following component in the expenditure details.</p> <ul style="list-style-type: none"> <li>a) Manning Level - Total no of employees required at each station.</li> <li>b) FFB Source and annual estimate</li> <li>c) Extraction ratios OER, KER</li> <li>d) Expenditure on Administration / Compound Upkeep / Medical</li> <li>e) Maintenance / Consumables / PPE / Tools</li> </ul> <p>Similarly the estates budget contain the following information;</p> <ul style="list-style-type: none"> <li>a) palm year of planting, age categories, and FFB production.</li> <li>b) Component of operating expenditure includes;               <ul style="list-style-type: none"> <li>- Administration/labour overhead</li> <li>- harvesting &amp; collection,</li> <li>- field upkeep</li> <li>- transportation, road and bridges,</li> <li>- EVIT (running accounts for engines, vehicles &amp; tractors</li> </ul> </li> </ul> <p>Inclusive in the business plan such as Capital Expenditure (CAPEX) among others replacement / upgrading of building, vehicles</p>	<p>Complied</p>



Criterion / Indicator		Assessment Findings	Compliance
		replacement and workers amenities. The budget for 2018 for both the estates/mill was sighted and verified.	
<b>4.6.2.2</b>	Where applicable, an annual replanting programme shall be established. Long term replanting programme should be established and review annually, where applicable every 3-5 years.  - Major compliance -	There was no replanting until 2025 at FGVPM Bukit Aping Selatan.	Complied
<b>4.6.2.3</b>	The business or management plan may contain: a) Attention to quality of planting materials and FFB b) Crop projection: site yield potential, age profile, FFB yield trends c) Cost of production : cost per tonne of FFB d) Price forecast e) e) Financial indicators : cost benefit, discounted cash flow, return on investment  - Major compliance -	As above, all relevant information were included in the business management plan.	Complied
<b>4.6.2.4</b>	The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.  - Major compliance -	The estate monitors the estate performance against the targets. It also recommends changes to the plans if necessary.	Complied
<b>Criterion 4.6.3:</b> Transparent and fair price dealing			

Criterion / Indicator		Assessment Findings	Compliance
4.6.3.1	<p>Pricing mechanisms for the products and other services shall be documented and effectively implemented.</p> <p><b>- Major compliance -</b></p>	<p>All the FFB suppliers' contract and payment are managed under Head Quarters level while for operational level, the contracts are available in mill and estate. Contract is signed within both parties in Surat Perintah Kerja. The terms and conditions available as addendum to the contract above in the project.</p> <p>As per contract agreement (Surat Perintah Kerja) signed between Bukit Aping Estate and Transporters, the pricing is agreeable and verified in the payment voucher in timely manner.</p>	Complied
4.6.3.2	<p>All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.</p> <p><b>- Major compliance -</b></p>	<p>For FFB suppliers, valid MPOB license copies were kept by the mill as evidence of legal due diligence prior to being approved to supply FFB. Additionally, each FFB supplier issued with agreement to purchase FFB which was signed by both party as per sample sighted as following:</p> <ul style="list-style-type: none"> <li>- Internal FFB Supplier letter of agreement (Surat Persetujuan Belian BTS Dalaman; Form # FPI/L4/BTS-2.0 Pind 0); Supplier: FGVPM Bukit Aping Selatan; Letter ref. # 1(121)FPI/L4/BTS-2.0 Pind 0; Date: 1/1/2019</li> <li>- External FFB Supplier Memorandum of Understanding-MOU (Perjanjian Persefahaman Antara Pembekal BTS Dengan FPISB; Form # FPI/L4/BTS-2.1 Pind 0); Supplier: Santex Enterprise Sdn. Bhd.; MOU ref. # 9; Date: 1/1/2019</li> </ul> <p>Sample of other contract including the following:</p> <ul style="list-style-type: none"> <li>- Contractor: Eng Huat Latex; Tender ref. # WH2038/2019; Contract work: FFB diversion transport; Letter ref. # (01)WH2038/4058/19; Date: 12/9/2019</li> </ul>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		Contractor: Liga Cempaka Sdn. Bhd.; Tender ref. # WH2006/2019; Contract work: Effluent pond desludging; Letter ref. # (01)WH2006/4058/19; Date: 13/2/2019	
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.  - <b>Major compliance</b> -	Suppliers in general has been briefed and provided with FGV Supplier Code of Conduct (SCOC); April 2019 prior to contractual engagement. The SCOC also available via FGV company's website link <a href="http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf">http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf</a> where the SCOC were specified relevant terms of Labour Standards, RSPO and MSPO requirements as well as legality to be complied with by suppliers.	Complied
<b>4.6.4.2</b>	The management shall provide evidence of agreed contracts with the contractor.  - <b>Major compliance</b> -	Sample of other contract including the following:  - Contractor: Eng Huat Latex; Tender ref. # WH2038/2019; Contract work: FFB diversion transport; Letter ref. # (01)WH2038/4058/19; Date: 12/9/2019  Contractor: Liga Cempaka Sdn. Bhd.; Tender ref. # WH2006/2019; Contract work: Effluent pond desludging; Letter ref. # (01)WH2006/4058/19; Date: 13/2/2019	Complied
<b>4.6.4.3</b>	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required.  - <b>Minor compliance</b> -	Based on the contract between FGV and their contractor, a letter stating the contractor should allow external auditors from certification bodies to conduct audit by checking documents, operation verification and interview with contractor /contractor workers. This letter is signed by contractor as consent.	Complied

Criterion / Indicator		Assessment Findings	Compliance
<b>4.6.4.4</b>	The management shall be responsible for the observance of the control points applicable to the tasks performed by the contractor, by checking and signing the assessment of the contractor for each task and season contracted.  - Major compliance -	Management has the report of job completion namely ' Sijil Pengakuan Melawat Kawasan Kerja yang telah Siap' prior to the payment made as part of critical control points established.	Complied
<b>4.7 Principle 7: Development of new planting ( Not applicable)</b>			
<b>Criterion 4.7.1:</b> High biodiversity value			

