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PUBLIC SUMMARY REPORT

RSPO

1st ANNUAL SURVEILLANCE ASSESSMENT (ASA 1)

FELDA

Jengka 18 (Seroja) Palm Oil Mill Jengka, Pahang, Malaysia

Report Author:

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SUMMARY

BSi has conducted the First Annual Assessment (ASA 1) of FELDA Operating Unit Jengka 18 (JK18) comprising JK 18 Seroja Mill, supply base, support services and infrastructure. JK 18 certification Unit located in Jengka, Pahang, Malaysia comprising one palm oil mill, eight FFB supply base, support services and infrastructure. The ASA1 was conducted on 29 October – 1 November 2013. BSi concludes that Jengka 18 Seroja Palm Oil Mill and supply base operations comply with the RSPO requirements [RSPO P&C MYNI 2010; RSPO Certification System June 2007 (revised March 2011) including Annex 4: Procedures for Annual Surveillance Assessment; and Supply Chain Certification Standard: November 2011, Module E – CPO Mills: Mass Balance]

BSi recommends the approval of Jengka 18 Certification Unit's operations as a producer of RSPO Certified Sustainable Palm Oil.

ABBREVIATIONS USED

AMESU	All Malayan Estates Staff Union
BOD	Biological Oxygen Demand
CDA	Controlled Droplet Application
CHRA	Chemical Health Risk Assessment
CPO	Crude Palm Oil
DOE	Department of Environment
DOSH	Department of Occupational Safety & Health
EFB	Empty Fruit Bunch
FFB	Fresh Fruit Bunch
HCV	High Conservation Value
HIRAC	Hazard Identification Risk Assessment Control
LTA	Lost Time Accident
MAPA	Malayan Agricultural Producers Association
MPOB	Malaysian Palm Oil Board
MSDS	Material Safety Data Sheet
MY-NI	Malaysian National Interpretation
NUPW	National Union of Plantation Workers
OSH	Occupational Safety & Health
PK	Palm Kernel
POME	Palm Oil Mill Effluent
PPE	Personal Protective Equipment
R&D	Research and Development
SIA	Social Impact Assessment
SOP	Standard Operating Procedure

1.0 SCOPE OF CERTIFICATION ASSESSMENT

1.1 IDENTITY OF CERTIFICATION UNIT

The Jengka 18 Seroja Palm Oil Mill and eight certified supply base are located in the District of Jengka, Pahang, Malaysia. Figure 1 and 2 shows the location of Felda Plantation in Peninsular Malaysia and location of Jengka 18 Certification Unit and supply base. The GPS location of the Mill is shown in Table 1.

Table 1: Mill GPS Locations

MILL	Longitude	Latitude
JK 18 Seroja Palm Oil Mill (Capacity: 45 mt/hr)	102°33.549' E	03°35.423' N

1.2 PRODUCTION VOLUME

The actual production tonnages for CPO and PK for the ASA 1 certification period (2012/13) and projected for the next twelve months (2013/14) are listed in Table 2.

TABLE 2: PRODUCTION TONNAGES

JK 18 Seroja Palm Oil Mill	CPO	OER	PK	KER
Estimate at : Initial Certification Assessment (2012/13)	58,645	21.00	13,963	5.00
Actual at ASA 1: (2012/13)	55,727	20.76	13,445	5.01
Projected for next 12 month (2013/14)	56,557	21.50	13,837	5.26

1.3 CERTIFICATION DETAILS

FELDA RSPO Membership No: 1-0013-04-000-00
BSi RSPO Certificate No: SPO 606899 (Old # SPO 571231)
Initial Certification Assessment: 13 - 15 July 2011
Special Audit Date: 18 – 19 July 2012
Date of Certification: 16 January 2013
Date of ASA1: 29 Oct – 1 Nov 2013

1.4 DESCRIPTION OF SUPPLY BASE AND SUPPLY CHAIN

The Jengka 18 Seroja Mill supply base is consist of eight supply base plantations that managed by FELDA Techno Plant that supply the FFB processed at the Jengka 18 Seroja palm oil mill. There was small percentage of FFB received from outside traders which is excluded from the certified production.

The actual FFB production from Jengka 18 Certification Unit's supply base that was processed at Jengka 18 palm oil mill for the previous period (2012/13) and projection for (2013/14) are listed in Table 3.

Table 3: FFB Tonnages Processed

Supply Base	Estimate (Certification Assessment) 2012/13	Actual (previous reporting period) 2012/13	Projected (next 12 month) 2013/14
Jengka 15	40,493	39,446	39,239
Jengka 16	29,094	25,919	25,459
Jengka 17	37,151	40,105	36,676
Jengka 18	44,861	44,993	48,898
Jengka 19	53,950	59,800	58,150
Jengka 20	42,186	33,716	26,877
Sungai Nerek	23,768	22,991	22,154
Kg. Awah	7,761	1,553	5,602
Total	279,264	268,466	263,055

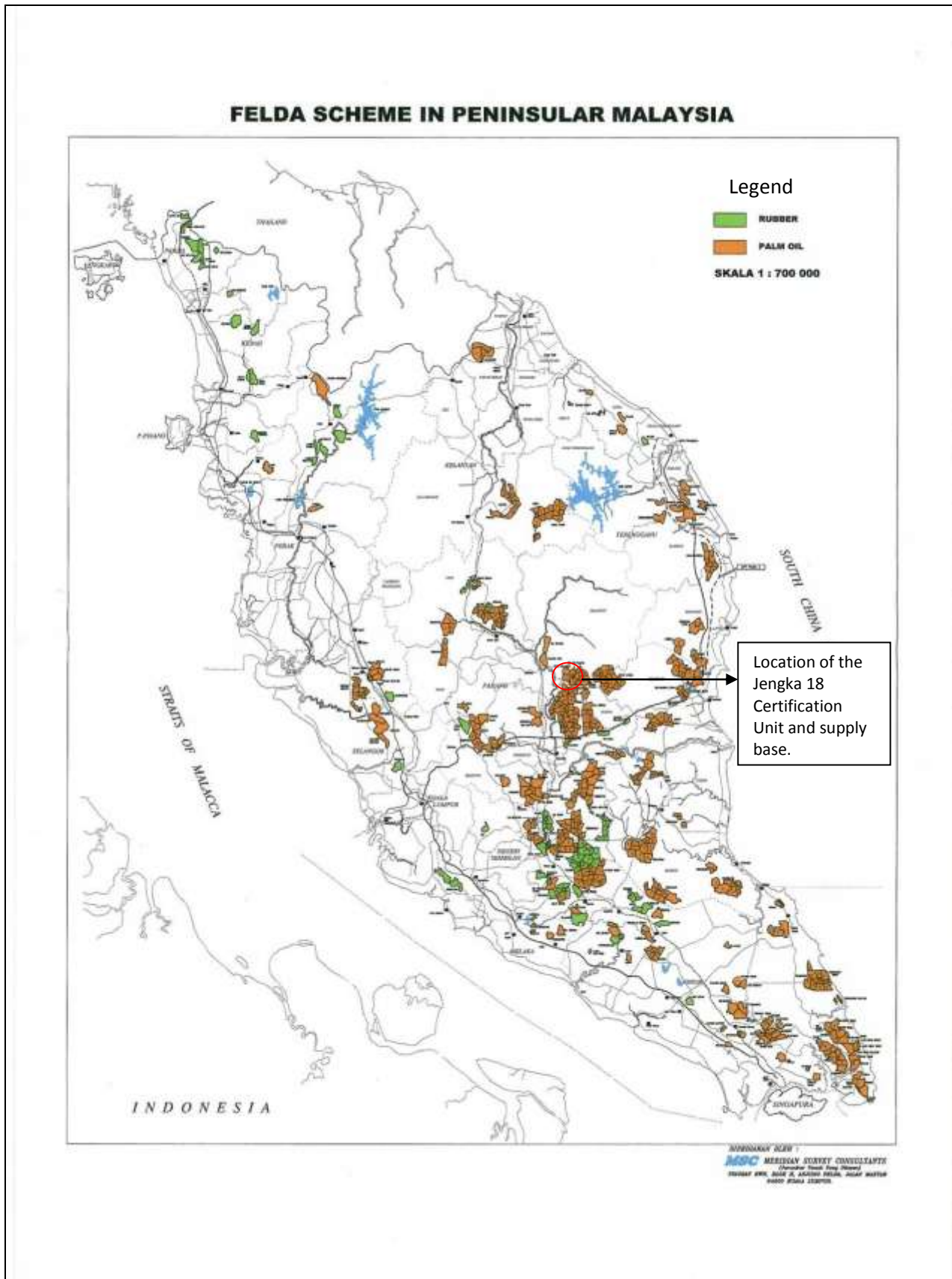


Figure 1. Location Map of FELDA Plantation in Peninsular Malaysia and Jengka 18 Certification Unit

