



...making excellence a habit.™

PUBLIC SUMMARY REPORT

RSPO

1st ANNUAL SURVEILLANCE ASSESSMENT (ASA 1)

FELDA

Jengka 21 Palm Oil Mill
Jengka, Pahang, Malaysia

Report Author:

Senniah Appalasamy – Feb. 2014

BSI Group Singapore Pte Ltd (Co. Reg. 1995 02096-N)
1 Robinson Road
#15-01 AIA Tower
SINGAPORE 048542
Tel +65 6270 0777
Fax +65 6270 2777
Aryo Gustomo: aryo.gustomo@bsigroup.com
www.bsigroup.sg

BSI Services Malaysia Sdn Bhd (Co.Reg. 804473 A)
B-08-01 (East), Level 8 Block B, PJ8,
No. 23, Jalan Barat, Seksyen 8
46050 Petaling Jaya, Selangor
MALAYSIA
Tel +6 03-7960 7801
Fax +6 03-7960 5801

TABLE of CONTENTS

Page N^o

SUMMARY	1
ABBREVIATIONS USED	1
1.0 SCOPE OF CERTIFICATION ASSESSMENT	1
1.1 Identity of Certification Unit	1
1.2 Production Volume.....	1
1.3 Certification Details.....	1
1.4 Description of Fruit Supply Base and Supply Chain	1
1.5 Other Certification Held.....	4
1.6 Organizational Information / Contact Person.....	4
1.7 Progress against Time Bound Plan.....	4
1.8 Progress of Associated Smallholders/Out growers towards RSPO Compliance.....	5
2.0 ASSESSMENT PROCESS	5
2.1 Certification Body.....	5
2.2 Qualification of the Lead Assessor and Assessment Team.....	5
2.3 Assessment Programme.....	5
2.4 Stakeholder Consultation.....	6
3.0 ASSESSMENT FINDINGS	6
3.1 Summary of Findings.....	6
3.2 Identified Nonconformities and Noteworthy Positive and Negative Observations (ASA1).....	13
3.3 Status of Nonconformities (Major and Minor) Previously Identified.....	14
3.4 Issues Raised by Stakeholders.....	17
4.0 CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY	17
4.1 Date of next Surveillance Visit (ASA 2).....	17
4.2 Date of Closing Nonconformities (Major and Minor).....	17
4.3 Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings.....	18

LIST of TABLES

1	Mills GPS Locations.....	1
2	Production Tonnages.....	1
3	FFB Tonnages Processed.....	1
4a	Estates and Areas Planted	4
4b	Age Profile of palms	4

LIST of FIGURES

1	Location Map of FELDA Plantation in Peninsular Malaysia and JK 21 Certification Unit	2
2	Location of the JK 21 Palm Oil Mill and FFB Supply Base.....	3

List of Appendices

A	FELDA Time Bound Plan
B	FELDA – Jengka 21 Certification Unit RSPO Certificate Details
C	ASA 1 Assessment Programme
D	List of Stakeholders Contacted
E	JK 21 Palm Oil Mill Supply Chain Assessments (Module D: Segregation)

SUMMARY

BSi has conducted the First Annual Assessment (ASA 1) of FELDA Operating Unit Jengka 21 (JK 21) comprising JK 21 Palm Oil Mill, supply base, support services and infrastructure. JK 21 certification Unit located in Jengka, Pahang, Malaysia comprising one palm oil mill, eleven FFB supply base, support services and infrastructure. The ASA1 was conducted on 21 - 23 October 2013. BSi concludes that Jengka 21 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 D – CPO Mills: Segregation]

BSi recommends the approval of Jengka 21 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
JK	Jengka
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 21 Palm Oil Mill and eleven 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 21 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 21 Palm Oil Mill (Capacity: 60 mt/hr)	102°28' 56" E	03°43'30" N

1.2 PRODUCTION VOLUME

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

TABLE 2: PRODUCTION TONNAGES

JK 21 Palm Oil Mill	CPO	PK
Estimate at Initial Certification Assessment (2012/13)	48,024	10,619
Actual at ASA 1	55,349	12,568
Projected for next 12 months (2013/14)	52,100	11,800

1.3 CERTIFICATION DETAILS

FELDA RSPO Membership No: 1-0013-04-000-00
BSi RSPO Certificate No: SPO 606900 (Old #SPO 571232)
Initial Certification Assessment: 9 - 12 July 2011
Special Follow-Up Audit Date: 20 – 21 July 2012
Date of Certification: 14 January 2013
Date of ASA1: 21 - 23 October 2013

1.4 DESCRIPTION OF SUPPLY BASE AND SUPPLY CHAIN

The Jengka 21 Palm Oil Mill supply base is consist of eleven scheme smallholders plots that managed by FELDA Techno Plant that supply the FFB processed at the Jengka 21 palm oil mill. There were no outside FFB received as the Mill only processing certified FFB and using Segregation Module for its supply chain.

The FFB production from Jengka 21 Certification Unit's supply base that was processed at Jengka 21 palm oil mill for the 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 (ASA1) 2012/13	Projected (ASA1) 2013/14
Jengka 12	38,489	34,159	38,430
Jengka 13	26,843	32,374	20,571
Jengka 14	33,058	22,710	23,867
Jengka 21	29,101	29,576	33,699
Jengka 22	27,219	23,885	28,182
Jengka 23	26,826	37,122	21,188
Jengka 24	0	3,710	5,547
Jengka 25	0	0	0
Jenderak Utara	14,681	34,980	30,000
Jenderak Selatan	15,312	17,350	18,000
FASSB JK 24/25	13,823	10,570	12,062
Total	225,352	246,436	231,546

