Public Summary Report for Forest Management
2014 Annual audit
Report for:
Société Forestière Industrielle de la Doumé SFID
FMU 10 054, 10 056 & 10 038
in Eastern Region of Cameroon

Report Finalized: July 18, 2014
Audit Dates: June 6-10, 2014
Audit Team: Jamal Kazi, Lead Auditor
Adolphe Serge Ondoua
François Nkoumbele
Justine Mbarga

Certificate code(s): RA-FM/COC-006347
Certificate issued: March 22, 2013
Certificate expiration: March 21, 2018

Organization Contact: Mr. Paul Emmanuel Huet
Address: P.O. Box 1343 Douala
Cameroon

The only official version of this report is the French version.
The report below is a translation of the required portions of the
French report.
NOTE: More detailed public summary available in French at http://info.fsc.org/
### 1. AUDIT PROCESS

#### 1.1. Auditors and qualifications

<table>
<thead>
<tr>
<th>Auditor Name</th>
<th>Auditor role</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jamal Kazi</td>
<td>Lead Auditor, social aspects (Principles 2, 3 &amp; 4)</td>
<td>Auditor for socio-economic and Aboriginal issues and team leader. Jamal is a consultant in forest policy and certification and senior auditor for the Rainforest Alliance. Following graduate studies in public participation in forest management, he completed several mandates in social forestry and from tables. He has extensive knowledge of the FSC system, he worked with the Regional Secretariat FSC Maritime International Secretariat of the FSC, and was co-founder and coordinator of the Quebec Development Initiative FSC standards in 2000. Since 2003 he has teams of Rainforest Alliance runs on audits in Canada and overseas, such as forest management chain traceability. He completed training SmartWood in 2004 and ISO 14000 lead auditor in 2010. He has worked as a consultant to the accompaniment of various certification processes in forest and plant and contributed to writing the chapter on certification of the second edition of the Handbook published by Forestry Multimonde.</td>
</tr>
<tr>
<td>Adolphe Serge Lamont Ondoua</td>
<td>Forestry and legal aspects (Principles 1, 5 &amp;7)</td>
<td>Adolphe is a forest engineer by training and holds a MSc. in Management and Development. He has been working for the Rainforest Alliance for the last 2 years as a Representative in Cameroon and is currently responsible for monitoring forest certification in the Congo Basin. He has participated in several forest management and traceability audits in Cameroon, Congo, Gabon and the USA. Before that, he worked as a forester in a forestry company managing forest concessions in Cameroon and Congo. He also worked as Forest Manager in a draft classification and management of Communal Forests in Cameroon. He spent three years as the forestry expert to the independent forestry control observer in Cameroon. Adolphe has successfully completed the Lead Auditor training organized by the Rainforest Alliance for forest management, traceability and legality aspects.</td>
</tr>
<tr>
<td>Francis Nkoumbele</td>
<td>Social aspects (Principles 2, 3 &amp; 4)</td>
<td>Socio-anthropologist by training, Francis has twenty years of experience on the social aspects of forest management, environmental monitoring and socio-economic, rural and community and human resource management, with particular attention on indigenous peoples. Francis has worked on major projects in Cameroon on the conservation, environmental and social management and Rural Community Development (Programme Tropenbos Cameroun, Cameroon Oil Transportation Company S.A, Coopération Technique Belge au Cameroun, Projet d’exploration de fer de Mbalam). Now an independent consultant, he conducts audits on the social aspects of forest management since 2009 with Bureau Veritas, SGS Qualifor and the Rainforest Alliance in the Congo Basin (Cameroun, Congo, RDC, Gabon). He is a qualified auditor in forest certification (FM), in audit technique (ISO 19011) and is now in qualification for Lead Auditor. He also has under his belt consultations on the social aspects of forest management in Cameroon, Congo and RDC.</td>
</tr>
<tr>
<td>Justine Mbarga</td>
<td>Environmental aspects (Principles 6, 8 &amp; 9)</td>
<td></td>
</tr>
</tbody>
</table>
Qualifications: Environmentalist (Diploma of Advanced Studies) and holds a DESS (Specialized graduate studies) in Forest Science option Industrial development of Wood. Responsible for hygiene, health and environment (HSE) in a forestry company with concessions in Cameroon, Gabon and Congo and responsible for HSE in a company with forest concessions in Cameroon and Côte d'Ivoire. In 2012, she successfully completed the auditor training at Rainforest Alliance, and has since participated in legality verification audits. Administration framework serving the Ministry in charge of the environment after three years of experience in central services, she is currently in the brigade of the Southern Region, in charge of inspections and environmental assessments.