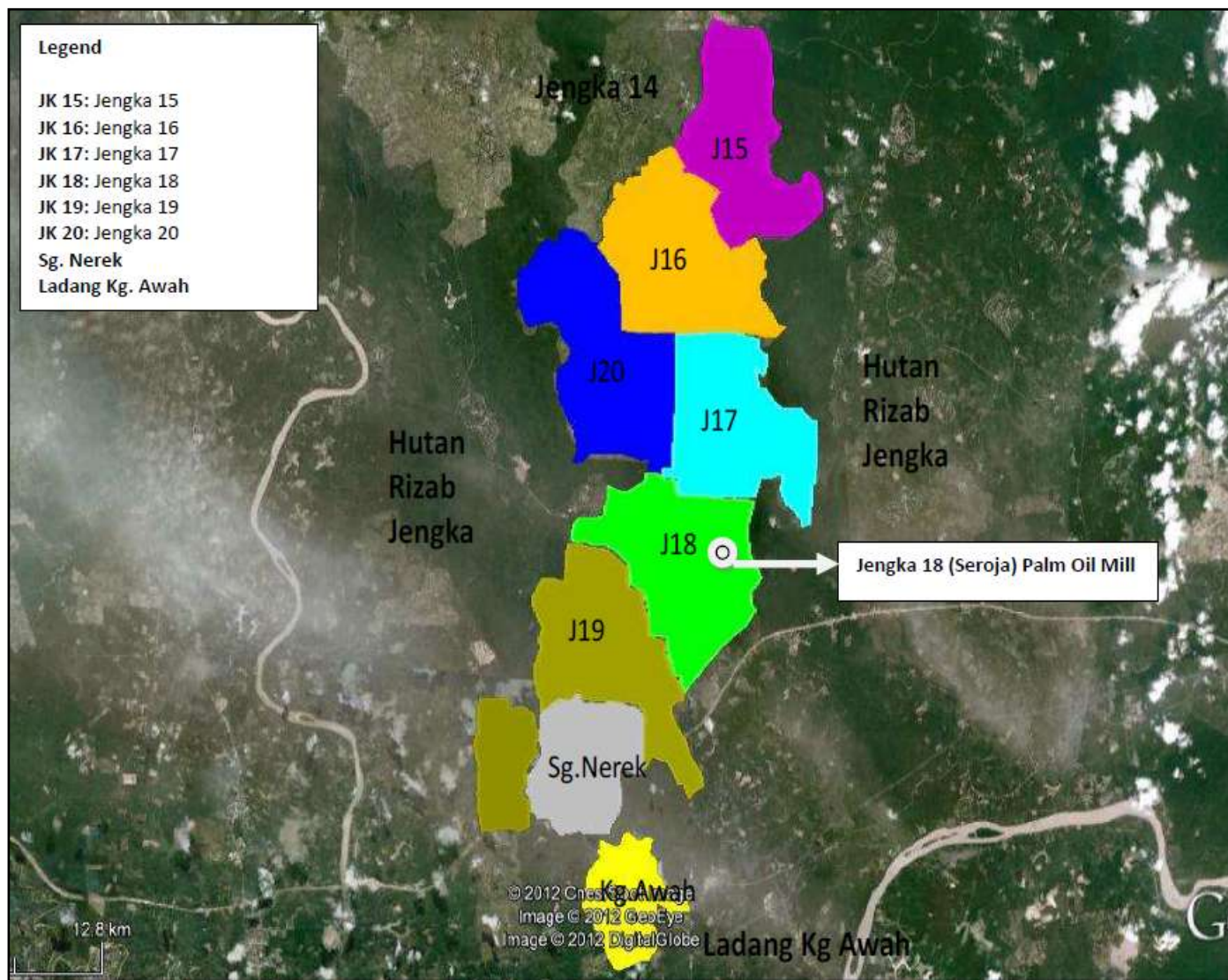


Figure 2: Location of the Jengka 18 Seroja Palm Oil Mill and FFB Supply Base

It is noted that FELDA is fully managing smallholder plots through Felda Techno Plant. FELDA Techno Plant management carry out and monitor the field works and manage the whole land as an estate which include harvesting and maintenance. The overall field work such as maintenance, manuring, road maintenance, supervision are carried out through workers and staff from the Techno Plant manager. This operation is monitored and supervised by the Techno Plant field staff to ensure quality of work and traceability is maintained. The areas of mature and immature palms at Jengka 18 are detailed in Table 4a for each of the Estates and the age profile of the palms is shown in Table 4b. There is no any immature area. Total planted area is 12,688.30ha and infrastructure cover 1,410.23ha. There is no HCV or biodiversity area within the landholding.

Table 4a: Estates and Areas Planted

Estate	Mature (ha)	Immature (ha)	Total Planted Area (ha)	Infrastructure
JK 15	1,574.84	0	1,574.84	174.98
JK 16	1,708.99	0	1,708.99	189.88
JK 17	1,662.10	0	1,662.10	184.64
JK 18	1,965.38	0	1,965.38	218.67
JK 19	2,417.34	0	2,417.34	268.59
JK 20	1,878.18	0	1,878.18	208.86
Sungai Nerek	955.23	0	955.23	106.14
Kg. Awah	526.24	0	526.24	58.47
TOTAL	12,688.30	0	12,688.30	1,410.23

Table 4b: Age Profile of Palms

<i>Estate</i>	<i>AGE (years)</i>	<i>% of PLANTED AREA</i>
JK 15	0-3	0
	4-10	0
	11-20	100
	21+	0
JK 16	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 17	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 18	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 19	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 20	0-3	0
	4-10	91.5
	11-20	0
	21+	8.5
Sungai Nerek	0-3	0
	4-10	0
	11-20	100
	21+	0
Kg. Awah	0-3	0
	4-10	0
	11-20	0
	21+	100

Supply Chain

Jengka 18 certification Unit (Seroja Palm Oil Mill) uses the Mass Balance (MB) supply chain model for the certified palm production. All deliveries of FFB to the Mill are issued with a weighbridge docket that records the details of the supplier, truck registration number, driver's name and the tonnage. The weighbridge system is computerised. FFB received and product (CPO and PK) despatch records are complete with supply chain model indicated on the deliveries and invoicing for shipments. Inspection of documents confirmed that Jengka 18 Seroja Palm Oil Mill maintains all of the documentation required for verification of implementation of the RSPO Supply Chain Certification Standard: November 2011 and the requirements for Mass Balance Mechanism – Refer to Appendix E for details.

1.5 Other Certification Held

The Felda Jengka 18 Seroja Palm Oil Mill holds three other certifications as follows:

ISO 14001: 2004 (Environmental Management Systems) valid until 3 September 2015.

ISO 9001: 2008 (Quality Management Systems), valid until 3 September 2015 .

OHSAS 18001: 2007 (Occupational Health and Safety Management Systems), valid until 3 September 2015.

1.6 Organizational Information / Contact Person

The contact details of the organisation as follows:

Contact Person:

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Fax: +60328591999
Email: anthonius.s@feldaglobal.com

1.7 Progress against Time Bound Plan

Felda is operating 70 palm oil mills and has a time bound Plan to certify all the palm oil mills and supply base by 2017. There is no new planting took place since 2010.

Felda is implementing a programme to achieve RSPO Certified Sustainable Palm Oil for all of its operation in Malaysia. There are seven certification units already certified. The time bound plan and progress is shown in Appendix A.

Felda is a RSPO member (Membership number: 1-0013-04-000-00) since October 2004. On the basis of information provided by Felda and that collected at the time of the audit, the Audit Team has concluded that there are no significant land conflicts, no replacement of primary forest or any area containing HCVs since November 2005, no labour disputes that are not being resolved through an agreed process and no evidence of noncompliance with the law at any of the noncertified holdings. There was no any dispute was highlighted during the stakeholder consultation.

Furthermore, Felda has undertaken self-assessment to assess the requirement and compliance to the partial certification. This self-assessment result was made available to the audit team. The audit team satisfied that Felda conforms to the RSPO requirement for partial certification as per in clause 4.2.4 in RSPO Certification Systems.

BSI has reviewed FELDA Time Bound Plan and considers this to conform to the RSPO requirements for Partial certification.

1.8 Progress of Associated Smallholders/Out growers towards RSPO Compliance

Jengka 18 Certification Unit purchase crop from traders who are free to sell to other mills. They are not associated with the Jengka 18 Seroja Palm oil mill. Therefore, the FFB purchased from traders were excluded from the certified production.

2.0 ASSESSMENT PROCESS

2.1 Certification Body

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BSI is a leading global provider of management systems assessment and certification, with more than 60,000 certified locations and clients in over 100 countries. BSI Standards is the UK's National Standards Body. BSI provides independent, third-party certification of management systems. BSI has a Regional Office in Singapore, and an Office in Kuala Lumpur and Jakarta.

2.2 Qualifications of the Lead Assessor and Assessment Team

Senniah Appalasamy - Lead Assessor

He holds degree in Resource Economics from Agriculture University, Malaysia. He has vast experience in Plantation crop management covering oil palm plantation, rubber, cocoa and pepper for more than 10 years. He is also experience in manufacturing sector as a quality controller and production management. He is involved in RSPO implementation and assessment since 2008 as a team member and subsequently as a lead auditor with RSPO approved certification body covering assessment with RSPO P&C, RSPO SCCS, RSPO NPP and RSPO Group Certification in Malaysia, Indonesia and Thailand. He has completed ISO 9001:2008, RSPO SCCS awareness training, RSPO Lead Auditor Training Course, RSPO SCCS Lead Auditor Training Course, RSPO – RED Lead Auditor Training Course, International Sustainable Carbon Certification (ISCC) Lead Auditor training and Sustainability Report Assurance (SRA) Assessor Training. Besides RSPO, he is also qualified as ISCC lead auditor and SRA Lead Assessor. He have experience in other standards i.e. Global Gap Option 1 and 2 (Fruit, vegetable and aquaculture) and GMP B+ as team member.

Muhammad Haris B. Abdullah – Team member

He graduated from the Open University Malaysia with a Bachelor of Business Administration (Hons) Majored in Human Resource Development and currently pursuing his Master's Degree in Business Administration from the University Utara Malaysia. He has completed RSPO Lead Auditor Training Course. He also has more than 3 years working experience in oil palm plantation and conducting social impact assessments of agriculture, agriculture best practices, and environmental impact assessment and workers welfare. He had assisted with conducting audits of oil palm plantation for more than 8 companies against the RSPO P&C in Indonesia and in Malaysia for the past 4 years. During this assessment, he assessed on the aspect of Legal, Social and community engagements, Stakeholders consultation, and workers welfare.

Nabila Seth Nivan – Team member

Nabila Seth Bt Mohd Niven is a fulltime employee with BSI Services Malaysia. She graduated in Business Administration from University Technology Mara, Malaysia. She attended internal RSPO training in September 2012. Currently she is an ISO 9001:2008 auditor with BSI. She has audited more than 17 companies against the ISO 9001 standard for the past 2 years and recently involved as Social Auditor during the RSPO Assessment to assess the social aspects and gender issues.

2.3 Assessment Programme

The ASA1 was carried out on 28 October – 1 November 2013. The Assessment Programme is included as Appendix C. The Programme included assessments of Jengka 18 Seroja Palm Oil Mill as the Certification Unit. JK 15, JK 17 and Sungai Nerek supply bases were sampled; JK 16, JK 18 and JK 20 supply bases were visited to verify the implementation of the finding and observations raised during certification assessment. All the operating units were assessed against all of the RSPO P&C MYNI 2010; and Supply Chain Certification Standard: November 2011, Module E – CPO Mills: Mass Balance and applicable indicators.

The Nonconformities that were assigned and the Observations that were identified during the certification assessment were followed up to check the effectiveness of corrective actions – refer Section 3.3.

The methodology for collection of objective evidence included physical site inspections, observation of tasks and processes, interview of staff, workers and their families and external stakeholders, review of documentation and monitoring data. This report is structured to provide a summary for each Principle, together with details for selected indicators. The assessment was based on random samples and therefore nonconformities may exist that have not been identified.

Mr Aryo Gustomo, BSI RSPO Scheme Manager, has reviewed this report for conformance with BSI Procedures and the RSPO Certification System requirements.