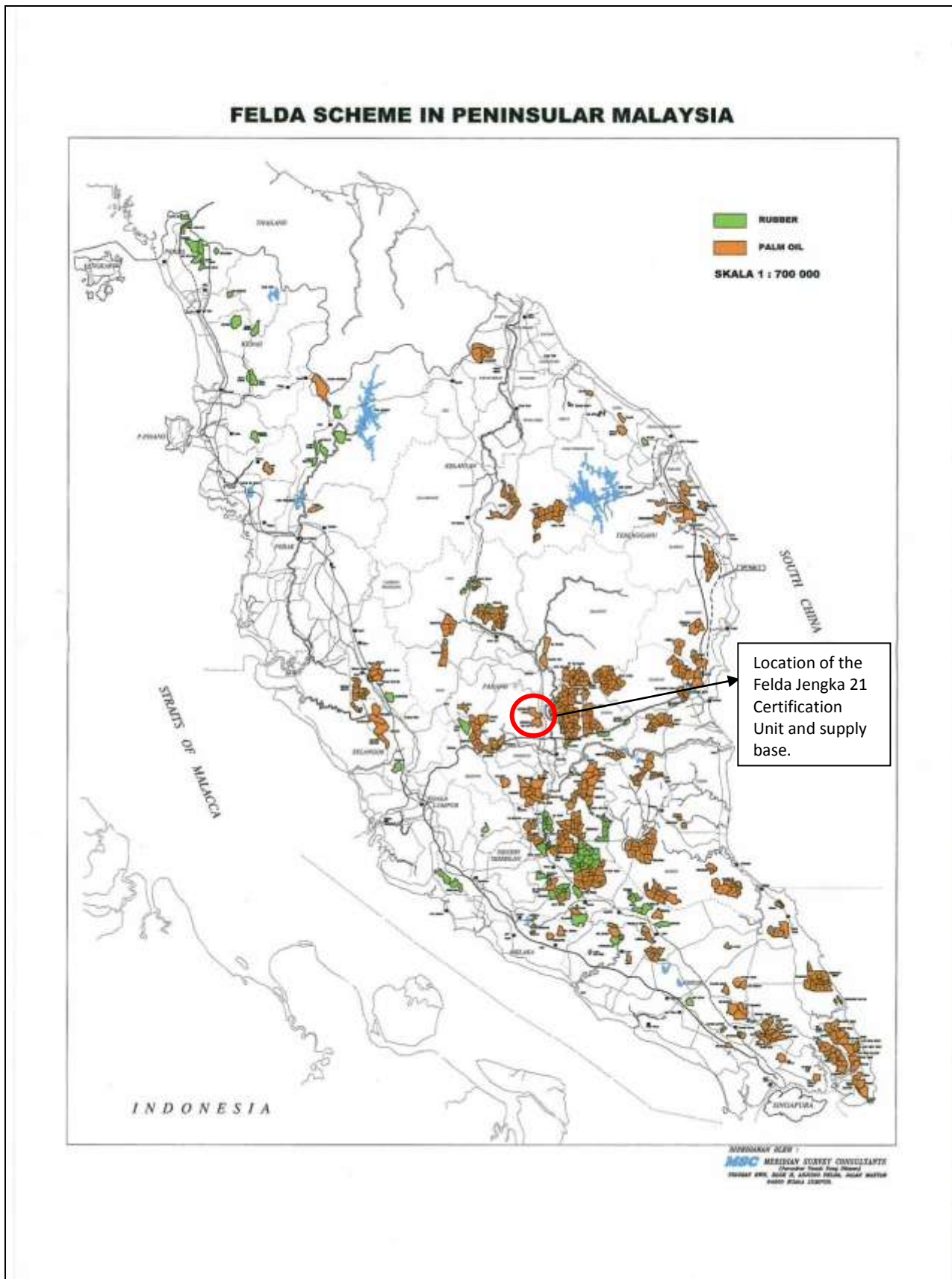


Figure 1. Location Map of FELDA Plantation in Peninsular Malaysia and JK 21 Certification Unit