1.2. Overview of sites visited

<table>
<thead>
<tr>
<th>Type of site</th>
<th># of Sites Visited</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Head office</td>
<td></td>
</tr>
<tr>
<td>☑ Forest districts</td>
<td></td>
</tr>
<tr>
<td>☑ Forest sites</td>
<td>FMU 10.038; 10.054; 10.056</td>
</tr>
<tr>
<td>☑ Other sites:</td>
<td></td>
</tr>
</tbody>
</table>
2. AUDIT FINDINGS AND RESULTS

2.1. Changes in the forest management of the Forest Management Enterprise (FME) and/or standard and stakeholder issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changes in the forest management of the FME have occurred since the last audit</td>
<td>No specific change that affects compliance with the standard.</td>
</tr>
<tr>
<td>Updates to group member list (if yes, see section 2.5 below)</td>
<td></td>
</tr>
<tr>
<td>Changes in the forest management standard used for audit have occurred since the last audit</td>
<td>No changes</td>
</tr>
<tr>
<td>Stakeholder comments on the forest management of the FME were received</td>
<td>Comment summary and RA response: See below</td>
</tr>
</tbody>
</table>

**Stakeholder comment:**
It emerged from the interviews with the villages that while some understand and appreciate the free access to the forest, others still believe that access is limited.

**RA Response:**
RA has noticed awareness efforts of PFCs (peasant-forest committees), Baka focal points, guards and staff on usage and customary rights. If doubt still exists in the minds of some (minority), alternative communication methods considered by the SFID will want a way to promote population understanding of the relationships it may have with SFID and FMUs. The long-term social education work remains to continue, but there is no non-conformance here.

**Stakeholder comment:**
The discussions with the communities of the visited villages emerged that young residents are often recruited by SFID but generally with CDD (fixed-term contracts); which does not guarantee the sustainability of employment. In addition, the positions of the administrative office are bound by non-natives who hire their own to CDI (permanent contracts).

**RA Response:**
A recruitment procedure was put in place by the SFID (especially shortly after a specific case brought to the attention of auditors). The Company is in compliance, but improvements to this procedure are shown in Observation 02/14.

**Stakeholder comment:**
Interviews with the Baka communities of camps visited during this evaluation, a perception of marginalization emerges in the benefits from SFID forest management by the Baka.

**RA Response:**
The Baka marginalization problem has been identified in the study conducted by the technical assistant. Baka strategy and operating action plan that are early in their implementation by SFID and should resolve the issue if the instances of the Baka platform are truly operational. There is no non-conformance.

**Stakeholder comment:**
The following positive factors were expressed by various stakeholders: local jobs are outsourced; local development is palpable through the LDF (local development funds) projects (education, water wells, dryers, etc.); access to health care by local residents; various donations (wood, coffins, etc.); taking into
account the usage, customary and legal rights; the selection of projects by the people themselves; subcontracting local employment; local development is palpable through the LDF projects (education, water wells, dryers, etc.); access to health care; various donations (wood, coffins, etc.); taking into account the usage, customary and legal rights; the SFID-NGO partnership in various activities related to the management of natural resources (NTFPs, sensitization to usage, customary and legal rights, refreshing limits, plantations within limits, etc.); taking into account of the Baka in local development issues.

RA Response:
No answer required

Stakeholder comment:
Workers deplore the promotion mechanism, see no career profile, there is no known mechanism for advancement.

RA Response:
RA found that this was indeed the case, and Observation 05/14 is issued to this effect.