**Malaysian Sustainable Palm Oil Part 4: General Principles for Palm Oil Mills.**

Criterion / Indicator		Assessment Findings	Compliance
<b>4.1 Principle 1: Management commitment &amp; responsibility</b>			
<b>Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy</b>			
<b>4.1.1.1</b>	Policy for the implementation of MSPO shall be established. - <b>Major compliance</b> -	FGV established the Group Sustainability Policy; Policy # FGV/SED/POL/001; Rev. 1.0; Effective date: 24/8/2017 for the implementation of MSPO.	Complied
<b>4.1.1.2</b>	The policy shall also emphasize on the commitment to continual improvement with the objective of improving the milling operation. - <b>Major compliance</b> -	The policy has emphasize on the continual improvement of economic, environment and social and improve estate yield.	Complied
<b>Criterion 4.1.2 – Internal Audit</b>			
<b>4.1.2.1</b>	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. - <b>Major compliance</b> -	Internal audit was planned as per Internal Audit Procedure; Doc. # ML-1A/L2-Pr11(0); Rev. 0; Effective date: 1/6/2016 and conducted on 10-11/12/2019 by a team of internal auditors personnel from FGV HQ.	Complied
<b>4.1.2.2</b>	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action. - <b>Major compliance</b> -	Established as FGV Internal Audit Procedure; Doc. # ML-1A/L2-Pr11(0); Rev. 0; Effective date: 1/6/2016. Identified findings recorded in documented information including Integrated Sustainability Internal Audit Checklist, Non-Compliance Findings and Recommendations form as per sighted for the latest audit	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		conducted on 10-11/12/2019. Sighted the Corrective Action Report on Non-compliance Findings on the analysis of nonconformity raised has been submitted to and accepted by the internal auditor.	
<b>4.1.2.3</b>	Reports shall be made available to the management for their review. <b>- Major compliance -</b>	Report made available for review in the management review meeting and recorded in the minutes under agenda titled result of audits – internal & external.	Complied
<b>Criterion 4.1.3 – Management Review</b>			
<b>4.1.3.1</b>	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification. <b>- Major compliance -</b>	Latest management review conducted on 26/12/2019 as per records of minutes of meeting FGVPI Wa Ha POM MSPO Management Review Meeting # 05/2019; Date: 26/12/2019.	Complied
<b>Criterion 4.1.4 – Continual Improvement</b>			
<b>4.1.4.1</b>	The action plan for continual improvement shall be based on a consideration of the main social and environmental impact and opportunities for the company. <b>- Major compliance -</b>	FGVPI Wa Ha Palm Oil Mill has developed continual improvement plan based on following environmental, social and productivity objectives:  <ul style="list-style-type: none"> <li>- Production optimization – towards OER &gt; 22.05% &amp; KER &gt; 5.45%: FFB quality monitoring &amp; control, losses minimization</li> <li>- Reduction of environmental impact: reduction of lubricants consumption &lt;RM0.20/mt FFB processed; biomass boiler fuel optimization</li> </ul>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Improved workers safety & health: zero accident campaign, legal compliance monitoring	
<b>4.1.4.2</b>	The company should establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the workforce.  - <b>Major compliance</b> -	Mill has the initiative to build 1 unit of EFB plant (shredded) at Wa Ha POM to increase the usage of boiler fuel and minimize the disposal of empty bunch. The initiative was implemented since 2018.	Complied
<b>4.2 Principle 2: Transparency</b>			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
<b>4.2.1.1</b>	The management shall communicate adequate information to other stakeholder on environmental, social and legal issues relevant to sustainable practices in the relevant languages and forms.  - <b>Major compliance</b> -	<p>MSPO requirements were communicated to internal stakeholders among employees during daily muster assembly and meetings as recorded in the muster briefing records latest on 16/10/2019 to all both employees of mill and estate. MSPO requirements were also communicated too to all external stakeholders during consultation meeting latest conducted on 31/10/2019. The stakeholders includes contractors, school representatives, neighbour villagers, etc.</p> <p>Contractors and suppliers in general were briefed and provided with FGV Supplier Code of Conduct (SCOC); April 2019 prior to contractual engagement. The SCOC also available via FGV company's website link <a href="http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf">http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf</a> where the SCOC were specified relevant terms of Labour Standards as well as legality to be complied with by suppliers.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.2.1.2	The management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes. <b>- Major compliance -</b>	Documents i.e. policy and work procedures are available and contractors knows that they can obtain it from the office. Workers are also aware on the documents i.e. sustainability policy and safe work procedures.	Complied
<b>Criterion 4.2.2 – Transparent method of communication and consultation</b>			
4.2.2.1	Procedures shall be established for consultation and communication with the relevant stakeholders. <b>- Major compliance -</b>	Procedure for communication and consultation ML-1A/L2-Pr 12(0) has been established for communication with internal and external stakeholders	Complied
4.2.2.2	The management shall nominate management officials at the operating unit responsible for issues related to <i>indicator 1</i> . <b>- Minor compliance -</b>	Management officials appointed is Abdul Rahim bin Sani; Area Quality Supervisor; Letter ref. # (03) RSPO/P1,P6; Date: 10/1/2017	Complied
4.2.2.3	A list of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders shall be properly maintained. <b>- Major compliance -</b>	As per sample records of communication: <ul style="list-style-type: none"> <li>- Internal (Request &amp; Feedback Form): Requester: Abdul Rahim Bin Sani (AQS); Date: 25/5/2019</li> <li>- External (DOE Field Citation Form): Requester: DOE Johor; Date: 28/11/2019</li> </ul> External (DOE Visit Book): Requester: DOSH Johor; Date: 20/10/2019	Complied
<b>Criterion 4.2.3 – Traceability</b>			



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Criterion / Indicator		Assessment Findings	Compliance
4.2.3.1	The management shall commit itself to implement and maintain the requirements for the traceability and shall establish a standard operation procedure for traceability. <b>- Major compliance -</b>	As per Standard Operating Procedure For Mill MSPO SCCS; Doc. # MSPO SCCS; Issue 1; Rev. 3; Date: 1/9/2019 entitled SOP Perkilangan untuk pematuhan Sistem Pensijilan MSPO SCCS	Complied
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. <b>- Major compliance -</b>	FGV have established systems to monitor the implementation of the traceability systems in the mill thorough Internal Audit conducted by the Plantation Sustainability Department. Latest Internal audit was conducted on 9-10/12/2019	Complied
4.2.3.3	The management shall identified and assign suitable employees to implement and maintain traceability system. <b>- Minor compliance -</b>	As per letter of appointment i.e. Perlantikan AJK SC (Supply Chain Certification); Ref. # (01) MSPO/RSPO; Date: 4/11/2019 of Assistant Mill Managers: Muhammad Hafizuddin bin Mohd. Daud, Muhammad Syahir bin Rosdi; Weighbridge clerk: Mohd. Radi bin Amin, Felsco (AP): Mohd. Hisyam bin Sabran; Lab Analyst: Mohamad Hairi bin Haji Othman; FFB Grader: Abdul Rahim bin Sani and Operation Supervisor: Muhd. Asmawi bin Ruslan	Complied
4.2.3.4	Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained. <b>- Major compliance -</b>	As per sample: <ul style="list-style-type: none"> <li>- Daily Figures Report – ISCC/RSPO/MSPO (FFB/CPO/PK) FGVPI Wa Ha POM; Date: 31/7/2019</li> <li>- Weighbridge ticket - Akuan Penerimaan BTS # A00001144; Supplier: FGVPM Bukit Aping Selatan Estate; Net weight: 4.29mt; Lorry: VCT148</li> </ul>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		Weighbridge ticket - Akuan Penerimaan BTS Luar # A00001110 Supplier: Perniagaan Bingan Jaya; Net weight: 2.95mt; Lorry: JRX1509	
<b>4.3 Principle 3: Compliance to legal requirements</b>			
<b>Criterion 4.3.1 – Regulatory requirements</b>			
<b>4.3.1.1</b>	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations.  <b>- Major compliance -</b>	<p>Wa Ha Oil Mill has been complied with the compliance that applicable to local, state and national as per below detail:-</p> <ul style="list-style-type: none"> <li>a) MPOB license 500171704000 valid from 1 April 2019 until 31 March 2020,</li> <li>b) License KPDNKK.J.KTG/PERMIT 0092(PD) for Diesel valid until 17 June 2020,</li> <li>c) License for Palm Oil overhead crane PMA 9728 valid until 1 Oct 2020,</li> <li>d) License for Air compressor JH PMT 19071 valid until 1 Oct 2020,</li> <li>e) License for Steam receiver PMT114529 valid until 2 Oct 2020,</li> <li>f) License for Thermal Daerator JH PMT 12781 valid until 1 Oct 2020,</li> <li>g) License for weighbridge refer certificate B1505269 already renew on 26 May 2019.</li> </ul>	Not Comply

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		The EFB leachate from the stockyard located just beside the mill premise was not channeled to the effluent treatment plant as required in item 11.2 of the Jadual Pematuhan thus Major NC been raised.	
<b>4.3.1.2</b>	The management shall list all relevant laws related to their operations in a legal requirements register. <b>- Major compliance -</b>	The legal registered is available for all legal and other compliance and already update on 15 nov 2019.	Complied
<b>4.3.1.3</b>	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force. <b>- Major compliance -</b>	As per established procedure of Legal and Other Requirements; Doc. # FPI/L2/QOHSE-2.0; Issue # 2; Dated: 15/9/2014. Relevant personnel from both mill and HQ (Sustainability Department) to alert on any updates in applicable requirements. Legal register to be updated upon review by relevant personnel at mill.  New legal have been registered in Legal register such as Noise Exposure Regulation 2019	Complied
<b>4.3.1.4</b>	The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements. <b>- Minor compliance -</b>	The Mill Manager was assign as overall relevant personnel responsible together with mill QOHSE committee members to monitor compliance and track update of changes in applicable requirements. Results of latest evaluation of compliance done were recorded in Form # FPI/L4/QOHSE-2.1; Rev. 0; Dated: 1/1/2018.  Appointment of committee members sighted as the management already appointed En Muhammad Hafizuddin Bin Mohd Daud referred letter (01) SRPO dated on 25 July 2019.	Complied
<b>Criterion 4.3.2 – Lands use rights</b>			