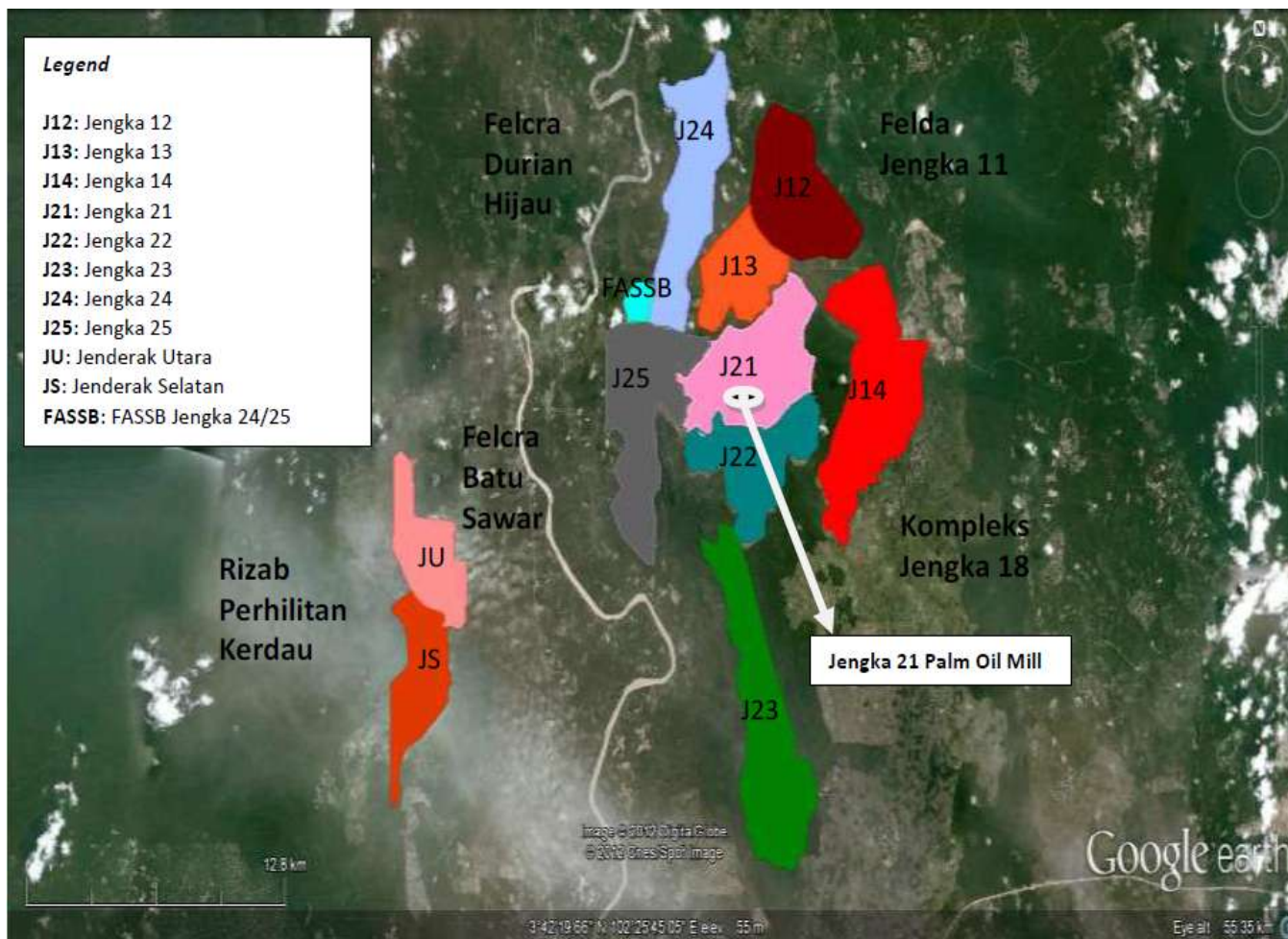


Figure 2: Location of the Jengka 21 Palm Oil Mill and FFB Supply Base

It is noted that FELDA is fully managing smallholder plots through Felda Techno Plant Manager. FELDA Techno Plant management carry out and monitor the field works which include harvesting and maintenance. The overall field work such as maintenance, manuring, road maintenance, supervision are carried out through workers and staff employed by 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 21 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 HCV area within plantation. The riparian area is included in the planted hectare because it is within the planted area. Total land area is 16,128.80ha

Table 4a: Estates and Areas Planted

Estate	Mature (ha)	Immature (ha)	Total Planted Area (ha)	Infrastructure
JK 12	1,657.18	0	1,657.18	287.01
JK 13	1,601.28	0	1,601.28	122.54
JK 14	1,611.51	0	1,611.51	112.00
JK 21	1,625.66	0	1,625.66	122.24
JK 22	1,160.31	0	1,160.31	240.00
JK 23	1,878.98	0	1,878.98	400.55
JK 24	1,439.68	0	1,439.68	125.92
JK 25	0	843.73	843.73	98.34
Jenderak Utara	1,030.26	0	1,030.26	137.03
Jenderak Selatan	599.60	0	599.60	143.44
FASSB JK 24/25	476.85	393.69	870.54	21.00
TOTAL	13,081.31	1237.42	14,318.73	1810.07

Table 4a shows the age profile of the palms. Jengka 25 only has immature palms. FASSB JK 24/25 have about 392.69ha of immature area.

Table 4b: Age Profile of Palms

Estate	AGE (years)	% of PLANTED AREA
JK 12	0-3	0
	4-10	0
	11-20	100
	21+	0
JK 13	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 14	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 21	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 22	0-3	0
	4-10	100
	11-20	0
	21+	0
JK 23	0-3	0
	4-10	91.5
	11-20	0
	21+	8.5
JK 24	0-3	0
	4-10	91.5
	11-20	0
	21+	8.5
JK 25	0-3	100
	4-10	0
	11-20	0
	21+	0
Jenderak Utara	0-3	0
	4-10	0
	11-20	100
	21+	0
Jenderak Selatan	0-3	0
	4-10	0
	11-20	100
	21+	0
FASSB JK 24/25	0-3	45
	4-10	0
	11-20	0
	21+	55

Supply Chain

Jengka 21 certification Unit (JK 21 Palm Oil Mill) uses the Segregated (SG) 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 using rubber stamp. Inspection of documents confirmed that Jengka 21 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 Segregation Mechanism – Refer to Appendix E for details.

1.5 Other Certification Held

The Felda Jengka 21 Palm Oil Mill holds three other certifications as follows:

ISO 14001: 2004 (Environmental Management Systems), Dated 8 September 2012. Valid until September 2015.

ISO 9001: 2008 (Quality Management Systems), Dated 8 September 2012. Valid until September 2015.

OHSAS 18001: 2007 (Occupational Health and Safety Management Systems), Dated 8 September 2012. Valid until September 2015.

1.6 Organizational Information / Contact Person

The contact details of the organisation as follows:

Contact Person:

Mr. Anthonius P. Sani
Sustainability Manager
PSQM Department, SPO Unit, Level 8,
Balai FELDA, Jalan Gurney 1, 54000 Kuala Lumpur.
Phone: +60328590000
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.

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 section 4.2.4 of the RSPO Certification System Requirement.

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 21 Certification Unit does not purchase crop from out growers.

2.0 ASSESSMENT PROCESS

2.1 Certification Body

BSI Group Singapore Pte Ltd
1 Robinson Road
#15-01 AIA Tower
Singapore 048542

RSPO Scheme Manager: Mr Aryo Gustomo
Phone: +65 6270 0777
Fax: +65 6270 2777
Email: aryo.gustomo@bsigroup.com

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, , ISO 14001 (Environmental Management System), 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, ISO 14001 (Environmental Management System) and International Sustainable and Carbon Certification (ISCC) Lead Auditor Training Courses. 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 21 - 23 October 2013. The Assessment Programme is included as Appendix C. The Programme included assessments of Jengka 21 Palm Oil Mill as the Certification Unit. JK 13, JK 22 and Jenderak Utara supply bases were sampled; JK 14, JK 21 and FASSSB JK 24/25 supply bases were visited to verify the implementation of the finding and observations raised during certification assessment. All the operating units were assessed against the RSPO P&C MYNI 2010; and Supply Chain Certification Standard: November 2011, Module D – CPO Mills: Segregation 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 and found to be remain closed— 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 21 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. A list of stakeholders contacted is included at Appendix D.

3.0 ASSESSMENT FINDINGS

3.1 SUMMARY OF FINDINGS

During the ASA1, a major nonconformity, three minor nonconformities and an observation were identified. Jengka 21 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 21 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, Patalogy Department of Temerloh Hospital has requested to conduct blood donation campaign at the Mill on 24/9/13 and responded by the management accordingly on the 2/10/13.

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.

The Mill and supply bases maintain copies of applicable Permits and Licences. Register of legal and other requirements were revised on March 2013. 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. Sample of permits inspected reveal that all valid. E.g: Mill MPOB license No.: 521612004000 valid till 30 June

2014 and Diesel Storage Permit: PPDNKK/TLOH/SK/01/10-D valid till 27 January 2015. The most recent visit by DOSH on the 4/9/13 did not find any issues related to safety and health regulations. Similarly, no issues raised by DOE during the visit to the mill on the 14/5/13.

Mill boiler dust emission latest test by Nabbir Laboratory dated 18 October 2013. The monitoring was conducted to analyse the emission of one boiler stack 1 during normal operating load. The dust particulates concentration was at 0.3784 g/Nm³ at 12% CO₂ which 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.