Stakeholder comment:
The application of the new collective agreement has led to changes in job descriptions by the SFID. In some cases positions were downgraded in category. Workers also feel that if they implement guidelines to others, then they should be considered supervisors (“in charge of performing or carrying out the work entrusted to him, the category 7 supervisor, whether or not it exerts a command function, must have knowledge of his specialty acquired through work experience or further training”. [https://na3.salesforce.com/0065000000OL9Dl?srPos=1&srKp=006])

RA Response:
N/A

Stakeholder comment:
Workers disagreed with the huts’ rehabilitation process as it is too slow and that there will be more huts destroyed that replaced.

RA Response:
RA has read the huts’ rehabilitation plan, which must be spread over 3 years. The diagnostic analysis is systematic, budgets are allocated. Three years may seem long, but given the magnitude of the task there is no appearance of undue delay. There is no non-conformance.

Stakeholder comment:
An interested party was concerned for the healthiness of the campsite.

RA Response:
Indeed, in a campsite, unsanitary conditions were observed in the kitchen despite the installation of a henhouse by SFID, chickens are kept loose by workers and can access the kitchen area, where they leave droppings. A memo has been issued requesting that the chickens be kept permanently in the henhouse and the housewife ensures on a daily basis to the camp’s general cleanliness and hygiene, particularly in the kitchen. Note 4.2.2/14 is issued.

Stakeholder comment:
An interested party was concerned of the impact of sawdust on the air quality in Mbang.

RA Response:
Auditors learned of the air quality analysis carried out by an independent firm, report entitled “Rapport d’analyse des pollutions et nuisances de la SFID-MBANG” was conducted by the JMN Consultant firm. This analysis concludes, in the chapter on emissions of wood dust in the air, that the average highest concentration of dust is in camp Kalakuta (0.847 mg/m³), which is below the concentration allowed in France (1 mg/m³) and the European Union (5 mg/m³). There is no non-conformance.
Stakeholder comment:
An interested party is concerned about the illegal cutting of ebony on FMUs.

RA Response:
In the fight against poaching and illegal cutting, RA found that SFID meets the requirements of the standard. The Company is currently exploring ways to more quickly and effectively detect any occurrence of such illegal activities. However, there is still room for additional efforts by the State.

Pesticide Use
☒ FME does not use pesticides. (delete rows below)

2.2. Excision of areas from the scope of certificate

☒ Not applicable. Check this box if the FME has not excised areas from the FMU(s) included in the certificate scope as defined by FSC-POL-20-003. (delete the rows below if not applicable)

2.3. Conformance with applicable nonconformity reports

The section below describes the activities of the certificate holder to address each applicable non-conformity report (NCR) issued during previous evaluations. For each NCR a finding is presented along with a description of its current status using the following categories. Failure to meet NCRs will result in non-conformances being upgraded from minor to major status with conformance required within 3 months with risk of suspension or termination of the Rainforest Alliance certificate if Major NCRs are not met. The following classification is used to indicate the status of the NCR:

<table>
<thead>
<tr>
<th>Status Categories</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed</td>
<td>Operation has successfully met the NCR.</td>
</tr>
<tr>
<td>Open</td>
<td>Operation has either not met or has partially met the NCR.</td>
</tr>
</tbody>
</table>
### Description of Nonconformance and Related Evidence:

**Requirements:**
The standard requires that all the steps required to obtain access rights to the forest resources are respected by the forest manager in accordance with the laws and regulations.

**Finding:**
SFID presented different allocation notifications of the FMUs audited and the following elements for the classification of each FMU:
- Decree of 8 December 2004 2004/2440/PM for FMU 10 054
- Decree of July 17, 2011 2011/1536/PM for the FMU 10 056
- Evidence of referral to the classification of the FMU 10 038.

However, the partnership agreement between SFID and CAMBOIS (operating agent on FMU 10 038) is not endorsed by the Minister in charge of forests as required by regulation. In addition, the contract does not specify the responsibility of the SFID in the technical management of the FMU.

**Related Evidence:**
- Decrees ranking
- SFID contract - Cambois

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.

Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- a notarized copy of the partnership agreement
- a copy of the letter transmitting the partnership agreement to the *Ministre des Forêts et de la Faune* for approval
- a copy of the letter from the *Ministre des Forêts et de la Faune* approving the Partnership Contract n°2115/L/MINFOF/SG/DF/SDAFF/SEGIF of April 16, 2014

**Finding after reviewing evidence:**
After the audit, SFID updated its partnership agreement with CAMBOIS. The new version of the contract specifies the responsibilities of SFID in the technical management of FMU 10 038 and the contract was approved by the competent authority, being the *Ministre des Forêts et de la Faune*.

**NCR Status:**
CLOSED

**Comments (optional):**

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### Description of Nonconformance and Related Evidence:

**Requirements:**
The standard requires that the forest manager has an up to date list and copies of laws and regulatory texts, and names a person in charge of monitoring.
**Finding:**
SFID has regulatory oversight covering the different areas of intervention (forest, environment, labor, finance, etc.). It comes in the form of a folder and for each file there is a list of reference texts and copies of these texts. Serge Baleme is responsible for monitoring and updating texts internally while Lucie Atsa is responsible for the collection of texts from different jurisdictions. Electronic copies are centralized on a server and accessed from different computers of the SFID while physical copies are archived for texts in common use. However, examination of physical and electronic media shows that the archives are not up to date. For example, the Finance Act 2012 and the joint 0076/MINATD/MINFI/MINFOF of June 26, 2012 order on the management of forest royalties were not available.

**Related evidence:**
- archives
- regulatory monitoring procedure
- interviews

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- documentary monitoring

**Finding after reviewing evidence:**
The Service Quality of SFID proceeded to the collection and archiving of all missing documents from the database, but present in its services. Missing documents to be collected on the basis of FSC’s reference document and of FSC’s audit report were collected and archived, as well as the regulations available at quality service but absent from the database at the time of the initial audit. Service quality has also made a collection and archiving of new regulations.

**NCR Status:**
CLOSED

**Comments (optional):**

<table>
<thead>
<tr>
<th>NCR #</th>
<th>Classification of NC</th>
<th>Standard &amp; indicator</th>
<th>Report section</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/13</td>
<td>Major</td>
<td>FSC standard for forest certification in the Congo Basin - April 2012 1.1.5 indicator</td>
<td>Appendix II</td>
</tr>
</tbody>
</table>

**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that all applicable legal and administrative requirements are applied by the forest manager.

**Finding:**
All legal and administrative requirements are implemented by the SFID. However, interviews, document review and field visits conducted showed the presence of unauthorized poaching and agricultural plantations in the FMU audited. Measures to preserve the integrity of forest concessions are relatively recent (eviction plan, reforestation of old plantations, etc.). Performance and impacts of these measures are not yet fully visible.

**Related evidence:**
- Reports teams SFID control
- Correspondence with the forest administration
**Corrective action request:**

Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**

Prior to next annual audit

**Evidence provided by organization:**

- PowerPoint presentation of ZSL during the validation meeting of the wildlife protection plan.
- Attendance during the validation meeting of the wildlife protection plan.
- Wildlife Protection Plan approved by the SFID.
- Program of Activities 2014.
- File with the monitoring indicators (Version of April 2014).
- Map of the Annual situation of FMU plantations

**Finding after reviewing evidence:**

SFID conducted an internal evaluation of the impact of the implementation of the monitoring procedure of the territory in the first half of 2013. This evaluation shows that the area of agricultural enclaves is stabilized. The evaluation report includes an action plan with corrective measures. A wildlife protection plan (PPF) was developed with the Technical Assistance of ZSL. The PPF has been validated and is being implemented. The forest manager has been designated as responsible for its implementation. A program of activities has been established for 2014 and a file containing the monitoring indicators has been developed. The annual report of monitoring and evaluation in 2013 shows a decrease in the proportion of wildlife in classes A and B during gate inspections. This finding suggests that PPF measures induce a positive change in hunting practices. A documentation system was put in place for the implementation of the Wildlife Protection Plan: gate inspections’ database; “rapport MINFOF” database; “contrôle du territoire” database; “sanction LAB”; monthly reports. SFID is also developing an annual mapping of FMU plantations with a comparative analysis.