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Criterion / Indicator		Assessment Findings	Compliance
4.3.2.1	The management shall ensure that their oil palm milling activities do not diminish the land use rights of other users. - <b>Major compliance</b> -	There is no land dispute in the certification unit and supply base at the time of audit. Verified the information through the land titles and during stakeholder’s consultation.	Complied
4.3.2.2	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual legal use of the land. - <b>Major compliance</b> -	Wa Ha POM has apply the individual land title under FPI as per letter dated 15.05.2018, Kelulusan Rayuan Permohonan Tanah Yang Terbatal Notis 5A Bagi Tujuan Tapak Kilang Kelapa Sawit di FELDA Simpang Waha oleh FELDA Palm Industries Sdn Bhd PTD 1682 seluas 39.15 Ha Mukim Sedili Kecil Daerah Kota Tinggi).	Complied
4.3.2.3	Legal parameter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - <b>Major compliance</b> -	Since there is in progress of having individual land titles, the boundary markers been established by Jurukur Berjasa, FRICChartered Land Surveyor with scale 1:5000.	Complied
4.3.2.4	Where there are, or haven been disputes, documented proof of legal acquisition of land and fair compensation that have been or are being made to previous owners and occupants; shall made available and that these should have been accepted with free prior informed consent (FPIC). - <b>Minor compliance</b> -	There is no land dispute in the certification unit and supply base at the time of audit. Verified the information through the land titles and during stakeholder’s consultation.	Complied
<b>Criterion 4.3.3 – Customary rights</b>			
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. - <b>Major compliance</b> -	The mill lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied

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4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights shall be made available. - <b>Minor compliance</b> -	The mill lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
4.3.3.3	Negotiation and FPIC shall be recorded and copies of the relevant agreements should be made available. - <b>Major compliance</b> -	The mill lands are legally owned by the company. Interview with the surrounding communities and stakeholders confirm no disputes.	Complied
<b>4.4 Principle 4: Social responsibility, health, safety and employment condition</b>			
<b>Criterion 4.4.1: Social Impact Assessment (SIA)</b>			
4.4.1.1	Social impacts should be identified and plans should be implemented to mitigate the negative impacts and promote the positive ones. - <b>Minor compliance</b> -	The Social Impact Assessment was conducted on 20/2/2018 (Laporan Penilaian Impak Sosial KS Wa Ha) and on 22/2/2018 (FGVPM Bukit Aping Selatan Estate) by Sustainability Team. SOP for SIA (Doc # FGV/ML-1A/L2-Pr21; Issue # 1; Rev. # date: 2/3/2019 established on SIA review to be conducted at least once in every 2 years. The social management plan was updated according on both positive and negative impact from the stakeholders' consultation conducted from 20-22/2/2018.	Complied
<b>Criterion 4.4.2: Complaints and grievances</b>			
4.4.2.1	A system for dealing with complaints and grievances shall be established and documented. - <b>Major compliance</b> -	A system based on SOP for Complaint & Grievance (Doc no: FGV/ML-1A/L2-Pr13; Issue 01; Rev. 02; Date: 01/04/2019 is available. This procedure is applicable to all employees and stakeholders who wish to lodge a complaint or grievance. The procedure also provides a mechanism for addressing complaints	Complied

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		received, and accords protection and confidentiality to complainants. The complaints will be solved on 14 days (first stage), 14 days (second stage) and 14 days (third stage). Apart from that, FGV also has the FGV Whistleblowing Policy, (policy number FGV/GGD/POL.001 revision 6 dated 28/05/2018) to protect the complainant.	
<b>4.4.2.2</b>	The system shall be able to resolve dispute in an effective, timely and appropriate manner, which is accepted by all parties.  - <b>Major compliance</b> -	Complaints procedures communicated to internal stakeholders among employees during daily muster assembly and meetings as recorded in the muster briefing records latest on 16/10/2019 to all both employees of mill and estate. Complaints procedures were also communicated too to all external stakeholders during consultation meeting latest conducted on 31/10/2019. The stakeholders includes contractors, school representatives, neighbour villagers, etc.	Complied
<b>4.4.2.3</b>	A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints.  - <b>Minor compliance</b> -	The grievances recorded in Complaint Book and Housing Repair Request Form. As per SOP for Complaint & Grievance (Doc no: FGV/ML-1A/L2-Pr13; Issue 01; Rev. 02; Date: 01/04/2019, under clause 7.2.2 external stakeholder, the complainant will be kept informed within 2 weeks from the complaint receiving date. No external complaints received by the mill and estates except for internal stakeholders among employees mainly on housing repair request.	Complied
<b>4.4.2.4</b>	Employees and surrounding communities should be made aware of its existence and that complaints or suggestions may be made at any time.	Complaints procedures communicated to internal stakeholders among employees during daily muster assembly and meetings as recorded in the muster briefing records latest on 16/10/2019 to all both employees of mill and estate. Complaints procedures were	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- <b>Minor compliance</b> -	also communicated too to all external stakeholders during consultation meeting latest conducted on 31/10/2019. The stakeholders includes contractors, school representatives, neighbour villagers, etc.	
<b>4.4.2.5</b>	Complaints and solutions within the past 24 months shall be documented and be made available to affected stakeholders upon request. - <b>Major compliance</b> -	As per SOP for Complaint & Grievance (Doc no: FGV/ML-1A/L2-Pr13; Issue 01; Rev. 02; Date: 01/04/2019 under clause 7.1.4 (4 <sup>th</sup> stages) 7.1.4.1 if there is no agreement after complaint lodges to the headquarters, the complaint can be escalated to Jabatan Perhubungan Perusahaan, Kementerian Sumber Manusia or Panel Aduan Persijilan Kelestarian (RSPO or MSPO) as a solution.	Complied
<b>Criterion 4.4.3:</b> Commitment to contribute to local sustainable development			
<b>4.4.3.1</b>	Palm oil miller should contribute to local development in consultation with the local communities. Where the mill is an integral part of plantation, such contribution to local community development may be regarded as a joint effort by the mill and the plantation. - <b>Minor compliance</b> -	As a group level, FGV Holdings has the Funding Social Development in website: <a href="http://www.fgvholdings.com/sustainability/people-development/community-development/">http://www.fgvholdings.com/sustainability/people-development/community-development/</a> and as below:  - The Settlers: The profitability of FGV's business contributes to the success of FELDA settlers. The annual lease payments on the 355,864 hectares of land that FGV manages provides a secure and consistent income stream to FELDA, enabling it to focus on its social development programmes. Additionally, proceeds from FGV's profit are channelled to FELDA, through its 37 percent stake in our business. These earnings enable FELDA to be internally funded, and ensures its success in sustaining the vibrancy of Malaysia's	Complied

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	<p>smallholder plantations. FGV further distributes its benefits, in the form of dividends, to settlers via Koperasi Permodalan Felda. Some two million people, comprising 112,635 settler families, children and grandchildren, benefit from plantation income, and it is estimated that a further 300,000 people associated with the settlements derive their income from FELDA. In addition to this, various community-based and assistance programmes are being carried out to look into the welfare of Felda communities, including housing improvement loans, training and development programmes for the settlers' offsprings and their children, as well as development of infrastructure and facilities within the settlements.</p> <ul style="list-style-type: none"> <li>- Yayasan FELDA: FELDA and FGV contribute two percent net profit every year to Yayasan Felda. Through the foundation, FGV helps to spur a variety of charitable causes and initiatives centering on educational, healthcare and philanthropic causes, which benefit settler communities, rural populace and Malaysians at large.</li> <li>- FGV Launches Sun Bear Conservation Programme which includes the setting up of the first Sun Bear Community Action Group (CAG) in Malaysia. As part of the holistic approach in implementing the programme, FGV is also publishing guidelines for the CAG entitled Garis Panduan Pelaksanaan Komuniti Sahabat Beruang Matahari and Pengurusan Beruang Matahari di Pusat Menyelamat Hidupan Liar Kebangsaan, which are the first in South East Asia.</li> <li>- FGV Champions Conservation of the World's Largest Flower, Rafflesia and World's Smallest Bears Species, The Sun Bear</li> </ul>	