All land under Felda is Government owned (according to Land (Group Settlement Areas) Act 1960 (Act 530), 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 (‘lesen menduduki tanah’). 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 22 and Jenderak Utara 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 village 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

FELDA has continued its commitment to long term sustainability and improvements through a capital expenditure programme. Jengka 21 Palm Oil Mill and supply bases have made progress towards achieving their performance production targets for the current

financial year. 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 2013 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 22.46% for the 2013 financial year and compared to the projection for 2014 of 22.50%. The mill is expected to improve on the process and aiming for higher OER. The Estates have no replanting programmed for next year. This was decided during the review of replanting program.

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

Jengka 21 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” (PPPTR) 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.

Feldda have general Standard Operating Procedure (SOP) “Feldda 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 Jenderak Utara was on 12 March 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 21 mill's DOE permit allows discharge to stream with BOD limit of 100ppm. Latest effluent analysis report from Bukit Goh Lab dated 3 September 2013 (Cert No.: 2257/2013) show that the BOD is 243 which is higher than the permitted limit. However, the mill management is in the process of installing additional unit of anaerobic tank to reduce the BOD limit and have informed the DOE on the status. Latest correspondent letter from DOE dated 5 July 2013 (Ref. No.: AS: C31/152/000/074) shows that DOE has accepted the progress and will visit the mill upon completion of the installation. 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.

Recently replanted area is established with cover crops and vegetation is well established. Field inspection showed groundcover with soft grass and soft weeds. 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 Jengka 22 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. The riparian buffer zones inspected and found in general to be maintained in good condition and within the limits as prescribed by the Government of 20 metres width on both sides of streams.

Jengka 21 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 (2013)460/MHBG/810/460) 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 and planning. Past three years rainfall record shows that average of 90 days rain is observed. Rainfall for the year 2013 as at September was 1220.50mm with 75 rainy days.

The Mill monitors water usage and reports the information on a daily basis and calculated use/tonne CPO, and put into the graph against target value of 1 Mt water/Mt CPO processed. As for 2013, average of 1.20Mt/Mt CPO 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. Barn owl boxes are being placed at rate of 1 box for 20 ha to control rat damage.

However as an area for improvement, an observation was raised against indicator 4.5.2: At Jengka 13 and Jengka 22, beneficial plant planting was noted to be very limited in the field.

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.

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, signed and are well maintained with good separation of chemicals, spill containment, provision of PPE, and water available for washing. MSDS in Bahasa Malaysia are available for all chemical used.

Estates and Mill have a programme of conducting annual medical surveillance of all pesticide operators as per CHRA. IMS Consultancy and Solution conducted CHRA on October 2010 by Mr. Abdul Rashid Abdul Kudus (JKKP: HIE 127/171-2(139)). Latest medical surveillance for chemical handlers were conducted on 15 February 2013 at clinic Sulaiman by Dr. Halim Bin Ishak (DOSH Registration Number: HQ/08/DOC/00/387) found all workers are fit for work.

Inspection at chemical store and document review found that the Paraquat usage is increasing. Therefore, a nonconformity was raised as per below.

NC Ref: 983513N4: Minor nonconformity against indicator 4.6.7: Documented evidence that use of chemicals categorized as World Health Organisation Type 1A or 1B, or listed by the Stockholm or Rotterdam Conventions and paraquat, is reduced and/or eliminated. Adoption of suitable economic alternative to paraquat as suggested by the EB pending outcome of the RSPO study on IWM. At Jenderak Utara, Document review file no C.4.6 'Pengurusan Bahan Kimia' shows that Paraquat usage is increasing. E.g: 2011- 200 litres, 2012- 540 litres, 2013 (as at September)- 954 litres.

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. However, the record for rat bait application was not showing the active ingredient used. Therefore, a nonconformity was raised as per below.

NC Ref: 983513N3: Minor nonconformity against indicator 4.6.10: Records of pesticide use (including active ingredients used, area treated, amount applied per ha and number of applications) are maintained for either a minimum of 5 years or starting November 2007. At JK 13, Document reviews reveal that the pesticide record for rat bait only show total boxes issued and applied.

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 August 2013 by using 'Hazard Identification Form' (Form No.: RSPO – P4/C.4.7/4.7.1). 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.

The mill and estates maintained up to date accident records in term of "Daftar Kemalangan, Kejadian Berbahaya, Keracunan Pekerjaan dan Penyakit Pekerjaan" using JKKP 6 and 8. The JKKP 8 for has been compiled by Wilayah Jengka central office before send to DOSH.

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/91056302/26/09/SA valid till 22 December 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.

NC Ref: 983513M1: Major nonconformity against indicator 4.7.1(c(i)&h): c. An awareness and training programme which includes the following specifics for pesticides : (i) to ensure all workers involved have been adequately trained in a safe working practices. (h) Workers trained in First Aid should be present in both

field and mill operations. At JK22, the store keeper, Abd Azam B Abd Rahim was not trained as required even though he is handling chemical store operation starting Jan 2013. At Jenderak Utara, there were no documented training records for pesticide operators (Ruzanam B Mad Said (chemical mixer) Neyamot Ullah, Sadikur Rahaman & Moksed (sprayers)). Interview with harvesting mandor, En Abd Salah reveal that he has not trained for first aid even though he is the in charge person and first aid kit holder at the worksite.

All operating units conduct quarterly Safety Committee Meetings with the most recent held on 13 September 2013 attended by 9 persons and 2 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 18 October 2013. An OSH Training was also conducted on the 20 August 2013.

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

The Mill and Estates have prepared an annual training plan for 2013 that details the training to be carried out for each work station on February 2013. Training need assessment has been done on 10/9/2013 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.

All operating units have maintained records of training for workers and staff. For example, JK 22 has conducted PPE training on 20/6/2013 for 22 workers. The mill has conducted fire drill on 22/6/2013, first aid training on 5/9/2013 conducted by Government hospital assistant, Safe working training for contractors on 22/6/2013 and chemical handling training on 19 – 27/6/2013 for six workers.

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

The Jengka 21 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 September 2013 with no changes due to any changes in the operation.

The Environmental Plans are in place and indicate the controls used to ensure any impacts are controlled and reduced and where possible eliminated and better practices put in place. It also help the organisation with a system to control and reduce negative impacts and promote positive impacts such as buffer zones, waste management plans, spill control plans and emergency plans.

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, HCV assessments have been prepared internally by FELDA Staffs at every operating unit. There were no HCV within the landholding. HCV is found outside the landholding in the adjacent Berkelah Reserve Forest which is within the Forestry Departments management. The report format includes location and general description, action to be taken with regard to the identified conservation area, timeframe for action.