2.4 Stakeholder Consultation

Internal and external stakeholders were consulted to obtain their views on Jengka 18 Seroja Palm Oil Mill and Supply Base's environmental and social performance and any issues or concern that they might have. External stakeholders were interviewed in private and they were invited to the Mill and estate for a private meeting. Those unable to attend were met at their premises. Internal stakeholders such as workers, their families, contractors, suppliers and staff were interviewed in groups in the workplace and at the housing site. Feedback from stakeholders included under relevant indicators and under section 3.4. A list of stakeholders contacted is included at Appendix D.

3.0 ASSESSMENT FINDINGS

3.1 SUMMARY OF FINDINGS

During the ASA1, three major nonconformities, four minor nonconformities and two observation/Opportunity for improvements were identified. Jengka 18 Certification Unit has prepared a Corrective Action Plan for addressing the identified nonconformities that was reviewed and accepted by BSi audit team. For the Major nonconformities, evidence of the closing out the Major nonconformities was assessed, verified and accepted before finalising this report. Minor nonconformities raised during the initial certification were followed up and evidence of closing the nonconformities were checked and verified for continuous closing out the nonconformities. Minor nonconformities raised during the ASA1 will be followed up during the next surveillance and will be reported in ASA2. Details of the nonconformities are in section 3.2 and 3.3.

BSI recommends continuation of Certification for Jengka 18 Seroja Palm Oil Mill and Supply Base estates as a producer of RSPO Certified Sustainable Palm Oil.

PRINCIPLE 1: Commitment to Transparency

The company have effective system for receiving and responding to the request of information to the internal and external stakeholders. All operating units kept the record of request and responses. Information request file contains details of information requested and response. It is noted that the mill and estates maintain up to date policies, procedures and management plans as publicly available information to the stakeholders upon request.

Criterion 1.1: Oil palm growers and millers provide adequate information to other stakeholders on

environmental, social and legal issues relevant to RSPO Criteria, in appropriate languages & forms to allow for effective participation in decision making.

The Mill and Estates have maintained records on file of requests for information received from Government Departments such as DOSH and other interested parties, together with the response. For example, MPOB has requested the Mill for FFB yearly survey on the 1 April 2013 and the mill manager had replied on 17 April 2013 accordingly.

Criterion 1.2: Management documents are publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.

Inspection of document confirmed that mill and all operating units keep copy of management documents such as land titles/user right, health and safety plan, plan and impact assessment relating to environmental and social impacts, pollution prevention plan, details of complaints and grievances, negotiation procedures and continues improvement plan and this documents are publicly available as per FELDA policy.

PRINCIPLE 2: Compliance with Applicable Laws and Regulations

Inspection of records during document audit showed the mill and its supply base complied with all of their respective permit conditions and legal requirements. On-site Internal compliance officers and administration officers ensure permits are renewed promptly. This confirmed that the internal control and checks were effective for monitoring compliance. All the operation units hold a land titles. Land boundaries have been confirmed by survey and boundary markers are clearly demarcated and were confirmed during the field visit.

Criterion 2.1 – There is compliance with all applicable local, national and ratified international laws and regulations.

Register of legal and other requirements were revised on March 2013 and recorded in file FPI/L4/QOHSE-2.1. Compliance with legal requirements is also demonstrated by internal and external audit report findings and review of documents and records on site during this assessment. The Mill and supply bases maintain copies of applicable Permits and Licences. Sample of permits inspected reveal that all valid. E.g: Mill MPOB license No.: 500193804000 valid till 31 March 2014 and Diesel Storage Permit: PPDNKK/TLOH/SK/24/96-D valid till 27 January 2014. The most recent visit by DOSH on the 28 August 2013 did not found any issues related to safety and health regulations. Similarly, no issues raised by DOE during the visit to the mill on the 20 May 2013.

Mill boiler dust emission latest test by Nabbir Laboratory dated 24 October 2013 is comply with the Environmental Act (Clean Air) Regulation 1978 standards. The FELDA Compliance Unit provides legal updates on all applicable legislation throughout Felda operation. For example, legal updates on changes to labour laws and worker pay and conditions such as the minimum wage order and compliance was found during this assessment.

Criterion 2.2 – The right to use the land can be demonstrated and is not legitimately contested by local communities with demonstrable rights.

According to Land (Group Settlement Areas) Act 1960 (Act 530), all land under Felda is Government owned, which is managed by the Felda as the managing agent. In some cases, Felda fully “owned” the land through lease whereas on other cases, Felda just act as managing agent for “settler” land.

The supply bases were hold copies of Land Titles. The oil palm operations are consistent with the land title term for oil palm purposes. Inspection of a sample of the boundary stones at JK 15, JK 17 and Sungai Nerek confirmed that steel pipes have been installed beside the concrete boundary stones and were continuously maintained visibly.

Criterion 2.3 – Use of the land for oil palm does not diminish the legal rights of other users without their free, prior and informed consent.

This clause is not applicable as Felda did not acquire land from landowners, but leased it directly from the government or just managing settlers land. Interviews with the local kampong head confirmed that no customary land had been used. Available data shows no claim against Felda in relation to customary land. Felda does not restrict access with regards to travel through the estates along established roads.

PRINCIPLE 3: Commitment to Long Term Economic and Financial Viability

Jengka 18 Seroja Palm Oil Mill and supply bases have made progress towards achieving their performance production targets for the current financial year. FELDA has continued its commitment to long term sustainability and improvements through a capital expenditure programme. Construction of new housing for the workers is also budgeted for the 2014 Financial Year.

Criterion 3.1: There is an implemented management plan that aims to achieve long-term economic and financial viability.

The Estates and Mill have an Annual Operational Budget for 2014 financial year and Capex Budget that are projected for the next five years. The budgets include

performance objectives and targets related to production, efficiency and quality covering cost of production yield per hectare, OER, KER etc.

The Mill achieved average OER of 20.76% for the 2013 financial year and compared to the projection for 2014 of 21.50%. The mill is expected to improve on the process and aiming for higher OER. This will be followed up during the next surveillance.

The plantation has a 5 years Replanting Programme that is planned for beginning 2014 and was revised in January 2013 for the new financial year. The replanting will take place in Financial Year 2014 at Felda Kampung Awah.

PRINCIPLE 4: Use of Appropriate Best Practices by the Growers and Millers

Jengka 18 Seroja Mill and estates operates in accordance with the FELDA management systems and standard operating procedures. The practices consistently monitored by mill and plantation advisors and recommendations for improvements are given to maintain the sustainable practices.

The FELDA R&D Department located at “Tun Razak Agriculture research Centre” (PPTR-Pusat Penyelidikan Pertanian Tun Razak) has maintained an active interest in the management of soil fertility and optimisation of FFB yields. The establishment of beneficial plants and the implementation of IPM as a preventive measure to overcome pest attacks have continued with the aim of reducing the use of chemicals.

Criterion 4.1: Operating procedures are appropriately documented and consistently implemented and monitored.

Felda have general Standard Operating Procedure (SOP) “Felda Manual Procedure of Quality, Safety, Health, and Environmental (QOHSE)” applicable for the Estates, Palm Oil Mill and other operational work areas such as stores and workshops. These SPOs are in Bahasa Malaysia and easily understood by employees. Specific Standard Operating Procedures (SOPs) are also in place for each operation in the palm oil mill covering all operational stations i.e. weighbridge, processing, storage, despatch etc. Specific SOPs for the estates covers best agriculture field practices i.e. nursery, new planting, replanting, manuring, field maintenance, harvesting, FFB collection and transport etc.

Estate field standards are documented for all stages and management is by SOP’s (Manual available are, “Manual Ladang Sawit Lestari, 2007” and “Manual Pengurusan Rancangan, 2010”) revised on June 2012 which are readily available in all areas. The implementation of SOPs is checked during daily inspection by staff as well as by internal audits. Mill operators record operating parameters hourly on log sheets and the Mill Engineer and Shift Supervisor check these each shift and on a daily basis. The Mill Advisor recently visited on 17 July

2013 to monitor the mill operation (Report number: (67)010/13/FGVPM/Report2013. The Estates hold copies of previous internal audit reports that include the Manager's response to issues raised and corrective action to be taken.

Criterion 4.2: Practices maintain soil fertility at, or where possible improve soil fertility, to a level that ensures optimal and sustained yield.

"Pusat Penyelidikan Pertanian Tun Abdul Razak" (PPPTR) department conduct annual field inspection of the palms and leaf sampling to monitor palm nutrient status. Latest visit was carried out in January 2013 and the information is used for the annual fertiliser recommendation for the 2014 Financial Year. Recent agronomist visit to JK 15 was on 15 May 2013 prior to the fertilizer recommendation for 2014 was made. The Soil Sampling survey is completed as part of a Five year rolling plan which just recommended for the period 2011/2015 whereby 20% of all estate soil is sampled each year.

All palm by-products including fronds, EFB, and expeller are recycled. EFB is applied at the rate of 45mt/ha on selected area close to the mill. Semi-mechanised application system is used. There is no POME recycling due to logistic constraints and difficulty to build piping through the smallholders' plots. Jengka 18 Seroja mill's DOE permit allows discharge to stream with BOD limit of 100ppm. Latest effluent analysis report from Bukit Goh Lab dated 30 September 2013 (Report No.: ((2481/2013)460/MHBG/810/381) show that the BOD is below 100ppm. DOE regular onsite inspection records shows that POME discharged are within limit. The decanter cake is recycled as organic fertilizer. These are used as nutrients and are applied to improve organic matter and to supplement inorganic fertiliser. Fronds are also used to prevent erosion following pruning and after harvesting of FFB.

Criterion 4.3: Practices minimise and control erosion and degradation of soils.

Field inspection showed groundcover with soft grass and soft weeds. Recently replanted area is established with cover crops and vegetation is well established. There is no significant erosion risk was noted during the field visit. There are no peat soils or soil categorised as problematic or fragile soil at all estates.

Estate has implemented annual road maintenance programme. Example of programme checked at Serkam estate shows the map indicating road repairs and maintenance for the whole estate roads includes grading, compacting and stone application to strengthen the road surface.

Criterion 4.4: Practices maintain the quality and availability of surface and groundwater.

All three estates assessed has prepared map showing riparian buffer zones and demarcated the areas prior to replanting for all the estates. Field inspection at Sungai Nerek confirmed that the buffer zone beside the Sungai Jengka has been demarcated clearly.

Jengka 18 Seroja Palm Oil Mill monitors water quality of Sungai Jengka upstream and downstream to identify any adverse effect from the mill activities. The laboratory analysis results indicate no significant difference in quality between upstream and downstream locations. Analysis report (2481/2013)460/MHBG/810/381 dated 30 September 2013 shows all the specifications are within the permitted level of 100ppm.