**NCR Status:**

CLOSED

**Comments (optional):**

**NCR #**

04/13

**Classification of NC:**

Major

Minor

**Standard & indicator:**

FSC standard for forest certification in the Congo Basin - April 2012, indicator 1.1.8

**Report section:**

Appendix II

**Description of Nonconformance and Related Evidence:**

**Requirements:**

The standard requires that the forest manager has effective procedures to ensure that subcontractors and others responsible for forestry operations on the concession comply with all legal requirements.

**Finding:**

Such procedures describing the steps to ensure that subcontractors operating on the concession comply with all legal requirements do not exist.
**Finding after reviewing evidence:**
A monitoring procedure for regulatory conformance of contractors was prepared and validated. This procedure describes the provisions to ensure that subcontractors operating on the concession comply with all legal requirements, including those relating to taxes, duties and others. In application of the procedure, files by subcontractors were created by taking the documentation justifying their regulatory conformance. Also note that each subcontractor is obliged to sign the Charter concerning respect for responsible forest management clauses.

**NCR Status:** CLOSED

**NCR #** | 05/13  
**Classification of NC:** | Major  
**Minor X**  
**Standard & indicator:** | FSC standard for forest certification in the Congo Basin - April 2012, indicator 1.2.6  
**Report section:** | Appendix II

**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the forest manager ensures that the requirements of taxes, fees and other regulatory fees are met by subcontractors.

**Finding:**
SFID does not have procedures describing the steps to ensure that subcontractors comply with the requirements of taxes, fees and other regulatory fees.

**Related evidence:**
- Interviews  
- Archives

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.  
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Regulatory conformance monitoring process of subcontractors  
- Charter on respect for responsible forest management clauses

**Finding after reviewing evidence:**
A monitoring procedure for regulatory conformance of contractors was prepared and validated. This procedure describes the provisions to ensure that subcontractors operating on the concession comply with all legal requirements, including those relating to taxes, duties and others. In application of the procedure, files by subcontractors were created by taking the documentation justifying their regulatory conformance. Also
note that each subcontractor is obliged to sign the Charter concerning respect for responsible forest management clauses.

**NCR Status:** CLOSED

**Comments (optional):**

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<tr>
<th>NCR #</th>
<th>06/13</th>
<th><strong>Classification of NC :</strong></th>
<th>Major</th>
<th>Minor X</th>
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<tbody>
<tr>
<td>Standard &amp; indicator:</td>
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<td></td>
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<tr>
<td>Report section:</td>
<td>Appendix II</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the forest manager reports all forest areas under its management responsibility and ensures that the management of these areas meet the requirements of the FSC Controlled Wood standard (FSC-STD-30-010).

**Finding:**
SFID has documents that show all forest areas under its management responsibility (Mbang Djoum). But the proof of assurance that these meet the requirements of FSC Controlled Wood standards (FSC-STD-30-010) were not presented (apart from legality certificates issued by SGS for the site Djoum).

**Related evidence:**
- Interviews
- Archives

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Correspondence copy sent by Rainforest Alliance
- Contract for an FSC-Controlled Wood audit
- FSC-Controlled Wood audit program

**Finding after reviewing evidence:**
In order to obtain proof of insurance that the management of FMU operated by SFID in Djoum meet the requirements of the FSC Controlled Wood standard (FSC-STD-30-010), the following actions were taken:
- Development of an action plan “FSC Controlled Wood” for the site Djoum;
- Monitoring the implementation of the action plan “FSC Controlled Wood” for the Djoum site;
- Establishment of a contract with a certification body (SGS) to conduct an audit “FSC Controlled Wood” on the Djoum site;
- Organization from March 17 to 21, 2014 of the “FSC Controlled Wood” audit for the Djoum site.

The results of the audit should be communicated shortly. However, the interim results announced at the closing meeting by the auditors are positive, making no mention of any major or minor DAC. Only a few observations were issued.