The Management Plans focus on the protection of habitat from disturbance. The Estates have installed signboards that indicate to any one passing through the types of fauna that may be encountered in the peripheries of the estates. Warning signs indicate that the wild life is protected and that hunting and collecting are prohibited. The Estates promote awareness of buffer zones to workers and local communities via the prominent use of signboards.

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: 0028505 dated 28 June 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 September was 0.76kwh/mt of FFB for 2013 and 0.66 kwh/mt of FFB for August 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. Recently replanted areas confirmed palms were felled, chipped and windrowed. The solid waste was reutilized as boiler fuel (Palm Oil Waste). Inspections of estate housing confirmed no prove of fire use for waste disposal.

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

The Jengka 21 Palm oil mill and all 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.

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 JKKR meetings were conducted with settlers to get feedbacks.

The management has prepared a social action plan with timetable and responsibility including the status of the action taken.

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 JKKR 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 14/8/2013 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 Felda Palm Industries Sdn Bhd and Kesatuan Pekerja-Pekerja Felda Palm Industries Sdn Bhd (Semenanjung) Collective Agreement 2010 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 Felda and Foreign Workers" prior to employment. Minimum Wage Order is complied.

However, during the document review, it was found that sample of foreign workers contracts checked was not available. Therefore, nonconformity was raised as below:

NC Ref: 983513N5: Minor nonconformity against indicator 6.5.2: Labour laws, union agreement or direct contracts of employment detailing payments and conditions of employment (e.g working hours, deductions, overtime, sickness, holiday entitlement, maternity leave, reasons for dismissal, period of notice, etc) are available in the language understood by the workers or explained carefully to them by a plantation management official in the operating unit. At Jenderak Utara, Copy of the foreign workers (TKA) contracts were not available during the audit for the samples checked.

Housing is provided for free to the workers. 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, although there were no Labour Unions, 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 attended by 27 workers. As for estates, all the workers are foreigners and no workers union. However, 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.

Felda 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 Gender committee (GPW - "Gerakan Persatuan Wanita") meeting was conducted on the 25 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 Felda. Under Felda 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 21 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. Installation of additional anaerobic tank is in the process to reduce the effluent final discharge BOD limit. 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 was a nonconformity assigned against Major Compliance Indicator 4.7.1c, Three (3) nonconformities against Minor Compliance Indicators 4.6.7, 4.6.10 and 6.5.2 together with One (1) Observation/Opportunity for Improvement were identified during this assessment.

Corrective action plan with respect to the major nonconformity raised during the ASA1 have been reviewed and found to be effectively implemented and the NC was closed on 22/12/2013. 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

A major nonconformity was raised during the ASA1. Corrective Action 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: 983513M1: Major nonconformity against indicator 4.7.1c. An awareness and training programme which includes the following specifics for pesticides: (i) to ensure all workers involved have been adequately trained in a safe working practices. (h) Workers trained in First Aid should be present in both field and mill operations. The store keeper, Abd Azam B Abd Rahim was not trained as required. He is handling chemical store operation starting Jan 2013. Also found no documented training records for pesticide operators for chemical mixer and sprayer. Interview with harvesting mandor, En Abd Salah reveal that he is not trained for first aid even though he is carrying the first aid kit to the worksite.

Close out evidence:

The training on Chemical store handling and chemical handling for sprayers and store keeper was conducted on 13/11/2013 by Bayer Crop science. The first aid training was conducted by the Government Health Department from Jerantut District on 16/12/2013. Attendance list and verification was conducted at the Felda Head Office. The nonconformity was closed on 22/12/2013.

Minor Nonconformities

Three nonconformities were assigned against Minor Compliance Indicators. The management at Jengka 21 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: 983513N4: Minor nonconformity against indicator 4.6.7: Documented evidence that use of chemicals categorized as World Health Organisation Type 1A or 1B, or listed by the Stockholm or Rotterdam Conventions and paraquat, is reduced and/or eliminated. Adoption of suitable economic alternative to paraquat as suggested by the EB pending outcome of the RSPO study on IWM. At Jenderak Utara, Document review file no C.4.6 'Pengurusan Bahan Kimia' shows that Paraquat usage is increasing. E.g: 2011- 200 litres, 2012- 540 litres, 2013 (as at September)- 954 litres.

NC Ref: 983513N3: Minor nonconformity against indicator 4.6.10: Records of pesticide use (including active ingredients used, area treated, amount applied per ha and number of applications) are maintained for either a minimum of 5 years or starting November 2007. At JK 13, Document reviews reveal that the pesticide record for rat bait only show total boxes issued and applied.

NC Ref: 983513N5: Minor nonconformity against indicator 6.5.2: Labour laws, union agreement or direct contracts of employment detailing payments and conditions of employment (e.g working hours, deductions, overtime, sickness, holiday entitlement, maternity leave, reasons for dismissal, period of notice, etc) are available in the language understood by the workers or explained carefully to them by a plantation management official in the operating unit. At Jenderak Utara, Copy of the foreign workers (TKA) contracts were not available during the audit for the samples checked.

Observations/Opportunities for Improvement (ASA1)

One (1) Observation/Opportunity for Improvement was identified. The progress of the Observation/Opportunity will be checked during the next Annual Surveillance Assessment (ASA2).

Observation (4.5.2): At JK 13 and JK 22, beneficial plant planting was noted to be very limited in the field.

Noteworthy Positive Components

- The Mill is in the process of installing new anaerobic tank to reduce the effluent final discharge BOD limit.
- The Jengka 21 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 Initial Certification assessment was effectively and consistently implemented and the nonconformity remains closed.

A605205/3: 2.2.3: Evidence that boundary stones along the perimeter adjacent to state land and other reserves are being located and visibly maintained.

JK14E: Inspection to Peringkat 1 A, confirmed the presence of boundary stone; however, there was no survey been carried out to locate all of boundary stone along the boundary with the Jengka reserve forest.

ASA 1 Findings: Field inspection at the "Hutan Simpan Jengka" boundary found that boundary stones were identified and visibly maintained. The site was visited and verified at section 1A. A clear map showing the boundary stone locations were also sighted during the assessment. The CAP is implemented. NC is addressed and closed on 22/10.2013.

A605205/4: 5.5.3: No evidence of burning waste (including domestic waste). Inspection to the estate housing found evident of burning domestic waste.

ASA 1 Findings: There was no evidence of burning waste found during the ASA1 assessment at the workers housing. Interview with workers during the ASA1 shows awareness of zero burning policy of the company. Signboards were placed at housing to create awareness and morning briefing is given. Record checked dated June, September 2013. The CAP is implemented. NC is addressed and closed on 22/10/2013.