There is an Integrated Water Management Plan which has been implemented. The plan takes into account the efficient use of resources, ensure amongst other that the use of water did not impact on other users, avoid contamination of ground and surface water, and appropriate treatment of mill effluent.

Rainfall data is used as guidance for the water management. Past three years rainfall record shows that average of 100 days rain is observed. Rainfall for the year 2013 until September was 1643.25mm with 58 rainy days.

The Mill monitors water usage and reports the information on a daily basis and calculated use/tonne FFB, and put into the graph against target value of 1.10mt water/mt FFB processed. As for 2013, average of 1.20mt/mt FFB was used from Jan – Sept 2013.

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

There is an Integrated Pest Management Programme (IPM) for specific pests as documented in FELDA Sustainable Oil Palm Management Manual (Operasi Ladang Sawit Lestari). There is a measurement of the amount of each pesticide used and type for each specific pest. At the present time there are no outbreaks of Leaf Eating Caterpillars. Beneficial plants have been established along the main access roads, including Tunera subulata and Antigonon leptopus. However, it was noted during the field visit the beneficial plants are very limited and there is a room for improvement by increasing the beneficial plants. An observation for improvement was raised.

An observation was raised against indicator 4.5.2: At Jengka 15, beneficial plant planting was noted to be very limited in the field.

Barn owl is used as biological control for rat. At Sungai Nerek, barn owl boxes are being placed at rate of 1 box for 20 ha to control rat damage with occupancy rate of 63% while at JK 17 was 58% and JK 15 was lower at 48%.

Criterion 4.6: Agrochemicals are used in a way that does not endanger health or the environment. There is no prophylactic use of pesticides, except in specific situations identified in national Best Practice guidelines. Where agrochemicals are used that are categorised as World Health Organisation Type 1A or 1B, or are listed by the Stockholm or Rotterdam Conventions, growers are actively seeking to identify alternatives and this is documented.

There is a formal justification for agro chemical use and this is documented within the IPM, which attempts to ensure that the most effective and least harmful chemicals are always first choice. Inspection of the Pesticide Stores confirmed only pesticides registered by the Pesticides Board were held. All chemicals were labelled in Bahasa Malaysia at the storage area.

FELDA has developed Pictorial Work Instructions with text in Bahasa Malaysia for chemical mixing and spraying. Storage of chemicals is in specially locked areas with restricted access. Inspection at each estate confirmed the stores are secured, well ventilated, signed and are well maintained with good separation of chemicals, spill containment, provision of PPE, and water available for washing.

Estates and Mill have a programme of conducting annual medical surveillance of all pesticide operators. However, it does not include 4 workers at JK 15. Therefore, a major nonconformity was raised as per below.

NC Ref: 983514M2 (Major): A nonconformity was assigned against Major indicator 4.6.5 at JK 15 because, Annual Medical surveillance does not cover 4 workers as per USECHH Regulation (2000) Section 27 and CHRA report by IMS Consultancy and Solutions dated October 2010.

There were no female sprayers were employed during the assessment. Records of pesticide and other agrochemicals are kept in daily activity book. This record includes active ingredients used, area treated, amount applied per ha, application round, and number of applicators and hours worked. These records are available for the past 5 years.

Criterion 4.7: An occupational health and safety plan is documented, effectively communicated and implemented.

FELDA Management has maintained Health and Safety Policy that is displayed prominently on notice boards in English and Bahasa Malaysia. The OSH Manual dated August 2010 has been revised on December 2012. This manual is used as guidance documents to address all aspects of safety and health at work.

The Mill HIRAC was reviewed for each of the workstations and was last updated April 2013. Revised

training plan for the safe working and work instruction for the 2013 includes all the work station at mill and estates. The estates have prepared a Training Matrix that lists the OSH core competency training for Staff and Workers. The Mill and Estates hold training records, including details of the topic, trainer, and list of attendees.

However as an area for improvement, an observation was raised against indicator 4.7.1(d): At Mill, it was noted that the FFB lorry driver sending the FFB to the mill ramp was wearing only sandals.

The mill and estates maintained up to date accident records in term of "Daftar Kemalangan, Kejadian Berbahaya, Keracunan Pekerjaan dan Penyakit Pekerjaan" using JKPP 6 and 8.

All the workers are covered by the accident insurances where for Malaysian is covered by SOCSO or Perkeso (Pertubuhan Keselamatan Sosial); while for foreign workers are covered under AXA Insurance by Master Policy LWX/91084468/26/09/SA valid till 13 November 2014. Inspections of the mill and estates visited indicated that safe work practices were being implemented and proper PPE's are in use by the workers.

All operating units conduct quarterly Safety Committee Meetings with the most recent held on 14 March 2013 attended by 18 persons and 8 people absent with approval. The OSH Committees discussed accident reports, workplace inspections and issues raised by representatives. The topics discussed are communicated to workers at muster briefing and by the OSH Committee representatives.

All operating units review the Emergency Response Plan. Emergency Rescue Team training conducted on the 8 February 2013. An OSH Training was also conducted on the 20 August 2013. Safety equipments are available such as first aid box and first aiders trained. However, during the field visit at Sungai Nerek it was noted that the mandor was not trained in first aid. A Major nonconformity was raised.

NC Ref: 983514M7 (Major): Nonconformity was assigned against Major indicator 4.7.1(h) at Sungai Nerek because interview with harvesting Mandore reveal that he was not trained for first aid even though he is holding the first aid kit in the field during harvesting.

Criterion 4.8: All staff, workers, smallholders and contractors are appropriately trained.

The Mill has prepared an annual training plan for 2013 that details the training to be carried out for each work station on 2/2/2013. Training need assessment has been done on 18/5/2013 by using form

FPI/L4/QOSHE-5.1A Pind.0 to plan training for 2014. In addition, the Mill carries out informal on-the-job instruction to improve skill levels.

The Mill, JK 15, JK 17 and Sungai Nerek maintain records of training for workers and staff. For example, JK 15, JK 17 and Sungai Nerek has conducted group harvesting training on 21/6/2013 for 46 harvesters. Contractor's training is conducted separately by each operating units during the hire of the contractors. The mill has conducted fire drill on 12/3/2013, first aid training on 22/6/2013 conducted by Malaysian Red Crescent Society, Effluent treatment training on 8 – 10/10/2013 by MPOB and Engine driver training on 19 – 20/6/2013 for two engine drivers.

PRINCIPLE 5: Environmental Responsibility and Conservation of Natural Resources and Biodiversity

Jengka 18 Seroja mill and supply bases continue to ensure that environmental improvements are implemented consistently towards the reduction of waste, such as oil losses at the Mill and the efficient use of natural resources such as water. Riparian buffer are being reinstated during replanting and the company continued to make employees aware of the need to protect biodiversity areas. Inspection at estate fields shows the riparian area has been demarcated. Scheduled wastes were well controlled.

Criterion 5.1: Aspects of plantation and mill management, including replanting, that have environmental impacts are identified and plans to mitigate the negative impacts and promote the positive ones are made, implemented and monitored to demonstrate continuous improvement.

The Mill and Estates carried out the annual review of environmental impacts in term of Environmental Impact Assessment management Action Plans and Continuous Improvement Plans. The last review was conducted in January 2013 with no changes due to any changes in the operation. Mitigation plans was developed based on the existing impacts. However, at JK 15, there was no plan to mitigate negative impacts identified during Impact Aspect assessment for the year 2013. Minor nonconformity was raised.

NC Ref: 983514N3 (Minor): Nonconformity was assigned against Minor indicator 5.1.2 at JK 15 because it was noted that environmental aspect and impact assessment was conducted for the year 2013 and review was carried out. However, the mitigation plans for the identified impacts was not available for the year 2013.

Criterion 5.2: The status of rare, threatened or endangered species and high conservation value habitats if any, that exist in the plantation or that could be affected by plantation or mill management, shall be identified and their conservation taken into account in management plans and operations.

As reported during initial assessment, in collaboration with the University of Malaya undergraduates and internal staff has carried out an assessment of the presence of HCVs within and adjacent to the Felda plantations. There is no neither HCV area nor biodiversity areas within the landholding.

Staff and workers were given briefing on company policies that prohibit disturbance of designated protected areas. Signages are maintained at the entrance to the estates prohibiting illegal hunting, fishing and the use of fire. Posters are displayed on the notice boards at muster areas.

Criterion 5.3: Waste is reduced recycled, re-used and disposed of in an environmentally and socially responsible manner.

Scheduled waste stores and stored materials well managed with appropriate label, segregation and the inventory is up-to-date. Authorised and licensed schedule waste collector engaged to dispose the schedule waste. For example, mill has send schedule waste through consignment Note: 0030722 dated 4/10/2013 for Spent Hydraulic oil, Electrical waste and used oil filters by Kualiti Alam.

Domestic wastes are collected and send to municipal council landfill through JKKR cooperative contractor twice a week.

Criterion 5.4: Efficiency of energy use and use of renewable energy is maximised.

The Mill reports total renewable energy use monthly to Head Office. For example, comparison for the month of March was 0.87kwh/mt of FFB for 2012 and 0.66 kwh/mt of FFB for 2013 have been recorded as renewable energy used. Slight reduction was due to incorporating the lower crop season.

Criterion 5.5: Use of fire for waste disposal and for preparing land for replanting is avoided except in specific situation, as identified in the ASEAN guidelines or other regional best practice.

All operating units avoid using fire for waste disposal as per company policy on zero burning. SOP is in place for any replanting to be carried out with zero burning techniques. SOP confirms that palms to be felled chipped and windrowed during replanting.

Visit to housing site at mill, JK 15 and JK 15 confirm no any domestic waste burning. However, during the visit to the housing site at Sungai Nerek, it was noted that burning of waste is being practiced. Traces of burning are noted at-least at 5 spots. A Minor non conformity was raised initially but eventually it was upgraded to Major nonconformity because the nonconformity was already raised during the last assessment. As per RSPO

ASA procedure the minor nonconformity was upgraded to major nonconformity.

NC Ref: 983514M11 (Major): A nonconformity was assigned against Major indicator 5.5.3 at Sungai Nerek because found evidence of burning waste at about 5 spots at the back of worker's housing where plastics, leftover food, drinking cans and etc. are being burned up and dumped in improper manner. This indicated lack of awareness among workers on FELDA's zero burning policy. This nonconformity was already raised during the initial assessment. The operating units have not addressed the issue appropriately. As per the RSPO requirement, the minor nonconformity was upgraded to major nonconformity.

Criterion 5.6: Plans to reduce pollution and emissions, including greenhouse gases are developed, implemented and monitored.