Finally, in early April 2014, a communication was sent by RA clarifying the fact that there is no requirement to obtain a certificate for FM CW for FMUs which are outside the scope of the FSC certificate but managed by the company holding the FSC certificate.
**NCR Status:** CLOSED  
**Comments (optional):**

<table>
<thead>
<tr>
<th>NCR #</th>
<th>07/13</th>
<th>Classification of NC :</th>
<th>Major</th>
<th>Minor X</th>
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</thead>
<tbody>
<tr>
<td>Standard &amp; indicator:</td>
<td>FSC standard for forest certification in the Congo Basin - April 2012, Indicator 2.1.5.</td>
<td></td>
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<tr>
<td>Report section:</td>
<td>Appendix II</td>
<td></td>
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</tr>
</tbody>
</table>

**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that communities within the FMU acknowledge having prepared the documents cited in the indicator 2.1.4 with the forest manager, understand their function (what they are) and know the contents of these documents as well as their rights and duties with respect to the identified resources.

**Finding:**
Interviews with a sample of Bantu and Baka local communities that have developed participatory maps have revealed that there is a bad, or sometimes a lack of understanding of the purpose and content of these documents and the rights that underlie the exercise of identifying resources in the territory. Access to the FMU’s coveted resources, their use rights (subsistence vs. commercial) and harvesting techniques still form a mixture that is difficult to disentangle. In one particular case, the existence of reforested areas within the FMU limits (a regulatory requirement) constitutes a no-go zone in the mind of community members, while it really should not be so.

SFID is at the beginning stages in obtaining information and awareness of local communities to identify their customary use rights, and there is room to improve the understanding and knowledge of the documents relating to customary use and rights, as well as their rights and duties with respect to the identified resources.

**Related evidence:**
- Interviews with staff and local communities  
- Existing participatory maps

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.  
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Training module on participatory mapping.  
- Minutes of the training sessions’ meetings with time sheets.

**Finding after reviewing evidence:**
The company has training modules available to the audit team. Discussions both with the RAFAR NGO that trained the PFCs on participatory mapping, and with members of the PFCs of local communities of the villages visited and that were trained in participatory mapping, it appears that the PFC training in Social mapping was conducted and that the participatory maps were then developed in collaboration with local residents. During the current evaluation, the populations of villages and camps visited have clearly described the participatory mapping process to the audit team by explaining its importance. This NCR may be closed.

**NCR Status:** CLOSED  
**Comments (optional):**
<table>
<thead>
<tr>
<th>NCR #</th>
<th>08/13</th>
<th>Classification of NC</th>
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<td>Standard &amp; indicator:</td>
<td>FSC standard for forest certification in the Congo Basin - April 2012, indicator 2.2.1</td>
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<tr>
<td>Report section:</td>
<td>Appendix II</td>
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<td></td>
</tr>
</tbody>
</table>

**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the legal provisions, the requirements of management level, traditional methods and terms of access to natural resources are defined, known and complied with by the relevant stakeholders. The standard also requires that the communities within or bordering the FMU with legal or customary rights of use monitor the impact of forestry operations on their rights or resources. They may delegate control with free and informed consent through written agreements (validated by the public administration) to third parties.

**Finding:**
The statutory provisions, the requirements of the management plan, traditional methods and procedures for access to natural resources are defined in management plans and outreach materials for local residents. There are also posters on paths that explain the resource that are prohibited for harvest. However, interviews with local villages reveal that the requirements of traditional methods authorized and the terms of access to natural resources are not always understood by the local population.

SFID is at the beginning stages in obtaining information and awareness of local communities to process their customary use rights, and there is room for improvement in the understanding and knowledge of the documents relating to customary use and rights as well as their rights and duties with respect to the identified resources.