A605205/5: 6.2.3: Maintenance of a list of stakeholders, records of all communication and records of actions taken in response to input from stakeholders. At JK14E List of stakeholders has not been prepared.

ASA 1 Findings: Stakeholder list has been prepared including internal and external stakeholders. Details include contact person, contact details and organisation. 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 (Village Improvement Committee) meeting was held on 14/8/2013 attended by 16 stakeholders. The latest The CAP is implemented. NC is addressed and closed on 22/10/2013.

Review of Progress with Observations/ Opportunities for Improvement Previously Identified

1.2.2. Improvement as per CHRA has not been implemented. JK21M: oven fume hood need to add 10" wall mounted fan, and extraction fume hood to handle hexane is not acceptable and need to redesign the proper LEV for extraction as per requirement Reg18. Emergency eye wash kit not consistently available on site.

ASA 1 Findings: CHRA recommendation has been implemented. The mill has installed 10" wall mounted fan and extraction fume hood to handle hexane together with proper LEV for extraction as per requirement Reg18. Emergency eye wash kit has been placed consistently on site.

1.2.4. Pollution prevention plan available, however, it is not directly related to identified environmental impacts.

ASA 1 Findings: Pollution prevention plans are prepared in relation to identified environmental impacts such as chemical storage, Mill effluent monitoring and etc.

2.1.3. JK14E: List of applicable regulation is available however not updated as necessary.

ASA 1 Findings: Register of legal and other requirements were revised on March 2013.

2.2.2. JK14E: Land title inspection found that the term and condition of JK14E is for rubber planting. Felदा already apply for conversion from rubber to oil palm on 26 May 2010; no reply. Again on the 10 November 2010

letter sent to District Land Office – Maran, letter No. (52) 31111/12-1-6 Pt.1 responded on 19 December 2010, No. Bil (2) dlm PTM 6-6-4225 completed the request with other requirement. The conversion of land use expected to be completed by end of the month.

ASA 1 Findings: *The transfer is still in progress gradually due to settlers' financial problem. The progress will be further verified during next surveillance assessment.*

2.2.3. JK21M: Juru ukur Titi Wangsa carried out mill boundary survey on 30 June 2011, however, identification of boundary between mill and forest has not been carried out. Mill will assign the same consultant to re-survey the forest boundary which is expected to be completed by this year.

ASA 1 Findings: *The survey has been completed on October 2011 and the boundary between mill and forest reserve has been clearly marked and maintained.*

4.1.1. SOP implementation needs to be improved through regular checking on the implementation status of SOP.

ASA 1 Findings: *SOP awareness training has been given to all staffs and workers and also being monitored regularly.*

4.1.2. Mill need to record action taken and progress of implementation, Estate need to maintain JKKP8 report submission received/transmittal sheet as an evidence of report submission.

ASA 1 Findings: *Mill record all action taken and progress of implementation such as Mill Advisor visit comments and action taken. Estates have submitted the JKKP 8 form to DOSH as per regulation and acknowledgement has been obtained upon the submission.*

4.4.1. JK14E: Inspection of buffer zone confirmed riparian and buffer zone is maintained such as close to Jengka River. However, the buffer zone has not been mapped and marked on the ground for future replanting.

ASA 1 Findings: *Buffer zones have been mapped and marked consistently for future replanting.*

4.4.3. At the moment the Mill wastewater (POME) was used for EFB composting activities, the rest was sent to JK08M to be treated on their Wastewater Treatment. Mill is in progress of developing its own Waste Water Treatment Plant.

ASA 1 Findings: *Waste Water Treatment Plant completed. 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. The Mill monitors water usage and reports the information on a daily basis and calculated use/tonne FFB processed, however, it can be improved by plotting into graph against the target value to show the usage trend.

ASA 1 Findings: *Mill has developed the trend graph for the monitoring.*

4.5.4. Calculation of a.i. per ha or per tonne crops or per tonne of CPO need to be improved to avoid mis-calculation.

ASA 1 Findings: *The record 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.*

4.6.1. SOP revision should use input from CHRA and HIRAC.

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

4.6.3. In the estates, signage's at chemical mixing area and emergency eye wash facility need to be improved to comply with the latest regulation.

ASA 1 Findings: *Inspection found that signage's at chemical mixing area and emergency eye wash facilities was in compliance to the latest DOSH regulation.*

4.6.4. MSDS for some chemicals are available in English only which might not be understood by Malaysian workers. Suppliers will be requested to provide MSDS in Bahasa Malaysia.

ASA 1 Findings: *MSDS for all the chemicals used were available in Bahasa Malaysia and workers have been trained on safe chemical usage.*

4.6.7. JK21E: Recommendation to substitute paraquat is highlighted in CHRA report but there is no follow up yet; JK14/24/25E: There is no evidence that hazardous chemicals use is being reduced.

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

4.7.1. OSH Policy is available; however, workers awareness is low as inspection found incorrect use of PPE.

ASA 1 Findings: *Workers have been provided with correct PPE's. However, awareness training for pesticide operators and First Aid training for first aider was not available during the audit and this has been raised as NC during this ASA1.*

4.7.2. Records of JKPP8 reported to HQ monthly and to government annually, but there is no quarterly review yet.

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: *All operating units have maintained records of training for workers and staff. For example, JK 22 has conducted PPE training on 20/6/2013 for 22 workers. The mill has conducted fire drill on 22/6/2013, first aid training on 5/9/2013 conducted by Government hospital assistant, Safe working training for contractors on 22/6/2013 and chemical handling training on 19 – 27/6/2013 for six workers.*

5.1.1. Estate has prepared aspect and impact of its operation but the mitigation measure was not related to the environment and there is no pollution prevention and continues improvements.

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. A plan needs to be developed in accordance and relevant to the finding in aspect impact register.

ASA 1 Findings: *The Environmental Plans are in place and indicate the controls used to ensure any impacts are controlled and reduced and where possible eliminated and better practices put in place.*

5.2.1. JK24/25E: Felde has prepared HCV assessment report dated 01 July 2011, including stakeholder's consultation on 21 July 2011 using survey forms to the essence of HCV in and around the estates. JK21E: HCV assessment available, however, it can be improve by increasing the consistency on the date of preparation, e.g. what is written in the cover (1 July 2011) and as written in the preface (8 July 2011) is not matching. Meeting with stakeholders was carried out on 20 January 2011.

ASA 1 Findings:

The report date is amended to be consistent. Now the dates are similar.