Criterion / Indicator		Assessment Findings	Compliance
		<p>with FRIM and PERHILITAN. FGV signed a Memorandum of Collaborations (MoC) with FRIM to set up the first Rafflesia Conservation and Interpretive Centre (RCIC) in Peninsular Malaysia, and another MoC with Perhilitan to set up the Sun Bear Conservation Programme.</p> <p>Local development needs of local community were carried out on unit basis and contributed by operating units within FGV Wa Ha complex including the following:</p> <ul style="list-style-type: none"> <li>- Employees children school assistance contribution 2019</li> <li>- Employees festival season assistance contribution 2019</li> </ul>	
<b>Criterion 4.4.4: Employees safety and health</b>			
<b>4.4.4.1</b>	<p>An occupational safety and health policy and plan which is in line with Occupational Safety and Health Act 1994 and Factories and Machinery Act 1967 (Act 139) shall be documented, effectively communicated and implemented.</p> <p><b>- Major compliance -</b></p>	<p>Policy established as Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar (Quality, Occupational Safety and Health and Environment Policy); Signed by: CEO FPISB; Rev. 10; Date: 20/11/2017; First issue: 10/8/1999. Sighted sample records of policy communication conducted on 1/1/2020.</p>	Complied
<b>4.4.4.2</b>	<p>The occupational safety and health plan should cover the following:</p> <ul style="list-style-type: none"> <li>a) A safety and health policy, which is communicated and implemented.</li> <li>b) The risk of all operations shall be assessed and documented.</li> <li>c) An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill:</li> </ul>	<ul style="list-style-type: none"> <li>a) Policy established as Dasar Kualiti, Keselamatan, Kesihatan Pekerjaan dan Alam Sekitar (Quality, Occupational Safety and Health and Environment Policy); Signed by: CEO FPISB; Rev. 10; Date: 20/11/2017; First issue: 10/8/1999. Sighted sample records of policy communication conducted on 1/1/2020.</li> </ul>	Complied

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<ul style="list-style-type: none"> <li>i. All employees involved are adequately trained on safe working practices;</li> <li>ii. All precautions attached to products should be properly observed and applied;</li> <li>d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).</li> <li>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</li> <li>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust shall have knowledge and access to latest national regulations and collective agreements.</li> <li>g) The management shall conduct regular two-way communication with their employees where issues that affect their business such as those related to employees' safety, health and welfare are discussed openly. Records from such meeting shall be kept ant the concerns of employees and any remedial actions taken shall be recorded.</li> <li>h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</li> </ul>	<ul style="list-style-type: none"> <li>b) The The risk already been identified as per HIRARC and chemical Hazard Risk Assessment. HIRARC was available referred document FPI/L4/QOHSE-1.4 Pind 2 dated review on 25 September 2019. CHRA was done on June 2019 by MZ ENVIRO TESTING &amp; CONSULTING (HQ/15/ASS/00/363).</li> <li>c) OSH Programmed (FPI/L4/QOHSE – 5.1 Pind 0) is available dated 10 Jan 2020 in Wa Ha Oil Mill, this programme including OSH meeting, workplace inspection, training and others that involve with safety.</li> <li>d) During the audit it was noted that all employees were provided with and were wearing appropriate personal protective equipment (PPE). Records were available of PPE issued to individual workers, including signatures to confirm receipt. PPE issued was based on CHRA assessor's recommendation, HIRARC and SOPs.</li> <li>e) The management had established Standard Operating Procedure for handling of chemicals, FGVPM/L3/PK-16 to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labelling) Regulation 1997</li> <li>f) The responsible for workers safety and health have been appoint to ensure the worker was work in safety condition refer letter (01)MSPO/RSPO dated 21 Nov 2019</li> <li>g) OSH meeting last done on 21 Nov 2019 attend by 10 person, found 1 accident been reported for June 2019. The</li> </ul>	

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<p>i) Employees trained in First Aid shall be present at all mill operations. First Aid equipment should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p><b>- Major compliance -</b></p>	<p>OSH meeting was done periodically and previously record was on 22/8/2019 and 13/5/2019.</p> <p>h) Accident and emergency procedure was available referred document FPI/L@/QOHSE-22.0. One accident happen on 19 June 2019 in pressing station area, the JKPP 6 record was available dated 22 June 2019. The training was done on 1 August 2019 for kernel station and for Oil Room station was on 3 May 2019.</p> <p>i) First aid training was done on 14 Oct 2019 and attended by 8 person. The equipment of first aid was complete verified during site visit inspection.</p> <p>j) One accident happen on 19 June 2019 in pressing station area, the JKPP 6 record was available dated 22 June 2019. The training was done on 1 August 2019 for kernel station and for Oil Room station was on 3 May 2019. JKPP 8 already submit to DOSH on Jan 2020. LTA was 26.67.</p>	
<p><b>Criterion 4.4.5:</b> Employment conditions</p>		
<p><b>4.4.5.1</b> The management shall establish a policy on good social practice regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and communicated to the employees.</p> <p><b>- Major compliance -</b></p>	<p>FGV Holdings has developed Group Sustainability Policy # FGV/SED/POL/001; Rev. 3, Effective date: 29/05/2019. Under clause 5.1.3, Respect for Human Rights, FGV group strives to upload and respect internationally recognised human rights as enshrined in the Universal Declaration of Human Rights (UDHR), United Nation as Convention on the Elimination of All Forms of Discrimination against Women, United Nations Convention on the rights of the child, other applicable United nations core human</p>	<p>Complied</p>

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		<p>rights treaties, the ILO (Declaration on Fundamental Principles and Rights at Work as well as other relevant ILO conventions.</p> <p>Policies communicated to employees during daily muster assembly and meetings as recorded in the muster briefing records at both mill and estate.</p> <p>Apart from that, FGV also has the FGV Whistleblowing Policy; Policy # FGV/GGD/POL.001; Rev. 6; Date: 28/05/2018) to protect the complainant.</p> <p>Policies were communicated during meeting with internal stakeholder among FGVPW Wa Ha POM &amp; FGVPW Bukit Aping Selatan Estate employees on 16/10/2019. Communication with external stakeholders latest done on 30/10/2019 through a meeting held in combination by FGVPI Wa Ha and Adela, Semenchu, Air Tawar, Lok Heng and FGVPW Bukit Aping Selatan &amp; Kledang 02 in Dewan Semai Bakti Felda Sening, Kota Tinggi, Johor.</p>	
<b>4.4.5.2</b>	<p>The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.</p> <p><b>- Major compliance -</b></p>	<p>FGV Holdings has developed Group Sustainability Policy; Policy # FGV/SED/POL/001; Rev. 3; Effective date: 29/05/2019. Under the clause 5.16 Gender Equality and Preventing Sexual Harassment violence and abuse. Visit to the site confirmed no violence or use of any form of harassment instigated in both the mill and estate operation.</p>	Complied
<b>4.4.5.3</b>	<p>Management shall ensure that employees' pay and conditions meet legal or industry minimum standards as per Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.</p>	<p>For the FGVPI Wa Ha POM, conditions of pay are contained in the Collective Agreement signed between Felda Palm Industries Sdn Bhd and Workers' Union FGV Palm Industries Sdn. Bhd. Semenanjung valid from 1 January 2019 to 31 December 2021.</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.4.5.4	<p>Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.</p> <p>- Minor compliance -</p>	There is no contractor employees in Wa Ha POM.	Complied
4.4.5.5	<p>The management shall establish records that provide an accurate overview of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.</p> <p>- Major compliance -</p>	There is master file document for all workers with all information.	Complied
4.4.5.6	<p>All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract shall be made available for each and every employee indicated in the employment records.</p> <p>- Major compliance -</p>	<p>Copy of employment contract for FGVPI Wa Ha POM sampled workers available as following:</p> <ul style="list-style-type: none"> <li>- Employee ID: 1211823; Date joined: 15/9/2019; Workstation: Shredder plant; Nationality: Malaysia</li> <li>- Employee ID: 1204914; Date joined: 2/12/1989; Workstation: Boiler; Nationality: Malaysia</li> <li>- Employee ID: 1207497; Date joined: 1/9/2007; Workstation: Workshop; Nationality: Malaysia</li> <li>- Employee ID: 1209774; Date joined: 1/6/2012; Workstation: Maintenance admin; Nationality: Malaysia</li> <li>- Employee ID: 1208273; Date joined: 4/5/2008; Workstation: Lab; Nationality: Malaysia</li> </ul>	Complied