The Jengka 18 Seroja palm oil mill and estates Pollution Prevention Plan was documented in the Environmental Impacts Identification and Improvement Plan, reviewed for the year 2013. Pollutants and emissions are identified and plans to reduce were developed as per the national regulations and guidance. Inspection confirmed the mill and estates have implemented appropriate controls for preventing pollution from point source emissions to air and discharges of wastewater, such as the mill monsoon drains.

NC Ref: 983514N4 (Minor): Nonconformity was assigned against Minor indicator 5.6.2 at JK 15 because, it was noted that the pollution Prevention Plan was not reviewed for the year 2013.

Smoke emission quality test at the mill was done every 6 month in accordance to the Environmental Quality Regulation. The test was conducted by the external consultant approved by Department of Environment. The latest test result shows that all parameters were complied with the standard requirements. No peat land within the supply base.

PRINCIPLE 6: Responsible Consideration of Employees and of Individuals and Communities by Growers and Millers

Aspects of plantation and mill management related to social issues identified through Social Impact Assessment. Annual review is conducted through stakeholder meetings and communication with stakeholders. It is noted that all the operating units maintain good relationship with internal and external stakeholders such as employees, contractors, surrounding communities and regulatory bodies. Improvement on social obligation includes improvement of the housing and facilities for the employees and contribution to the surrounding community development.

Criterion 6.1: Aspects of plantation and mill management, including replanting, that have social impacts are identified in a participatory way and plans to mitigate the negative impacts and promote the positive ones are made, implemented and monitored, to demonstrate continuous improvement.

Social Impacts are identified in part via the grievance process for employees, contractors and other parties for negative impacts and through social interaction for positive impacts. Regular meetings were conducted with settlers to get feedbacks. Last review for the complex was done on 19 April 2013.

NC Ref: 983514N5 (Minor): Nonconformity was assigned against Minor indicator 6.1.3 at JK 15 because Document review (File: C 6.1 "Impak Sosial & Mitigasi") and interview with SD Assistant confirmed that the timetable has not been prepared. At Sungai Nerek The social action plan was not updated since 2010 even though an internal SIA has been conducted on the 19 April 2013 identified new negative social impacts.

Criterion 6.2: There are open and transparent methods for communication and consultation between growers and/or millers, local communities and other affected or interested parties.

Communication with local communities and other effected parties are carried out through JKKK meetings and informal gatherings at worshipping places. Stakeholder list is available and updated. This list includes local community leaders, representatives, suppliers, contractors, government departments and contacts details. Interview with stakeholders confirm that there are regular meetings were conducted. Last JKKR meeting was held on 13/8/2013 attended by 16 stakeholders.

Criterion 6.3: There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all parties.

Complain procedure available and similar to the intial assessment procedure. No formal complaints noted. Most of the communication records shows request for assistance such as request for permission to use community hall. These records are written and maintained by all operating units.

Criterion 6.4: Any negotiations concerning compensation for loss of legal or customary rights are dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions.

No any kind of disputes noted during this assessment. Stakeholder interview and meeting did not highlight any disputes as well.

Criterion 6.5: Pay and conditions for employees and for employees of contractors always meet at least legal or industry minimum standards and are sufficient to provide decent living wages.

Pay and conditions are documented in accordance to agreement between Felde Palm Industries Sdn Bhd and Kesatuan Pekerja-Pekerja Felde Palm Industries Sdn Bhd (Semenanjung) Collective Agreement for the period of 01 January 2013 until 31 December 2015. The Collective Agreement is revised every two years. Agreement book is distributed to all workers. For foreign workers, every worker has to signed up "Surat Perjanjian Kontrak Pekerjaan, between Felde and Foreign Workers" prior to employment.

Housing is provided for free to the workers. However, the housing provided for the foreign workers were not maintained properly. Therefore, a non-conformity was assigned as per below.

NC Ref: 983514N8 (Minor): Nonconformity was assigned against Minor indicator 6.5.3 at Sungai Nerek because visit to the "Asrama Pekerja TKA" found the housing was in very poor condition. Further interview with foreign workers confirmed that the basic facilities (i.e: Toilets, bathrooms and drainage) were not functioning and not maintained properly.

Free medical treatment for workers are available at government Clinic and company panel clinics which is located in Bandar Pusat Jengka and Temerloh. Mill provides dedicated van for transport to clinic. Government schools are within close proximity of the Estate and Mill. Electricity and water are available from government supply.

Criterion 6.6: The employer respects the right of all personnel to form and join trade unions of their choice and to bargain collectively. Where the right to freedom of association and collective bargaining are restricted under law, the employer facilitates parallel means of independent and free association and bargaining for all such personnel.

At the mill, workers and staff are represented in Joint Consultative Committee (JCC) which was established since September 2007. Members are elected from representatives of every division. Regular meetings are held every three months. Latest meeting was held on 27/8/2013. As for estates, workers are local and foreigners and they are represented through workers representatives to discuss any issues. Workers representatives were selected and regular informal meetings were done.

Criterion 6.7: Children are not employed or exploited. Work by children is acceptable on family farms, under adult supervision and when not interfering with education programmes. Children are not exposed to hazardous working conditions.

The minimum working age is 18 under the Malaysian Labour Ordinance 1969. At time of hire age is checked by examination of ID card for local persons. Check of Passports of foreign workers is carried out prior to hire. Children and under-age workers were not observed at any of the Mill or Estate operational areas during the field visit.

Criterion 6.8: Any form of discrimination based on race, caste, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age is prohibited.

Inspection of pay record and contract of local workers and foreign workers together with interviews at the Mill and Estates did not identify any issues related to discrimination.

Criterion 6.9: A Policy to prevent sexual harassment and all other forms of violence against women and to protect their reproductive rights is developed and applied.

Felde has prepared policy on Code of Conduct of their workers since 2007, including sexual harassment. Similar to the initial assessment, interview of female Staff and Workers confirmed their knowledge of the Policy and as advised there were no outstanding issues.

Latest (GPW - "Gerakan Persatuan Wanita") Gender committee meeting was conducted on the 3 September 2013 together with Mill and estate attended by 25 members. Social activities and committee fund raising are the issues discussed. No sexual harassment issues were reported.

Criterion 6.10: Growers and mills deal fairly and transparently with smallholders and other local businesses.

The Company has standard terms and conditions of contracts bound into the contractor contract agreement. In addition, during induction, details of the contract were explained. Interviews with contractors confirmed they understand contract terms and conditions.

Criterion 6.11: Growers and millers contribute to local sustainable development wherever appropriate.

FELDA plantation objectives during the establishment in 1959 as follows (1) To provide land for landless, (2) Uplift socio-economic status of rural communities (and landless), and (3) Encourage the development of a progressive, productive and disciplined settlers community. In this regards, the wealth of local community was basically indebted to Felde. Under Felde scheme, settlers generally have good access to Government services, health and education and infrastructure is well established.

Principle 7: Responsible Development of New Plantings

Supply base under Jengka 18 certification unit has not carried out any new oil palm developments and there are no plans for expansion of plantings. Principle 7 is therefore not applicable to this assessment.

PRINCIPLE 8: Commitment to Continuous Improvement in Key Areas of Activity

All operating units committed to continuously improve the efficiency of its performance as a grower and producer of palm oil. Pollution prevention plan has been reviewed to mitigate all the negative impacts for environment.

Criterion 8.1: Growers and millers regularly monitor and review their activities and develop and implement action plans that allow demonstrable continuous improvement in key operations.

The Mill has continued to look for ways to increase processing efficiency and reduce water usage. Similar to initial assessment, recycling efforts are carried out wherever possible. The company has an approved additional budget for construction of new houses and upgrading current workers housing. Pollution prevention and waste management has been improved since the initial assessment.

3.2 Identified Nonconformities and Noteworthy Positive and Negative Observations (ASA1)

There were three nonconformities assigned Major Compliance Indicators 4.6.5, 4.7.1(h) and 5.5.3 (Minor upgraded to Major), four nonconformities against Minor Compliance Indicators 5.1.2, 5.6.2, 6.1.3 and 6.5.3 together with Two (2) Observation/Opportunity for Improvement were identified during this assessment.

Corrective action plans with respect to the major nonconformities raised during the ASA1 have been reviewed and found to be effectively implemented and the NC was closed on 27/12/2013. The management submitted corrective action plans for all the nonconformities. The Audit Team has reviewed and accepted the Corrective Action Plan. Implementation of corrective actions and closing out the minor nonconformities will be followed up during the next Surveillance Assessment.

The details of the nonconformities are listed below.

Major Nonconformity

Three major nonconformities were raised during the ASA1. Corrective Actions and closing out evidence for the major nonconformity identified during the ASA1 has been effectively implemented and the nonconformity is closed. The detail as follows:

NC Ref: 983514M2 (Major): A nonconformity was assigned against Major indicator 4.6.5 at JK 15 because Annual Medical surveillance does not cover 4 workers as per USECHH Regulation (2000) Section 27 and CHRA report by IMS Consultancy and Solutions dated October 2010.

Corrective Action and close out implementation

The JK 15 management units have analyzed the cause and found that the management did not include the 4 workers in the medical surveillance required list. It was highlighted that the workers were previously checked through FOMEMA medical check. The operating unit took immediate action to send the workers for medical surveillance at Clinic Sulaiman in November 2013. The result of the medical surveillance was submitted to audit team. Medical check up was conducted at Clinic Sulaiman (by OHD doctor Registration No. JKPP HQ/08/DOC/00/387) for the 4 workers (ID No. 700330-02-5129; AP 856867; AP 185714 and AP 185713) on 29/11/2013. Medical report dated 20/12/2013 shows that all four workers are medically fit. The nonconformity was closed on 27/12/2013.

NC Ref: 983514M7: Major nonconformity against indicator 4.7.1(h): Workers trained in First Aid should be present in both field and mill operation. At Sungai Nerek, interview with harvesting Mandore reveal that he was not trained for first aid even though he is holding the first aid kit in the field during harvesting.

Corrective Action and close out implementation

The Sungai Nerek management unit has analyzed the cause and found that the manodor was only briefed about how to use the first items in the first aid box. A comprehensive training was arranged with cooperation from the Health Office in Temerloh for all the first aiders. First Aid Training conducted by the Health Officer from Temerloh District on 29/11/2013 attended by 14 first aiders including the harvesting mandor. He was presented with competent certificate. The nonconformity was closed on 27/12/2013.

NC Ref: 983514M11 (Major): A nonconformity was assigned against Major indicator 5.5.3 at Sungai Nerek because found evidence of burning waste at about 5 spots at the back of worker's housing where plastics, leftover food, drinking cans and etc. are being burned up and dumped in improper manner. This indicated lack of awareness among workers on FELDA's zero burning policy. This nonconformity was already raised during the initial assessment. The operating units have not addressed the issue appropriately. As per the RSPO requirement, the minor nonconformity was upgraded to major nonconformity.