5.2.2. JK24/25E: Action plan has been prepared following HCV assessment. Beside that the plan can be improved by including time frame and the responsible persons. JK21E: Plan available, however, it can be improved by adding more detail.

ASA 1 Findings: *HCV management plan has been reviewed on January 2013 which also includes the person in charge with the time frame for monitoring.*

5.3.1. The documentation should clearly identify type of wastes, source of wastes, and the quantity of the wastes. It should be prepared separately to prevent miss-interpretation.

ASA 1 Findings: *Documentation has been improved with type of wastes, source of wastes, and the quantity of the wastes.*

5.6.1. Mill: POME treatment construction underway but the completion delayed since the beginning of the year.

ASA 1 Findings: *The POME Treatment plan has been completed on September 2012.*

6.4.3. At the mill, there is a land transfer between landholders for the mill development as well as for road access from the main road to the mill. It was informed that HQ keeps all records of compensations, however, the records is incomplete, as the mill did not holds detail of compensation payment.

ASA 1 Findings: *Records available at the mill. Letter dated 30/1/2008 (Ref. No.: (58)010/860/Jengka21/NM) from the Felde Land Department shows the compensation has been paid accordingly to 12 landholders for the road access.*

8.1.1. Continuous improvement not available for environmental activities, knowledge for improvement/impact mitigation also should be highly considered to face more impact in the future.

ASA 1 Findings: *Environmental improvement plans have been developed as part of continuous improvement incorporating all the identified impacts since January 2013.*

8.1.2. Estates: Annual aspect of impact was developed but should be followed with specific management program related to the significant impact; should include Pollution Prevention measures.

ASA 1 Findings: *Relevant mitigation measures have been identified for the aspect impact identified includes improvement plan for pollutants.*

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..

ASA 1 Findings: *Recycling of palm products are in accordance to the action plan and quantity of waste 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 briefing on pollution prevention especially at housing site and work sites..

3.4 Issues Raised By Stakeholders (ASA 1)

Stakeholders interviewed, both internal and external, had mainly positive comments. There was an issue raised during the ASA1 stakeholder interview process as follows:

School Headmaster: Requested to paint yellow line / zebra crossing in front of the school to allow the school children cross the roads safely.

Company Response: The management will discuss this in the upcoming JKKR meeting and act accordingly.

Auditor findings: The issue need to be discussed and obtain approval from the local municipal authority before any action taken. Therefore, the progress of the request will be followed up during next surveillance audit.

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

Auditor findings: Positive feedback.

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

Auditor findings: No issues.

Labour Department: No any labour disputes. Regular check by Labour department found the operating units comply to labour law including Minimum Wage Order.

Auditor findings: No issues raised.

Department of Occupational Safety and Health: No comments received.

During this ASA 1, the majority of stakeholders had positive comments about Jengka 21 Certification Unit. The detail of stakeholders comment has been included in each criterion as part of this summary report.

Issues Raised by Stakeholders previously

There were no issue raised during the Certification assessment.

4.0 CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY

4.1 Date of Next annual surveillance Visit (ASA2)

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 2.1.1	Major	12/7/2011	Closed on 20/7/2012
A605205/2 4.6.5	Major	12/7/2012	Closed on 20/7/2012
A605205/3 2.2.3	Minor	12/7/2012	Closed on 21/10/2013
A605205/4 5.5.3	Minor	12/7/2012	Closed on 21/10/2013
A605205/5 6.2.3	Minor	12/7/2012	Closed on 21/10/2013
983513M1 4.7.1c	Major	21/10/2013	Closed on 22/12/2013
983513N4 4.6.7	Minor	21/10/2013	"open"
983513N3 4.6.10	Minor	21/10/2013	"open"
983513N5 6.5.2	Minor	21/10/2013	"open"

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

Jengka 21 Certification Unit acknowledges and confirms acceptance of the Assessment Report contents, including assessment findings. Jengka 21 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 21 Certification Unit



.....
Manager, Jengka 21 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 21 Palm Oil Mill Certification Unit RSPO Certificate Details

Felda Global Venture Plantation (M) Sdn. Bhd.
 Jengka 21 Palm Oil Mill,
 Bandar Pusat Jengka,
 Jengka, Pahang, MALAYSIA
www.feldaglobal.com

BSI RSPO Certificate №: SPO 606900 (Old #SPO 571232)

Certificate Issued Date: 14 January 2013

Date of Expiry: 13 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; RSPO Supply Chain Certification System November 2011; RSPO Supply Chain Certification Standard November 2011 CPO Mills - Module – D: Segregation.

Jengka 21 Palm Oil Mill and Supply Base	
Location	Bandar Pusat Jengka, Pahang, Malaysia.
Address	Felda Jengka 21 Palm Oil Mill, Bandar Pusat Jengka, 26400 Pahang, Malaysia.
GPS	Longitude: 102° 28' 56" E Latitude: 3° 43' 30" N
CPO Tonnage Total Production (Certified)	52,100
PK Tonnage Total Production(Certified)	11,800
FFB Tonnage (Certified)	Jengka 12: 38,430
	Jengka 13: 20,571
	Jengka 14: 23,867
	Jengka 21: 33,699
	Jengka 22: 28,182
	Jengka 23: 21,188
	Jengka 24: 5,547
	Jengka 25: 0
	Jenderak Utara: 30,000
	Jenderak Selatan: 18,000
FASSB 24/25: 12,062	
Grand Total: 231,546	

Appendix C: ASA 1 Assessment Programme 21 - 23 October 2013

Date	Time	Subjects	Senniah	Muhd Haris	Nabila
Monday 21/10/2013 JK 21 Mill	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	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).	√	√	√
Tuesday 22/10/2013 JK 22 Estate	08.00 – 12.00	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).	√	-	√
	8.00 – 17.00	Verify Initial Audit Findings (JK14E, JK21E & JK24/25)	-	√	-
Wednesday 23/10/2013 Jenderak Utara JK 13 Estate	8.00 – 10.00	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 – 16.00	Document review (General Documentation e.g. Legal, Manual and Procedure, HCV identification, SEIA documents, Health and Safety, Training records, review pay documents etc).	-	√	√
	8.00 – 16.00	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.	√	-	-
	16.00 – 17.00	Verify outstanding issues and prepare for closing meeting	√	√	√
	17.00 – 18.00	Closing Meeting	√	√	√

Appendix D: List of Stakeholders Contacted

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

Appendix E: Jengka 21 Palm Oil Mill Supply Chain Assessment (Module D: Segregation)