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		Employee ID: 1211217; Date joined: 1/2/2017; Workstation: Loading ramp; Nationality: Malaysia	
<b>4.4.5.7</b>	The management shall establish a time recording system that makes working hours and overtime transparent for both the employees and employers.  - <b>Major compliance</b> -	The overtime is recorded in the punch card system and paid accordingly. Seen all the employees' punch cards with the form titled 'Borang Arahan/Kebenaran Kerja Lebih Masa, Kerja Pada Hari Cuti Rehat dan Kerja' pada hari cuti Umum filled up by workers for the overtime. Seen the overtime record for office workers while no overtime offer to the general workers.	Complied
<b>4.4.5.8</b>	The working hours and breaks of the individual worker indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed upon and shall meet the legal requirements applicable.  - <b>Major compliance</b> -	As per employment contract, the working hour is 8 hours/day. Seen all the employees' punch cards with the form titled 'Borang Arahan/Kebenaran Kerja Lebih Masa, Kerja Pada Hari Cuti Rehat dan Kerja' filled up by workers for the overtime. Seen the overtime record for office workers while no overtime offer to the general workers.	Complied
<b>4.4.5.9</b>	Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.  - <b>Major compliance</b> -	Pay slips, attendance record for month of Oct, Nov & Dec 2019 were sampled based on the processed summary as as following:  FGVPI Wa Ha POM: <ul style="list-style-type: none"> <li>• Employee ID: 1211823; Workstation: Shredder plant</li> <li>• Employee ID: 1204914; Workstation: Boiler</li> <li>• Employee ID: 1207497; Workstation: Workshop</li> </ul> Employee ID: 1209774; Workstation: Maintenance admin	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p><b>4.4.5.10</b> Other forms of social benefits should be offered by the employer to employees, their families or community such as incentives for good work performance, bonus payment, support of professional development, medical care provisions and improvement of social surroundings.</p> <p><b>- Minor compliance -</b></p>	<p>The company provides free medical benefit (panel clinic) and free housing to workers with rubbish collection, water and electric subsidy, football field and game courts.</p>	<p>Complied</p>
<p><b>4.4.5.11</b> In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities.</p> <p><b>- Major compliance -</b></p>	<p>Wa Ha POM provides 1 worker with or without family is 1 house to be occupied.</p> <p>Water for domestic usage is provided from Syarikat Air Johor and Tenaga Nasional Berhad with subsidize rate as per collective agreement which are RM15/month for electric and 35 gallon/people/day or RM3.00/people/month with limit of RM15.00/month/family. Besides, government clinic was available in the complex where the employees can easily access to the medical facilities. The employees have provided with AIA Medical Card where they are allowed to visit any panel clinic without paying the medical fees.</p> <p>For Wa Ha POM, the linesite inspection conducted in weekly basis as per record Pemantauan Mingguan Perumahan Pekerja, Doc no: FGV/ML-1A/L4-F20 Issue 1 effective date: 01.06.2016. Since the workers in mill are all locals, they live in the Felde settler's neighborhood.</p> <p>There were extension of housing made in the linesite since the houses are since 1987 and only has 2 small rooms and no garage. The management aware on the extension been done long time ago and has budgeted the new houses in stages. 14 units of houses</p>	<p>Complied</p>

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		budgeted for year 2019 for Wa Ha POM, and to be continued in 2020.	
<b>4.4.5.12</b>	The management shall establish a policy to prevent all forms of sexual harassment and violence at the workplace.  - <b>Major compliance</b> -	FGV Holdings has developed Group Sustainability Policy; Policy # FGV/SED/POL/001; Rev. 3; Effective date: 29/05/2019. Under the clause 5.16 Gender Equality and Preventing Sexual Harassment violence and abuse. Visit to the site confirmed no violence or use of any form of harassment instigated in both the mill and estate operation.	Complied
<b>4.4.5.13</b>	The management shall respect the right of all employees to form and join trade union and allow workers' own representative(s) to facilitate collective bargain in accordance with applicable laws and regulations. Employees shall be given freedom to join trade unions relevant to the industry or organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.  - <b>Major compliance</b> -	FGV has established a policy recognising freedom of association and right to collective bargaining and published publicly in both mill and estate in local language i.e. Polisi Hak Kebebasan Bersuara & Menganggotai Kesatuan. Policy being displayed at the main notice boards at the Estate offices, near muster ground and near the workers' hostel.  Minutes of meeting available as per record of mill union meeting i.e. Mesyuarat Jawatankuasa Agung Kali Ke-Enam Sesi 2016-2019 Kesatuan Pekerja-pekerja FGV Palm Industries Sdn. Bhd.; Date: 13/3/2019	Complied
<b>4.4.5.14</b>	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation.  - <b>Major compliance</b> -	A formal policy for the protection of children, including prohibition of child labour and remediation is in place as documented in FGV Holdings Berhad Group Sustainability Policy; Doc. # FGV/SED/POL/001; Rev. 3; Effective date: 29/05/2019; Chapter 5.1.3.1 – Respect for Human Rights. FGV has defined hiring of workers is 18 and above due to the nature of work.	Complied



Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.4.6: Training and competency</b>			
<b>4.4.6.1</b>	<p>All employees and contractors shall be appropriately trained. A training programme shall include regular assessment of training needs and documentation, including records of training.</p> <p><b>- Major compliance -</b></p>	<p>Training needs and plan is available, this matrix cover for all work happen in mill such as technical work at ramp, sterilizer, boiler, and etc. The training have been sampling to ensure the compliance as per below:-</p> <ul style="list-style-type: none"> <li>a) Scheduled waste training dated 13 November 2019, trained by En Muhammad Syahir (CEPSWaM/01921). Referred FPI/L4/QOHSE-5.4 Pind 0</li> <li>b) Training on Noise at workplace dated 25 April 2019 trained by Wong Tai Chen (HQ/14/PEB/00/38)</li> <li>c) Emergency Response Training dated 4 November 2018</li> <li>d) Personal Protective Equipment (PPE) training been conduct on 30 October 2019</li> <li>e) Training for water treatment plant operator is been done on 6 August 2018.</li> <li>f) Chemical handling training done on 19 Sept 2019</li> <li>g) Policy Training on safety, environment and social dated 1 Jan 2020</li> </ul>	<p>Complied</p>
<b>4.4.6.2</b>	<p>Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p>	<p>Training needs of individual employees has been identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p>	<p>Complied</p>