Corrective Action and close out implementation

The Sungai Nerek management unit has analyzed the cause and found that the awareness was lacking among the occupants. The management arranged for the awareness program which includes awareness training, communication the waste collection schedule, putting

up signages for continuous awareness and provide proper waste collection bin. The zero burning awareness training was conducted on 29/11/2013. Signboard was erected to increase awareness on prohibition of burning domestic waste. Each house was provided waste collection bin. The management also prepared schedule for the waste collection and communicated to occupants of the houses. The corrective actions plans were implemented. The NC was closed on 27/12/2013.

Minor Nonconformities

Four nonconformities were assigned against Minor Compliance Indicators. The management at Jengka 18 Certification Unit operations has prepared corrective action plan for addressing the minor non conformities which BSi audit team has reviewed and accepted. Progress towards closing out and the action taken will be followed up at the subsequent surveillance assessment.

The details of the nonconformities are as follows:

NC Ref: 983514N3 (Minor): Nonconformity was assigned against Minor indicator 5.1.2 at JK 15 because it was noted that environmental aspect and impact assessment was conducted for the year 2013 and review was carried out. However, the mitigation plans for the identified impacts was not available for the year 2013.

NC Ref: 983514N4 (Minor): Nonconformity was assigned against Minor indicator 5.6.2 at JK 15 because, it was noted that the pollution Prevention Plan was not reviewed for the year 2013.

NC Ref: 983514N5 (Minor): Nonconformity was assigned against Minor indicator 6.1.3 at JK 15 because Document review (File: C 6.1 "Impak Sosial & Mitigasi") and interview with SD Assistant confirmed that the timetable has not been prepared. At Sungai Nerek The social action plan was not updated since 2010 even though an internal SIA has been conducted on the 19 April 2013 identified new negative social impacts.

NC Ref: 983514N8 (Minor): Nonconformity was assigned against Minor indicator 6.5.3 at Sungai Nerek because visit to the "Asrama Pekerja TKA" found the housing was in very poor condition. Further interview with foreign workers confirmed that the basic facilities (i.e: Toilets, bathrooms and drainage) were not functioning and not maintained properly.

Observations/Opportunities for Improvement (ASA1)

Two opportunities for improvement were identified. The progress of the Observation/Opportunity will be checked during the next Annual Surveillance Assessment (ASA2).

Observation 1 - (4.5.2): At Jengka 15, beneficial plant planting was noted to be very limited in the field.

Observation 2 - (4.7.1(d)): At Mill, it was noted that the FFB lorry driver sending the FFB to the mill ramp was wearing plastic shoe.

Noteworthy Positive Components

- The maintenance and upkeep of the oil palm was well implemented and consistent with the FELDA internal standards.
- The Jengka 18 management unit has maintained a very good relationship with the local community and other stakeholders.

3.3. Status of Nonconformities (Major and Minor) Previously Identified

Corrective Actions for Nonconformity identified during the Certification assessment was effectively and consistently implemented and all the previous nonconformities remains closed except A605205/3: 5.5.3 which was upgraded to major nonconformity during this assessment.

A605205/2: 2.2.3: Evidence that boundary stones along the perimeter adjacent to state land and other reserves are being located and visibly maintained. At JK16, Felde has trenches along the estate boundary to prevent elephant and wildlife attack as well as delineate estate boundary and forest reserve. Inspection to the boundary found boundary stones adjacent to the forest reserve "Hutan Simpan Jengka", however, it was found that some of the boundary stone are either missing or cannot be located.

ASA 1 Findings: Field inspection at the "Hutan Simpan Jengka" boundary found that boundary stones were identified and visibly maintained. A clear map showing the boundary stone locations were also sighted during the assessment. The CAP is implemented. NC is addressed and closed on 1/11/2013.

A605205/3: 5.5.3: No evidence of burning waste (including domestic waste). Inspection to all housing (mill and estates) found evident of burning waste. This indicated lack of awareness among Felde employees on Felde's zero burning policy.

ASA 1 Findings: Evidence of burning waste still found during the assessment at the workers housing. The operating units have not addressed the issue appropriately. As per the RSPO requirement, the minor nonconformity was upgraded to major nonconformity. Refer to NC Ref: 983514M11 raised during ASA1.

Review of Progress with Observations/ Opportunities for Improvement Previously Identified

1.1.1. Inspection of Record of Request indicated that Felde JK18E did not respond promptly to information request. For example MPOB required estate to fill out a

monthly online questionnaire on oil palm production by 7th of each month, at the latest. However, record of respond to the request from MPOB indicated that it is not sent until 14 July 2011. Record held on file "Pernyataan Bulanan BTS – Porla".

ASA 1 Findings: *The Estate have maintained records on file of requests for information received from Government Departments such as MPOB and other interested parties, together with the response. Sample request checked were found responded promptly.*

1.2.2. Follow up and monitoring of the plan not sufficiently implemented in accordance to CHRA and HIRARC.

ASA 1 Findings: *Follow up and monitoring of the plan has sufficiently implemented in accordance to CHRA and HIRARC.*

2.1.1. Inspection indicated most of the requirements were fulfilled, however, sometimes upset of waste water were occurred e.g. on January, February and March 2010 and May for 2011.

ASA 1 Findings: *Requirements for waste water are within the specification and continuously monitored by the management and relevant government departments.*

4.1.1. Limited understanding of the SOP among the estate officials. SOP are available, however, CHRA has not yet been considered as the source of information on the important measure to be taken. The SOP can be improved by develop it based on the risk or hazard level of the chemical assessed.

ASA 1 Findings: *SOP awareness training has been given to all staffs which have been updated incorporating the risk and hazard level. The SOP is in relation with CHRA as well.*

4.1.2. JK16: JKPP8 report is not been filled out and there was no evident that this form has been sent to the JKPP. JK18E: JKPP8 report has not been filled out properly, no record of action is available on site. JK20E: JKPP8 report has been filled out but there is no JKPP acknowledgement of receipt.

ASA 1 Findings: *All operating units have submitted the JKPP 8 form to DOSH as per regulation. Acknowledgement has been obtained upon the submission in January 2013.*

4.3.3. In all estate buffer zone have been delineate along the river and mapped; however riparian buffer zone has not been marking consistently for future replanting.

ASA 1 Findings: *Buffer zones have been marked consistently for future replanting with paint on the palm.*

4.4.3. Mill wastewater (POME) was treated by facultative system before discharging off. POME

monitored weekly according to the DOE requirement. A documented programme is required to mitigate this evident and prioritize the impact.

ASA 1 Findings: *POME final discharge is being monitored and quarterly analysis report is being sent to DOE as per regulation. Environmental improvement plan included the monitoring of the discharge.*

4.4.5. Mill monitors water usage and reports the information on a daily basis and calculated use/tonne FFB processed, and put into the graph against target value. However, the water used for process not yet separated from overall water usage, so that ratio of water use/tonne FFB processed cannot be calculated precisely.

ASA 1 Findings: *Mill has installed water meter separately for process to calculate the ratio of water use/tonne FFB precisely.*

4.4.7. Plan for improvement of mill wastewater treatment system is pending until optimum capacity is reached (currently the mill is run under maximum capacity).

ASA 1 Findings: *The capacity is optimum. Therefore, this is not applicable for Jengka 18 Seroja Mill.*

4.5.1. An IPM documentation (including pesticide uses, barn owl and rhinoceros beetle) is sighted during the assessment as per FELDA Policy; however, there was no document available in each estate which shows yearly IPM implementation.

ASA 1 Findings: *The estate has documented all the IPM implementation on yearly basis in "File IPM". It includes barn owl boxes and census records, beneficial plants record.*

4.5.4. JK16: Record of Monitoring of pesticide usage units per hectare or per ton crop can improve by putting the date to graph to show trend. JK18: Area of pesticide application recorded as "Rumusan Bancian Serangan", however, there is no records showing the reduction of pesticide use due to IPM implementation.

ASA 1 Findings: *The rrecord of Monitoring of pesticide usage units per ton crop has included a graph to show the trend and 'Rumusan Bancian Serangan' records shows the reduction of pesticide use due to IPM implementation. There is no major pest attack.*

4.6.1. Written justification in Standard Operating Procedures (SOPs) of all chemical use has not considering input of CHRA and HIRAC.

ASA 1 Findings: *SOP's for chemical usage has included the input from CHRA and HIRAC.*

4.6.3. Inspection found that water for emergency washing was not always available when needed.

ASA 1 Findings: Interview and site visit to the emergency shower area and inspection found that water for emergency washing is available.

4.6.4. Inspection to the chemical store indicated more than 50% of MSDS is in English. These are might not be understood by the workers.

ASA 1 Findings: The local language versions are available.

4.6.5. Surveillance has been carried out at some estate and surveillance report is in place. Consideration can be given to follow CHRA recommendation.

ASA 1 Findings: The issue has not been addressed sufficiently and this has been raised as NC during this ASA1.

4.6.7. An observation is raised due to the reduction by the operating units are very minimal and there is a need to find alternative to paraquat.

ASA 1 Findings: The Paraquat usage has been reduced since 2012. Basta has been used as replacement.

4.7.1. Mill has provided PPE for free; however, inspection to the mill found an evident of incorrect use of appropriate PPE or PPE was not used as required.

ASA 1 Findings: The use of PPE is enforced in mill and estates. During site visit this was verified and comply to requirements.

4.7.2. Records of JKPP8 reported to HQ monthly and to government annually, but quarterly review has not been carried out in accordance to relevant regulation.

ASA 1 Findings: The accidents were quarterly reviewed during OSH meetings.

4.8.1. Training was provided but training need assessment and records was not appropriately maintained.

ASA 1 Findings: The training need assessment is conducted prior to preparing the annual training matrix.

5.1.1. JK16: prepared aspect and impact of its operation (file borang 5.1/5.6), however, the register need to be improved to reflect impact to the environment and its mitigation.

ASA 1 Findings: The Estates carried out the annual review of environmental impacts in term of Environmental Impact Assessment management Action Plans and Continuous Improvement Plans. The last review was conducted in January 2013 with no changes due to any changes in the operation. The plan does detailed priority of action to be carried out in relation to the identified environmental impacts.

5.1.2. Plan need to be developed in accordance and relevant to the finding in aspect impact register and should prioritize on Pollution Prevention.

ASA 1 Findings: The issue has not been addressed sufficiently and this has been raised as NC during this ASA1.