Requirements	Compliance
D.1. Documented procedures	
D.1.1 The facility shall have written procedures and/or work instructions to ensure implementation of all the elements specified for Segregation (SG) supply chain requirements. a) Complete and up to date procedures covering the implementation of all the elements. b) The name of the person having overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person shall be able to demonstrate awareness of the facilities procedures for the implementation of this standard.	Jengka 21 palm oil mill have written documented procedures for the chain of custody with SG and MB model covering certified and non-certified FFB. The mill manager has the responsibility to ensure implementation. The SG model used because only certified FFB is processed.
D.1.2 The facility shall have documented procedures for receiving and processing certified and non-certified FFBs.	Jengka 21 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.
D.2. Purchasing and goods in	
D.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.
D.2.2 The facility shall inform the CB immediately if there is a projected overproduction.	The facilities aware of this procedure.
D.3. Record keeping	
D.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.
D.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.
D.3.3 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 on the "Reporting Spreadsheet". The "Reporting Spreadsheet covers the FFB received, CPO and PK produced and despatched or sold on a three monthly basis. No PKO and Palm kernel meal at Jengka 21 Palm Oil Mill. CPO is sold to Felda Marketing Sdn Bhd and PK is sold to Felda's subsidiary Semambu kernel crushing plant located in Kuantan, Pahang.
D.3.4 The following trade names should be used and specified in relevant documents, e.g. purchase and sales contracts, e.g. *product name*/SG or Segregated. The supply chain model used should be clearly indicated.	Jengka 21 Palm Oil Mill has prepared a rubber stamp with wording "CSPO/SG" to specify the Segregated Supply Chain Model on the purchase and sales documents. Sample documents and rubber stamp was presented during the assessment for verification.
D.4. Sales and goods out	
D.4.1 The facility shall ensure that all sales invoices issued for RSPO certified products delivered include the following information	Sales of certified palm product through eTrace as per table below. Company confirm that no sales from this mill through GreenPalm. Sample of existing sales documents were checked. The information on the documents are:
(a) The name and address of the buyer	Name and address of buyer written on the existing invoice. i.e. Felda Marketing Sdn Bhd
(b) The date on which the invoice was issued	Date is written on all dispatch and relevant documents.
(c) A description of the product, including the applicable supply chain model (Segregated)	System in place to write product description and supply chain model is written.
(d) The quantity of the products delivered	Quantity in tonne.
(e) Reference to related transport documentation	Weighbridge documents and D/O includes all the transport references. Weighbridge ticket number (03004912) was checked and verified. Transport details i.e. Vehicle number and driver's name included.
D.5. Processing	
D.5.1 The facility shall assure and verify through clear procedures and record keeping that the RSPO certified palm oil is kept segregated from non certified material including during transport and storage and be able to demonstrate that is has taken all reasonable measures to ensure that contamination is avoided. The objective is for 100 % segregated material to be reached. The systems should guarantee the minimum standard of 95 % segregated physical material; up to 5 % contamination is allowed	During this assessment it was confirmed through document verification that only certified source of FFB from own plantation is processed. This ensures that there is no possibility of mixing during processing.
D.5.2 The facility shall provide documented proof that the RSPO certified palm oil can be traced back to only certified	Processing and storage records can trace back to only certified segregated raw material (FFB) and finish product (CPO and PK).

segregated material.	
D.5.3 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: <ul style="list-style-type: none"> The crush operator conforms to these requirements for segregation The crush is covered through a signed and enforceable agreement 	There is no outsourcing activity by the Jengka 21 Palm Oil Mill.. The kernel is sold to a subsidiary kernel crushing plant belong to Felde and the ownership is no longer belongs to Jengka 21 Palm Oil Mill. The kernel crushing plant have own supply chain certificate and it is independent from the mill.
D.6 Training	
D.6.1 The facility shall provide the training for all staff as required implementing the requirements of the Supply Chain Certification Systems.	RSPO supply Chain Training covering Module D: Segregation was conducted on 2 April 2013 at the Jengka 21 Palm Oil Mill meeting room attended by 9 staffs including mill manager, executives, weighbridge clerk, lab personnel and administrative personnel.
D.7. Claims	
D.7.1 The facility shall only make claims regarding the use of or support of RSPO certified palm oil that are in compliance with the RSPO Rules for Communications and Claims.	No claims made because the CPO is delivered/sold to downstream refineries.

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

MILL	CAPACITY	CPO	PK
Jengka 21 Palm Oil Mill	60 mt/hr	55,349	12,568

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

Month	CPO (Certified)	Buyer	PK (Certified)	Buyer
Jan-13	-	-	-	-
Feb-13	-	-	-	-
Mar-13	-	-	-	-
Apr-13	-	-	-	-
May-13	-	-	-	-
Jun-13	1,817.85	Felda Marketing	-	-
Jul-13	577.83	Felda Marketing	-	-
Aug-123	-	-	-	-
Sep-123	-	-	-	-
Oct-123	-	-	-	-
Nov-13	-	-	-	-
Dec-123	-	-	-	-
TOTAL	2,395.68-	-	-	-

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

Month	JK 12	JK 13	JK 14	JK 21	JK 22	JK 23	JK24	JK 25	Jenderak Utara	Jenderak Selatan	FASSB 24/25	JK	Total FFB/Month
Jan'13	3437	2695	1958	2140	1988	2083	272	0	2831	1465	862		19731
Feb'13	2724	2550	1265	1641	1326	1735	228	0	1536	1012	771		14788
Mar'13	2024	1997	978	1365	1137	1938	228	0	2087	997	821		13572
Apr'13	2096	2253	1209	1731	1569	2609	368	0	2313	1251	919		16318
May'13	1991	2195	1265	1734	1356	2502	312	0	2289	1210	925		15779
Jun'13	2444	2734	1626	2376	1823	2688	318	0	2714	1342	838		18903
Jul'13	3675	3662	2572	3898	2923	3819	262	0	3503	1755	1025		27094
Aug'13	4115	4115	3225	4513	3602	4473	323	0	3728	1468	976		30538
Sep'13	4874	4333	3788	4782	3698	2696	375	0	4086	1553	1054		31239
Oct'13	1982	1796	1169	1474	1343	3186	368	0	3110	1519	812		16759
Nov'13	2223	1976	1612	1802	1424	4193	344	0	3247	1707	787		19315
Dec'13	2574	2068	2043	2120	1696	5200	312	0	3536	2071	780		22400
Total	34159	32374	22710	29576	23885	37122	3710	0	34980	17350	10570		246436