Criterion / Indicator		Assessment Findings	Compliance
	- <b>Major compliance</b> -		
<b>4.4.6.3</b>	<p>A continuous training programme shall be planned and implemented to ensure that all employees are well trained in their job function and responsibility in accordance to the documented training procedure.</p> <p>- <b>Minor compliance</b> -</p>	<p>The Mill have a Training Programme that is based on a training need assessment carried out at the individual operating unit level for each work-station/work type. The training program includes staff, workers, contractor’s workers and contractors.</p> <p>It was noted that most of the trainings/briefings are informal on the job instruction. The mill maintains records of informal and formal training for workers. Training program was inspected and complies with regulation 27 (Factories and Machinery Regulation 1989 and other requirement.</p>	Complied
<b>4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>			
<b>Criterion 4.5.1: Environmental Management Plan</b>			
<b>4.5.1.1</b>	<p>An environmental policy and management plan shall be in line with the relevant country and state environmental laws shall be established, effectively communicated and implemented.</p> <p>- <b>Major compliance</b> -</p>	<p>Reporting for POME results and in line with mil’s compliance schedule requirements. New Guided SelfRegulation was introduced by DOE to ensure all operator self-assessed the compliance status on environmental related issues. The approach is based on 7 Environmental Monitoring Tools (EMT) and implemented since June 2016. New establishment of EPMC @ Environmental Performance Monitoring Committee (operation level – mill) and ERCMC @ Environmental Regulatory Compliance Monitoring Committee (HQ level) shows the commitment towards continuous compliance.</p>	Complied

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		EPMC meeting been done monthly and latest 28/11/2019, and latest ERCMC meeting – 4 Sept 2019 attended by mill manager and HQ representative with total 13 person.	
<b>4.5.1.2</b>	<p>The environmental management plan shall cover the following:</p> <p>a) An environmental policy and objectives;</p> <p>b) The aspects and impacts analysis of all operations</p> <p><b>- Major compliance -</b></p>	Environmental Management Plan is available same with aspect & Impact dated 4 September 2018. This cover such as emission smoke, noise, air pollution, effluent and others. The aspect impact available under file title of Risk Assessment Register dated 4 September 2018 prepared by En. Mohd Yusof cover all operation from activity chemical mixing and storage(ER 001) until Bio Compost(ER018).	Complied
<b>4.5.1.3</b>	<p>An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored.</p> <p><b>- Major compliance -</b></p>	<p>Management action plan were established for identified significant environmental impacts which including the potential land and water contamination from the use of chemical and handling of the empty chemical container, chemical storage as well as diesel storage. Continuous implementation of management action plan sighted for control of significant impact including proper handling of scheduled waste, practices of 3R program. For each operating units, an assistant manager was appointed as the responsible person for management plan assisted by staff within the environmental aspect impact review committee.</p> <p>Sampling on diesel usage, the monitoring record is available under file monthly report. The latest is on December 2019 record with 1.34 lit/mt</p>	Complied
<b>4.5.1.4</b>	A programme to promote the positive impacts should be included in the continual improvement plan.	In POM, the programme to promote positive impact to environment is available example:-	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- <b>Minor compliance</b> -	<p>Target; to reduce diesel consumption</p> <p>Action plan;</p> <ul style="list-style-type: none"> <li>- less using genset in operation and only using 4 hour perday.</li> <li>- To ensure the other source for firing is available</li> <li>- Using turbine to process the oil and keep service the machine for optimized the diesel usage.</li> </ul>	
<b>4.5.1.5</b>	<p>An awareness and training programme shall be established and implemented to ensure that employees understand the policy, objectives and management plans and are working towards achieving objectives.</p> <p>- <b>Major compliance</b> -</p>	<p>The training have been sampling to ensure the compliance as per below:-</p> <p>a) Scheduled waste training dated 23 November 2018, trained by En Mohd Razif Sulaiman (CEPSWaM/01921). Referred PPM/SOP/6.8-F2</p> <p>b) Training on Noise at workplace dated 11 Nov 2018 trained by Dr Muzafar Salim (HQ/11/DOC/00/235)</p>	Complied
<b>4.5.1.6</b>	<p>The management shall organize regular meetings with workers where concerns of workers about the environmental quality are discussed.</p> <p>- <b>Major compliance</b> -</p>	<p>New establishment of EPMC @ Environmental Performance Monitoring Committee (operation level – mill) and ERCMC @ Environmental Regulatory Compliance Monitoring Committee (HQ level) shows the commitment towards continuous compliance.</p> <p>Latest ERCMC meeting – 28 August 2018 attended by mill manager and HQ representative with total 12 person.</p> <p>EPMC meeting – 08/2018 24 Sept 2018, and 07/2018 3 August 2018. The frequency is every month in a year.</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance	
<b>Criterion 4.5.2:</b> Efficiency of energy use and use of renewable energy			
<b>4.5.2.1</b>	Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity in the operations over the base period <b>- Major compliance -</b>	The consumption of non-renewable energy is been monitored closely and management already plan to reduce the consumption by install the second burner using methane generate from biogas at boiler no 2. This action plan dated 30 November 2018 prepared by Muhammad Syahmi Bin Ramli.	Complied
<b>4.5.2.2</b>	The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations. <b>- Major compliance -</b>	Record of renewable energy consumption is available under title Diesel usage. As per record for 2017 1.24 liter for 2017 and todate for 2018 is 1.18 liter/FFB.	Complied
<b>4.5.2.3</b>	The use of renewable energy should be applied where possible. <b>- Minor compliance -</b>	The plan to improve the efficiency of fossil fuel usage was Established and approved by Mill Manager. 1. To reduce diesel consumption by 3% for the year 2019. 2. To increase 1% consumption of methane gas for 2019. The plan was monitored by Mill Engineer on monthly basis.	Complied
<b>Criterion 4.5.3:</b> Waste management and disposal			

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Criterion / Indicator		Assessment Findings	Compliance
4.5.3.1	All waste products and sources of pollution shall be identified and documented. <b>- Major compliance -</b>	The waste management plan already identified the waste that been generate in the mill compound including effluent, scheduled waste, fibre and other. This action plan is cover for each waste to be handle that followed as per EQA 1974.	Complied
4.5.3.2	A waste management plan shall be developed and implemented, to avoid or reduce pollution. The waste management plan should include measure for: a) Identifying and monitoring sources of waste and pollution. b) Improving the efficiency and recycling potential of mill by-products by converting them into value-added products. <b>- Major compliance -</b>	The waste management plan is available dated 1 August 2018. Its cover Domestic, plastic, Garden waste, industrial waste and others. Example for waste water from PCD implementation, the latest cleaning PCD is on 26 October 2018 the record is available under Pollution control device (PCD) cleaning record book. The water mix with oil that collected from PCD will dispose as SW 307.	Complied
4.5.3.3	The palm oil mill management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environmental Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005 <b>- Major compliance -</b>	Standard Operating Procedure (SOP) for Scheduled waste is available dated January 2016 prepared by SPO team under file RSPO working instruction.  From Inventory of scheduled waste referred file AS(B)J31/152/000/007. The Mill using eswiss inventory no 201508141571POM102018 dated Oct 2018 available for SW 110, 305, 307,409,410 and 429. Latest Disposal scheduled waste is on 24 July 2018 at Kualiti Alam Sdn Bhd.	Complied
4.5.3.4	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourse. <b>- Minor compliance -</b>	Domestic waste disposal is manage by Pasir Panjang Estate, and it been disposal once a week.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.5.4:</b> Reduction of pollution and emission			
<b>4.5.4.1</b>	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, particulate and soot emissions, scheduled wastes, solid wastes and effluent. <b>- Major compliance -</b>	Assessment for polluting activity is conducted yearly by management example on January 2018 they will be calculate te emission for the previously year 2017. This assessment include greenhouse gases, solid waste effluent and others.	Complied
<b>4.5.4.2</b>	An action plan to reduce identified significant pollutants and emissions shall be established and implemented. <b>- Major compliance -</b>	Same as ind 4.5.2.1, another example action plan is to manage emission dark smoke using CEMS and ensure the black smoke is within the allowable limit. This plan can be referred Pollution & Emission Management Plan dated 1 July 2018.	Complied
<b>4.5.4.3</b>	Palm oil mill effluent (POME) shall be treated to ensure compliance with standards as stipulated in the relevant Environmental Quality (Prescribed Premises) (Crude Palm Oil) Regulations 1977. POME discharge limits and method should be in accordance with the respective state and national policies and regulations. <b>- Major compliance -</b>	POME sampling have done on 1 Nov 2018, report no EI/1811/0928-0931 for EI – 0928 Sediment Pond the result is comply with <i>Jadual Pematuhan</i> .	Complied
<b>Criterion 4.5.5:</b> Natural water resources			
<b>4.5.5.1</b>	The management shall establish water management plans to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include: a) Assessment of water usage and sources.	Water management plan is available dated 15 april 2018 prepared by Mohd Hafiz (assistant Manager). This action plan cover all operation that involve in water usage such as boiler, hydrocyclone, press and oil room. Example in boiler have produce steam and possible treat is water pollution, the action plan is to do water	Complied