5.2.1. JK16E: Internal HCV identification and assessment for both mill and operating units. HCV assessment can be improved by incorporated information form public consultation as well as consult to Forestry Department and Wildlife Office. Public involvement have been sought in the form of survey on 21 August 2010 to 121 stakeholders, however, the result has not been incorporated into the report.

ASA 1 Findings: HCV assessment has been revised with the input of stakeholders such as Forestry Department.

5.2.2. HCV plan have been prepared however it did not comprehensively cover all possible HCV in the estate, for example there was no management plan for buffer zone.

ASA 1 Findings: HCV management plan has been revised which covers buffer zone in the estate.

5.2.3. Signage has been posted at the entrance to the Estate, close to kampong, at the border of the forest reserve and awareness has been conducted to block heads. A letter (dated 12 July 2010 No. (4) 3128/1-10-20) been sent to all local communities to notify the presence of the HCV and advised that no hunting is permitted in the estate. However, inspection to the estate boundary with the Jengka Forest Reserves; signage were not well maintained indicated that monitoring efforts did not carried out properly.

ASA 1 Findings: Inspection found all signages are well maintained during this time.

5.3.2. Implemented landfill at estates however the landfill is inadequate on the following reasons: full capacity of the landfill, litter around the landfill, the landfill has too large open area. Landfill available, improvement needed on the reason full capacity of landfill.

ASA 1 Findings: Inspection to the landfill found it was well maintained. No litter found around the landfill area. Smaller landfill is constructed. Some of the operating units are sending the domestic waste to government landfill.

5.6.1. The operating unit has a Pollution Reduction Plan that was prepared in conjunction with the identification of environmental aspects and impacts, but there is need to improve with quantity and source of waste.

ASA 1 Findings: Pollution prevention plan has been revised including the quantity and source of waste which has been identified.

6.1.1. SIA carried out survey to 59 respondents which consist of local people (male and female), traders, Felda staffs, office staffs, and foreign workers (Indonesia, Bangladeshi, and Nepalese). The operating unit needs to ensure that all stakeholders representative have been involved in the assessment to give complete picture of the issues.

ASA 1 Findings: Social Impact Assessment has included all the relevant stakeholders and complete picture of the issues.

6.1.2. In Jengka 20, action plan is available; however, it might not reflect the real situation.

ASA 1 Findings: At Jengka 20, the SIA has been revised and action plan is developed accordingly.

6.1.3. JK16: List been updated on 29 October 2010 – including government offices, local schools, local communities, contractors and suppliers, however, no NGO available in the list. JK18: list available need to be completed with date of preparation. Inspection to the record indicated that some date is out-dated or not been updated. JK20: Available however, it is incomplete as there was not include suppliers, contractors, NGO, and have not been updated.

ASA 1 Findings: The stakeholder list at JK16,18 and 20 was updated and includes NGO such as “Sahabat Alam” and “Persatuan Anak Penoreka”. Contractors and suppliers are included as well.

6.3.1. In JK18/20, Internal dispute resolution procedure is documented in contract agreement; e.g. between foreign workers, chapter 20.3 describe detail of resolution procedures between foreign workers and Felda. A flowchart of grievances from external stakeholders has been prepared.

ASA 1 Findings: SOP for handling grievances from stakeholders has been developed and communicated to stakeholders.

6.5.3. Jengka 18, workers housing is sub-standard—estate needs to set up improvement.

ASA 1 Findings: The issue has not been addressed sufficiently and this has been raised as NC during this ASA1.

8.1.1. Continuous improvement not yet been made available shown for environmental aspect.

ASA 1 Findings: Environmental improvement plans have been developed.

8.1.2. Annual aspect of impact was developed but should be completed with specific management program to the significant impact.

ASA 1 Findings: Relevant mitigation measures have been identified for the aspect impact identified.

8.1.3. Reuse and recycling of palm products is implemented, but improvement should be done in accordance to the action plan. Minimizing waste by reusing cleansing water was done but not documented properly.

ASA 1 Findings: Recycling of palm products are in accordance to the action plan and quantity of water being reused were recorded accordingly.

8.1.4. Pollution prevention plan are not yet been socialised, awareness of workers need to be improved through training on Pollution prevention.

ASA 1 Findings: Workers have been given awareness training on pollution prevention.

3.4 Issues Raised By Stakeholders (ASA 1)

Stakeholders interviewed, both internal and external, had mainly positive comments. The feedbacks were discussed with the management. There were no any written comments received. The detail of stakeholders comment has provided in each criterion above as part of this summary report.

School and Local communities: Highlighted that the operating units always assist when any request for donation are sent to the management.

Management Response: The management will try to assist wherever possible.

Audit Team finding: Positive comments.

Workers Representative: Interview with the workers representative reveal that there is no any dispute or pending issues between management and workers.

Management Response: The management have communication with workers through Join Consultative Meeting.

Audit Team finding: Records of meeting reveal that no any pending issues.

Contractor: Payment is prompt as per agreed term.

Audit Team finding: Records of contract and payment reveal that no any issues.

Government Department: Positive inputs were given. Their monitoring visit shows compliance.

Audit Team finding: Records of government department’s visit log book reveal that no any issues.

Issues Raised by Stakeholders previously

There were no pending issue raised during the Certification assessment.

4.0 CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY

4.1 Date of Next annual surveillance Visit

The next Surveillance Assessment (ASA2) will be scheduled within twelve months of RSPO Certificate anniversary.

4.2 Date of Closing Nonconformities (Major and Minor)

NC Ref.	CLASS	ISSUED	STATUS
A605205/1 1.2.4	Major	15/7/2011	Closed on 19/7/2012
A605205/2 2.2.3	Minor	15/7/2011	Closed on 1/11/2013
A605205/3 5.5.3	Minor	15/7/2011	Upgraded to Major during ASA1 Refer to Ref: 983514M11 below
983514M2 4.6.5	Major	1/11/2013	Closed on 27/12/2013
983514M7 4.7.1(h)	Major	1/11/2013	Closed on 27/12/2013
983514M11 5.5.3	Major	1/11/2013	Closed on 27/12/2013
983514N3 5.1.2	Minor	1/11/2013	"open"
983514N4 5.6.2	Minor	1/11/2013	"open"
983514N5 6.1.3	Minor	1/11/2013	"open"
983514N8 6.5.3	Minor	1/11/2013	"open"

4.3 Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings

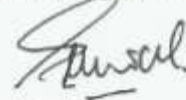
Jengka 18 Seroja Certification Unit acknowledges and confirms acceptance of the Assessment Report contents, including assessment findings. Jengka 18 Seroja Certification Unit accepts the responsibility for implementing the corrective actions and addressing the opportunities for improvement detailed in the Assessment Report.

Signed for on behalf of
FELDA Jengka 18 Seroja



Manager, Jengka 18 Seroja Palm Oil Mill

Signed for on behalf of
BSI Group Singapore Pte Ltd



Senniah Appalasamy
BSI RSPO Lead Auditor

Appendix A: FELDA Time bound Plan

Schedule for RSPO Certification of Felda

Palm Oil Mill and Supply Base Schedule									
No. and Year	2009	2010	2011	2012	2013	2014	2015	2016	2017
1	Kota Gelanggi 1 Status: Certified	Jengka 21 Status: Certified	Adela Status: Certified	Bukit Sagu Status: Audited. Pending report approval.	Baiduri Ayu Status: Audit planned on Oct. 2013	M. Puspita	Selancar 2A	Chalok	Sampadi
2	Lepar Utara 6 Status: Certified	Jengka 3 Status: Certified	Lok Heng Status: Certified	Triang Status: Certified	Embara Budi (Tender Process)	N. Permata	Selancar 2B	J. Barat	Aring
3		Jengka 8 Status: Certified	Semencu Status: Audited. Certified	Belitong Status: Audited. Pending report approval.	Kembara Sakti (Tender Process)	Tersang	Pasoh	J. Baru	Aring B
4		Lepar Utara 4 Status: Certified	Waha Status: Certified	Bukit Besar Status: Audited. Pending report approval.	Lancang Kemudi (Tender Process)	Besout	Serting	Kertih	Ciku
5		Seroja (J 18) Status: Certified	B. Kepayang Status: Certified	Kahang Status: Audited. Pending report approval.	Palong Timor Status: Sourcing Certification Body	Sg Tenggi	Serting Hilir Status: Sourcing Certification Body		Kechau A Status: Sourcing Certification Body

6		Padang Piol Status: Certified	Bukit Mendi Status: Certified	Kulai Status: Audited. Pending report approval.	Lepar Hilir Status: Audited. Pending report approval.	Trolak	Kerau	H.Badai	Kechau B Status: Sourcing Certification Body
7		Felda Segamat Status: Certified	Kemasul Status: Certified	Nitar Status: Certified	Neram (Tender Process)	Keratong 2	Mempaga	J.Bistari	Kemahang
8			Tementi Status: Certified	Penggeli Status: Audited. Pending report approval.	Pancing (Tender Process)	Keratong 3	Maokil Status: Sourcing Certification Body	Kalabakan	Cini 2
9					Fajar Harapan Status: Audit planned on Oct. 2013	Keratong 9 Status: Sourcing Certification Body	Selendang	Umas	Cini 3
10							Tenggaroh Status: Sourcing Certification Body		
11							Tenggaroh Timor Status: Sourcing Certification Body		
Total	2	7	8	8	8	9	11	9	9

Appendix B: FELDA – Jengka 18 Seroja Palm Oil Mill Certification Unit RSPO Certificate Details

**Jengka 18 Seroja Palm Oil Mill,
Jengka, Pahang,
Malaysia**
Website: www.felda.net.my

BSI RSPO Certificate No: SPO 606899 (Old # SPO 571231)

Date of Initial Certificate Issued: 16 January 2013

Date of Expiry: 15 January 2018

Applicable Standards: RSPO Certification System June 2007 (revised March 2011) including Annex 4: Procedures for Annual Surveillance; RSPO P&C MY-NIWG 2010; and relevant element of Supply Chain requirements for CPO Mills; SCCS Standard Nov 2011 Module E: Mass Balance.