Criterion / Indicator		Assessment Findings	Compliance
	b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the mill’s current activities. c) Ways to optimize water and nutrient usage and reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.). <b>- Major compliance -</b>	analysis for inlet and outlet water. As per record referred WI/1811/1116-1117 dated 4 Nov 2019.	
<b>4.5.5.2</b>	Where open discharge of POME into water course is practiced, mills should undertake to gradually phase it out in accordance to the applicable state or national regulations. <b>- Major compliance -</b>	The result of effluent to water course is comply with Jadual Pematuhan.	Complied
<b>4.6 Principle 6: Best Practices</b>			
<b>Criterion 4.6.1: Mill Management</b>			
<b>4.6.1.1</b>	Standard operating procedures shall be appropriately documented and consistently implemented and monitored. <b>- Major compliance -</b>	Work Instructions have been derived from SOPs and it were displayed at work stations at the mill and at certain locations at the estates, such as the Muster Notice Boards. Eg: SM/WI/10: Boiler Station, SM/WI/13: Laboratory Manual, SM/WI/22: Waste Management, SM/WI/23: Handling chemicals, SM/WI/25: Usage of hearing protection device, SM/WI/29: Emergency Response Procedure, SM/WI/30: Maintenance and servicing of oil trap, SM/WI/34: Confined Space Management, SOP Harvesting, SOP Spraying, SOP: Manuring, SOP: Workshop, SOP: Working at Height,	Complied



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		SOP: Oxy-Acetylene Set, SOP: Welding, SOP: Mechanical Buffalo, and others.	
<b>4.6.1.2</b>	All palm oil mills shall implement best practices. - <b>Major compliance</b> -	The implementation is been checking by Mill Inspectorate to ensure is done properly as best practice requirement. The latest visit is on 21 November 2018 by En Mohd Jaafar Abu Bakar.	Complied.
<b>Criterion 4.6.2:</b> Economic and financial viability plan			
<b>4.6.2.1</b>	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning. - <b>Major compliance</b> -	Wa Ha POM and supply bases have established and implemented its commitment to long term sustainability and improvements through a capital expenditure programme. Budget and 5 years management plan (projections 2018- 2022) was verified during the audit. Wa Ha Palm Oil Mill and supply bases have made progress towards achieving their performance production targets for the current financial year	Complied
<b>Criterion 4.6.3:</b> Transparent and fair price dealing			
<b>4.6.3.1</b>	Pricing mechanisms for the products and other services shall be documented and effectively implemented. - <b>Major compliance</b> -	Pricing mechanisms effectively documented and implemented based on sample for External FFB Supplier Memorandum of Understanding-MOU (Perjanjian Persefahaman Antara Pembekal BTS Dengan FPISB; Form # FPI/L4/BTS-2.1 Pind 0); for supplier as following: <ul style="list-style-type: none"> <li>- Felda Aping Timur; MOU ref # 1; Date: 1/1/2019</li> <li>- Santex Enterprise Sdn. Bhd.; MOU ref. # 9; Date: 1/1/2019</li> <li>- Arummugam a/I P. Shanmugem; MOU ref. # 13; Date: 1/1/2019</li> </ul>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Suppliers in general has been briefed and provided with FGV Supplier Code of Conduct (SCOC); April 2019 prior to contractual engagement. The SCOC also available via FGV company's website link <a href="http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf">http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf</a> where the SCOC were specified relevant terms of Labour Standards as well as legality to be complied with by suppliers.</p> <p>Sample of other contract including the following:</p> <ul style="list-style-type: none"> <li>- Contractor: Eng Huat Latex; Tender ref. # WH2038/2019; Contract work: FFB diversion transport; Letter ref. # (01)WH2038/4058/19; Date: 12/9/2019</li> <li>Contractor: Liga Cempaka Sdn. Bhd.; Tender ref. # WH2006/2019; Contract work: Effluent pond desludging; Letter ref. # (01)WH2006/4058/19; Date: 13/2/2019</li> </ul>	
<b>4.6.3.2</b>	<p>All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.</p> <p><b>- Major compliance -</b></p>	<p>As per contract agreement signed between Mill and Contractors, the pricing is agreeable and verified in the payment voucher in timely manner.</p> <p>As per sample payments:</p> <ul style="list-style-type: none"> <li>- Payment voucher # 350027761; Supplier: Kawthar Business Resources; Date: 2/1/2020</li> <li>Payment voucher # 350027757; Supplier: AA Sawit Sdn. Bhd.; Date: 2/1/2020</li> </ul>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
<b>Criterion 4.6.4: Contractor</b>			
<b>4.6.4.1</b>	In case of the engagement of contractors, they shall be made to understand the MSPO requirements and shall provide the required documentation and information. <b>- Major compliance -</b>	Suppliers in general has been briefed and provided with FGV Supplier Code of Conduct (SCOC); April 2019 prior to contractual engagement. The SCOC also available via FGV company's website link <a href="http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf">http://www.fgvholdings.com/wp-content/uploads/2019/07/Supplier-Code-of-Conduct-SCOC.pdf</a> where the SCOC were specified relevant terms of Labour Standards, RSPO and MSPO requirements as well as legality to be complied with by suppliers.	Complied
<b>4.6.4.2</b>	The management shall provide evidence of agreed contracts with the contractor. <b>- Major compliance -</b>	Sample of other contract including the following: - Contractor: Eng Huat Latex; Tender ref. # WH2038/2019; Contract work: FFB diversion transport; Letter ref. # (01)WH2038/4058/19; Date: 12/9/2019  Contractor: Liga Cempaka Sdn. Bhd.; Tender ref. # WH2006/2019; Contract work: Effluent pond desludging; Letter ref. # (01)WH2006/4058/19; Date: 13/2/2019	Complied
<b>4.6.4.3</b>	The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required. <b>- Minor compliance -</b>	Based on the contract between FGV and their contractor, a letter stating the contractor should allow external auditors from certification bodies to conduct audit by checking documents, operation verification and interview with contractor /contractor workers. This letter is signed by contractor as consent.	Complied