Felda Jengka 18 Seroja Palm Oil Mill and Supply Base			
Location	Bandar Pusat Jengka, Pahang, Malaysia.		
Address	Pejabat Felda Jengka 18 (Seroja) palm Oil Mill, 26400 Bandar Pusat Jengka, Jengka, Pahang, Malaysia.		
GPS	102°33.549' E ; 3°35.423' N		
CPO Tonnage	56,557		
PK Tonnage	13,837		
Plantations FFB Tonnages	Jengka 15	39,239	
	Jengka 16	25,459	
	Jengka 17	36,676	
	Jengka 18	48,898	
	Jengka 19	58,150	
	Jengka 20	26,877	
	Sg. Nerek	22,154	
	Kg. Awah	5,602	
	Total:	263,055	

Appendix C: ASA 1 Assessment Programme

Date	Time	Subjects	Senniah	Muhd Haris	Nabila
Monday 28/10/2013	PM	Audit Team travel to Felda Site.	√	√	√
Tuesday 29/10/2013	08.00 – 09.00	Opening Meeting: <ul style="list-style-type: none"> • Presentation by the Estate and mill managers • Presentation by Audit team leader. • Confirmation of assessment scope and finalize Audit plan. (Including stakeholder's consultation). 	√	√	√
	09.00 – 12.00	JK 18 Mill Inspection: FFB receiving, warehouse, workshop, wastes management, Effluent Ponds, OSH, Environment issues, POME application, water treatment, staff, workers and contractor interview, housing and facility inspection.	√	√	-
	09.00 – 12.00	Meeting with stakeholders (Government, village rep, smallholders, Union Leader, contractor etc.)	-	-	√
	12.00 – 13.00	Lunch	√	√	√
	13.00 – 17.00	Document review (General Documentation e.g. Legal, Manual and Procedure, HCV identification, SEIA documents, Health and Safety, Time bound plan verification, review pay documents etc).	√	√	√
Wednesday 30/10/2013	08.00 – 12.00	JK 15: Field visit, boundary inspection, fertiliser application, field spraying, harvesting, workers interview, buffer zone, HCV area, Office, workshop, worker housing, clinic, Landfill, Chemical store and mixing, etc.	√	-	√
	12.00 – 13.00	Lunch	√	√	√
	13.00 – 17.00	Document review (General Documentation e.g. Legal, Manual and Procedure, HCV identification, SEIA documents, Health and Safety, Training records, review pay documents etc).	√	-	√
	08.00 – 17.00	Verify Initial Audit Findings (JK16E, JK18E & JK20E)	-	√	-
Thursday 31/10/2013	8.00 – 10.00	JK 17: Field visit, boundary inspection, fertiliser application, field spraying, harvesting, workers interview, buffer zone, HCV area, Office, workshop, worker housing, clinic, Landfill, Chemical store and mixing, etc.	-	√	√
	08.00 – 17.00	Sungai Nerek: Field visit, boundary inspection, fertiliser application, field spraying, harvesting, workers interview, buffer zone, HCV area, Office, workshop, worker housing, clinic, Landfill, Chemical store and mixing, etc. And Document review.	√	-	-
	12.00 – 13.00	Lunch	√	√	√
	13.00 – 17.00	JK 17 and Sungai Nerek: Document review (General Documentation e.g. Legal, Manual and Procedure, HCV identification, SEIA documents, Health and Safety, Training records, review pay documents etc).	√	√	√
	20.00- 21.00	Auditors meeting	√	√	√
Friday 1/11/2013	08.00 – 10.30	Verifying outstanding issues and prepare for closing meeting.	√	√	√
	11.00 – 11.30	Closing meeting	√	√	√
	12.00	Audit team travel back to KL	√	√	√

Appendix D: List of Stakeholders Contacted

<u>Internal Stakeholders</u>	<u>External Stakeholders</u>
Managers and Assistants Male Mill Staff/Workers Female Mill Staff/Workers Foreign Worker Male and Female Estate workers Hospital Assistant Female Assistant at Clinic Joint Consultative Committee Gender Committee Secretary	Head of the Village Mosque Committee JKKR – Scheme Settlers committee
Electrical Contractor General Supplier	
<u>Government Departments</u> School Labour Department Department of Environment	

Appendix E: Jengka 18 Seroja Palm Oil Mill Supply Chain Assessment (Module E: Mass Balance)

Requirements	
E.1. Documented procedures	
E.1.1 The facility shall have written procedures and/or work instructions to ensure implementation of all the elements specified for Mass Balance (MB) supply chain requirements.	Jengka 18 (Seroja) Palm Oil Mill has procedures for the traceability with Mass Balance model covering certified and non-certified FFB received. The mill managers and assistant manager have the responsibility to ensure implementation. RSPO SCCS Manual Doc. FGVPM – RSPO SCCS Issue 1.0 Rev. 2.0 dated 1/12/2012.
E.1.2 The facility shall have documented procedures for receiving and processing certified and non-certified FFBs.	Jengka 18 (Seroja) Palm Oil Mill has documented procedures for the incoming FFB, processing and outgoing palm products (CPO and PK). System available to make marking on the receiving documents to differentiate the certified and non-certified FFB received. RSPO SCCS Manual Doc. FGVPM – RSPO SCCS Issue 1.0 Rev. 2.0 dated 1/12/2012.
E.2. Purchasing and goods in	
E.2.1 The facility shall verify and document the volumes of certified and non-certified FFBs received.	Daily records are prepared at the entry point at the weighbridge. Daily summary and monthly summary documented for all the certified and non-certified FFB. Records verified by internal and external audit. Sample document checked: weighbridge ticket number K00000890 dated 29/10/2013.
E.2.2 The facility shall inform the CB immediately if there is a projected overproduction.	The facilities aware of this procedure.
E.3. Record keeping	
E.3.1 The facility shall maintain accurate, complete, up-to-date and accessible records and reports covering all aspects of certified and noncertified palm products.	Daily records are prepared at the entry point at the weighbridge. Daily summary and monthly summary documented for all the certified and non-certified FFB. Records verified by internal and external audit. . Sample document checked: weighbridge ticket number K00000890 dated 29/10/2013.
E.3.2 Retention times for all records and reports shall be at least five (5) years	The retention period is specified as five years and financial documents retained longer based on the local regulation requirement.
E.3.3 (a) The facility shall record and balance all receipts of RSPO certified FFB and deliveries of RSPO certified CPO, PKO and palm kernel meal on a three-monthly basis.	All the inventory records are maintained and updated on daily basis and monthly report shows monthly inventory. No PKO and Palm kernel meal at these sites.
E.3.3 (b) All volumes of palm oil and palm kernel oil that are delivered are deducted from the material accounting system according to conversion ratios stated by RSPO.	Computerized system in place with the delivery deducted accordingly.
E.3.3 (c) The facility can only deliver Mass Balance sales from a positive stock. However, a facility is allowed to sell short.	The Mill aware that only positive stock can be delivered. No short selling.
E.3.4 The following trade names should be used and specified in relevant documents, e.g. purchase and sales contracts, e.g. *product name*/MB or Mass Balance. The supply chain model used should be clearly indicated.	Jengka 18 (Seroja) Palm Oil Mill use Mass Balance model and will indicated on the relevant documents once certified.
E.3.5 In cases where a mill outsources activities to an independent palm kernel crush, the crush still falls under the responsibility of the mill and does not need to be separately certified. The mill has to ensure that the crush is covered through a signed and enforceable agreement.	No outsourcing activities.
E.4. Sales and goods out	
E.4.1 The facility shall ensure that all sales invoices issued for RSPO certified products delivered include the following information	System in place with the present documents as below:
(a) The name and address of the buyer	Name and address of buyer written on the invoice. Buyer is Felda Marketing.
(b) The date on which the invoice was issued	Date is written on the invoice. Sample document dated 29/10/2013.
(c) A description of the product, including the applicable supply chain model (Segregated or Mass Balance)	Product description is written. Mass balance model is written. Rubber stamp is on the documents "RSPO CPO MB".
(d) The quantity of the products delivered	Quantity in tones. (The tonnage was 32.48mt)
(e) Reference to related transport documentation	Weighbridge documents and delivery document includes all the transport references. The truck number is included number PBC 4477.
E.5. Training	
E.5.1 The facility shall provide the training for all staff as required implementing the requirements of the Supply Chain Certification Systems.	Executive and Staffs in the weighbridge, stock control, storage and processing, document control have attended training conducted on 18/2/103 by Executive from FPISB who have attended RSPO SCCS training. Latest training was conducted on 10/9/2013 attended by 19 executive and staff.
E.6. Claims	
E.6.1 The facility shall only make claims regarding the use of or support of RSPO certified oil palm products that are in compliance with the RSPO Rules for Communications and Claims.	No claims have been made.

Appendix E: Jengka 18 Seroja Palm Oil Mill Supply Chain Assessment ...Continue

Actual Certified Palm Production - 01 January 2013 - 31 December 2013

MILL	CAPACITY	CPO	PK
Jengka 18 Palm Oil Mill	45 mt/hr	55,727	13,445

Actual Sales of Certified Palm Products - 01 January 2013 - 31 December 2013

Month	CPO (Certified)	Buyer	PK (Certified)	Buyer
Jan-12	-	-	-	-
Feb-12	-	-	-	-
Mar-12	-	-	-	-
Apr-12	-	-	-	-
May-12	-	-	-	-
Jun-12	1,817.85	Felda Marketing	-	-
Jul-12	577.83	Felda Marketing	-	-
Aug-12	-	-	-	-
Sep-12	-	-	-	-
Oct-12	-	-	-	-
Nov-12	-	-	-	-
Dec-12	-	-	-	-
TOTAL	2,395.68	-	-	-

Actual Certified FFB Received Monthly - 01 January 2013 - 31 December 2013

Month	JK 15	JK 16	JK 17	JK 18	JK 19	JK 20	Sg. Nerek	Kg. Awah	Total FFB/Month
Jan'13	3,975	2,303	2,561	3,578	3,597	2,320	2,233	197	20,764
Feb'13	3,124	1,301	1,960	2,826	2,882	1,554	1,821	137	15,605
Mar'13	2,529	1,176	1,645	2,539	2,687	1,245	1,574	180	13,575
Apr'13	2,755	1,323	1,848	2,981	3,323	1,458	1,566	139	15,393
May'13	2,390	1,456	1,888	2,693	2,977	1,447	1,541	93	14,485
Jun'13	2,461	1,522	1,914	2,800	3,469	1,541	1,324	87	15,118
Jul'13	3,303	2,695	2,984	4,567	5,073	2,548	1,532	104	22,806
Aug'13	3,991	3,602	5,207	3,009	6,518	4,161	1,795	113	28,396
Sep'13	3,989	1,404	5,788	5,508	7,975	5,130	2,533	131	32,458
Oct'13	3,811	2,238	4,867	4,580	7,544	4,123	2,432	138	29,733
Nov'13	3,668	3,665	4,232	4,732	7,182	3,324	2,408	125	29,336
Dec'13	3,450	3,234	5,211	5,123	6,573	4,865	2,232	109	30,797
Total	39,446	25,919	40,105	44,936	59,800	33,716	22,991	1,553	268,466