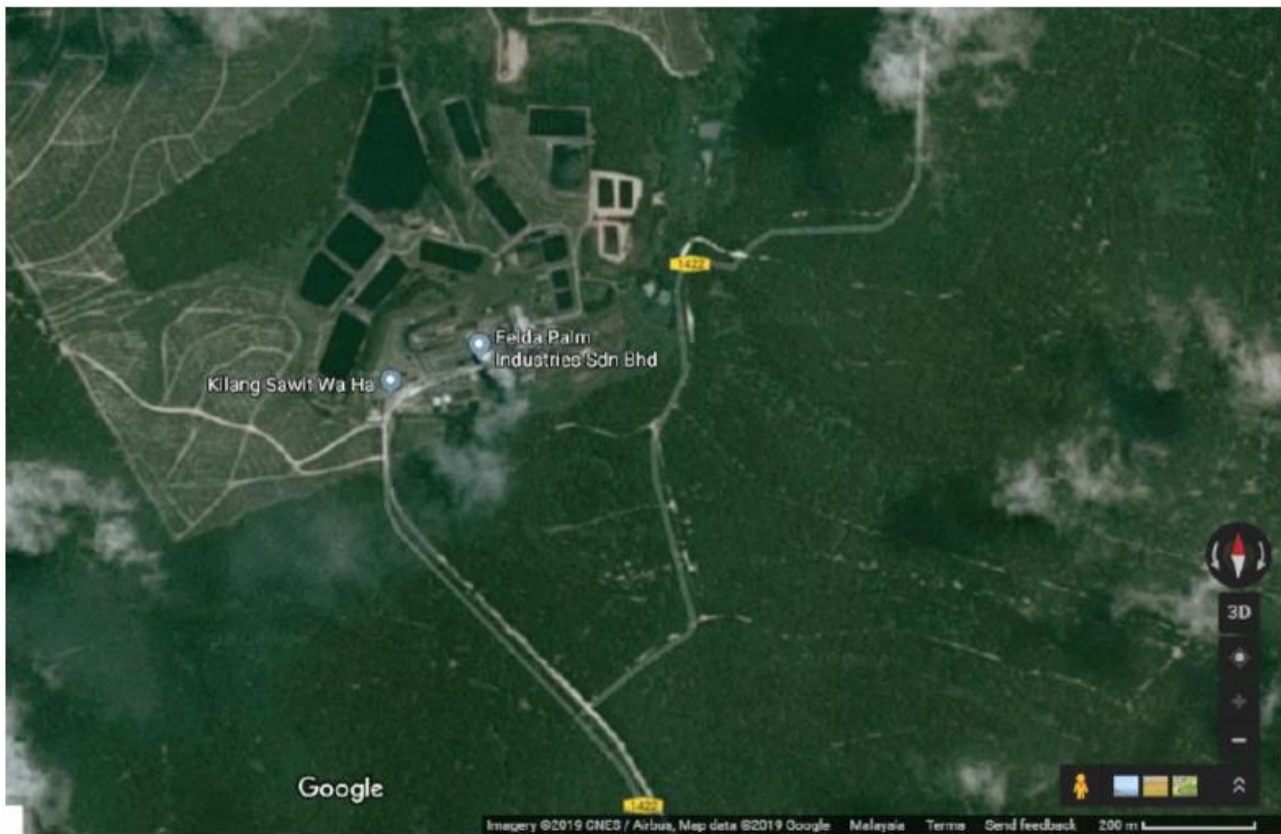
**Appendix B: List of Stakeholders Contacted**

<p><b>Government Officer:</b> Nil</p>	<p><b>Community/neighbouring village:</b> Felda Bukit Easter Villagers head Felda Bukit Easter Management</p>
<p><b>Suppliers/Contractors/Vendors:</b> Wa Ha POM Canteen Owner</p>	<p><b>Worker’s Representative/Gender Committee:</b> Field workers Mill workers NUPW representative Gender committee</p>

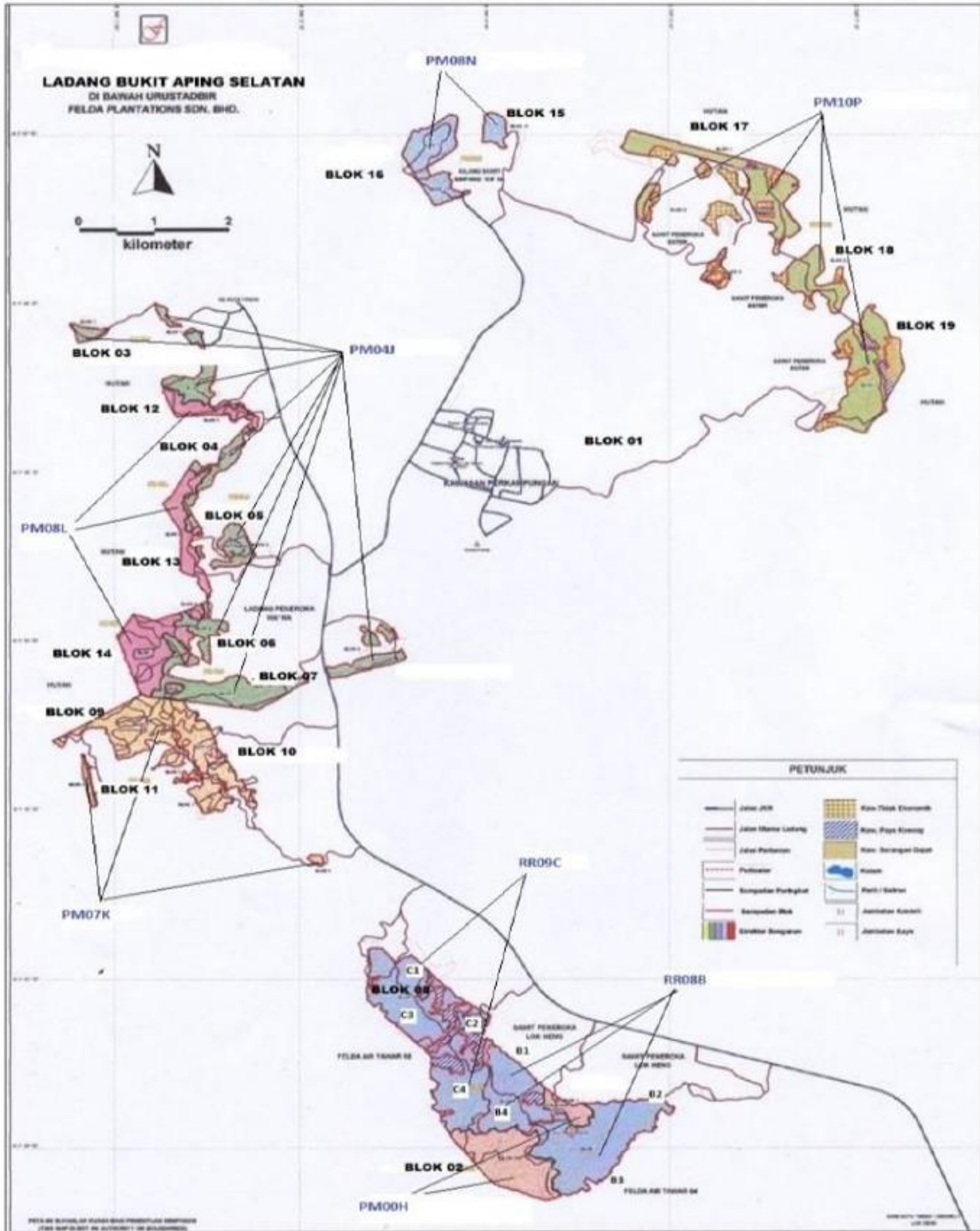
**Appendix C: Smallholder Member Details**

No.	Smallholder		Location of Planted Area (District)	GPS Coordinates	Certified Area (ha)	Planted Area (ha)
	Name	MPOB License Number				
	NA. No smallholders in the scope of certification.					

**Appendix D: Location and Field Map**



FGV Wa Ha POM



Bukit Aping Selatan Estate

**Appendix E: List of Abbreviations**

BOD	Biochemical Oxygen Demand
CB	Certification Bodies
CHRA	Chemical Health Risk Assessment
COD	Chemical Oxygen Demand
CPO	Crude Palm Oil
EFB	Empty Fruit Bunch
EHS	Environmental, Health and Safety
EIA	Environmental Impact Assessment
EMS	Environmental Management System
FFB	Fresh Fruit Bunch
FPIC	Free, Prior, Informed and Consent
GAP	Good Agricultural Practice
GHG	Greenhouse Gas
GMP	Good Manufacturing Practice
GPS	Global Positioning System
HCV	High Conservation Value
IPM	Integrated Pest Management
ISCC	International Sustainable Carbon Certification
LD50	Lethal Dose for 50 sample
MSPO	Malaysian Sustainable Palm Oil
MSDS	Material Safety Data Sheet
MT	Metric Tonnes
OER	Oil Extraction Rate
OSH	Occupational Safety and Health
PK	Palm Kernel
PKO	Palm Kernel Oil
POM	Palm Oil Mill
POME	Palm Oil Mill Effluent
PPE	Personal Protective Equipment
RTE	Rare, Threatened or Endangered species
SEIA	Social & Environmental Impact Assessment
SIA	Social Impact Assessment
SOP	Standard Operating Procedure