**Related evidence:**
- Interviews with SFID staff
- Interviews with local residents
- Papers and Posters

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Training module on customary and usage rights, as well as their rights and duties with respect to natural resources of their country/finage.
- Minutes of training sessions with time sheets.
- *Procédure pour la consultation et la participation des communautés locales et autochtones dans la gestion forestière*

**Finding after reviewing evidence:**
The company has training modules on customary, usage and legal rights available to the audit team. Discussions both with the head of forestry and fauna of Mbang that has trained PFCs only with PFC members of the local communities of the villages visited and were trained on customary, usage and legal rights, it appears that the PFC training was performed. In addition, the company amended its procedure titled "*Procédure pour la consultation et la participation des communautés locales et autochtones dans la gestion forestière*". This procedure provides for the holding of a quarterly meeting with each of the PFCs. Moreover, a platform that also meets quarterly and consists exclusively of Baka from SFID FMUs was put in place to enable Baka to be more involved in SFID forest management through more consultation and dialogue with SFID. Finally, the social team permanently holds meetings in villages in French and in...
local languages as needed.
The introduction of the new structures is effective, but the Baka do not yet fully understand the place they are allowed to have as part of the SFID participatory planning approach. One case: after a meeting with the Company, to the question whether they understood the operating mode, they answered “we say yes to all that SFID demands” (which resulted in a new round of explanation). The history of domination suffered by the Baka explain that they did not immediately grasp a new mode that reverses the steam. Significant cultural differences also explain that the information presented on a conventional support (Powerpoint™, procedure documents) are not easily assimilated. Thus, the SFID are already exploring other avenues of awareness, by using local radio, for example. Talks have already been underway for several months with a mobile cinema project that could go into the communities to present various awareness videos, including the CLIP exercise by the Baka.

Social change is a long process that does not necessarily frame with rigid schedules of an FSC non-conformance. Since the last audit, some items are best understood by local residents. SFID has put considerable effort into the external social and shows the intention to maintain the pace. Based on these advances, non-conformities associated with CLIP are closed, but will be subject to sustained attention in future audits.

| NCR Status: | CLOSED |
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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that riparian communities recognize they have been informed of all procedures for resolution of disputes related to the exercise of their use rights before giving their consent freely, and are able to describe these procedures.

**Finding:**
However, during the audit, the audit team was able to meet a sample of local communities within the three FMUs. Within these communities, all (Bantu and Baka) do not know what remedies were available for conflict over land. The very existence of the process of conflict resolution, its accessibility and its operation are unknown.

**Related evidence:**
- Interviews with SFID staff
- Interviews with local residents
- Documents procedure (conflict management)

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Training module on customary and usage rights, as well as their rights and duties with respect to natural resources of their country/finage.
- Examples of minutes, with time sheets, training sessions.
### Conflict management process and acknowledgments of the conflict management process

**Finding after reviewing evidence:**
Populations encountered by the audit team demonstrated the understanding of their rights in case of conflict, by describing the procedure that allows them to contact the company in case of conflict and that it should stop its work to resume them only after the compromise has been reached.

**NCR Status:** CLOSED

**Comments (optional):**

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**Standard & indicator:**
FSC standard for forest certification in the Congo Basin - April 2012, indicator 2.3.7

**Report section:**
Appendix II

**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the procedures for dispute resolution contain requirements which stipulate that in case of an eventual conflict over land ownership and use rights of riparian communities, the forest operations that are the direct cause of this conflict may be pushed back or suspended until its resolution.

**Finding:**
The conflict resolution process makes no such provision.

**Related evidence:**
- Interviews with SFID staff
- Interviews with local residents
- Documents procedure (conflict management)

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Conflict management procedure amended (page 5).
- Examples awareness sheet and acknowledgment of the conflict management procedure.

**Finding after reviewing evidence:**
Conflict management procedure has been amended to comply with the requirement of the indicator, and now provides that forest operations that are the direct cause of the conflict may be delayed or suspended until it is resolved. Based on discussions with neighboring communities encountered during this audit, the procedure for managing such conflicts amended is known and has often been explained to the audit team during the evaluation by them.

**NCR Status:** CLOSED

**Comments (optional):**
**Requirements:**
The standard requires that the indigenous Pygmy peoples must control the management of their lands and resources within the FMU. If the indigenous Pygmy peoples have delegated this control to other groups, there must be proof of such transfer or delegation. In addition, the indigenous Pygmy peoples have the right to grant, refuse or withdraw their consent freely after having been informed in advance about the activities of forestry operations affecting their lands and resources.

**Finding:**
The peasant-forest committees (PFC) provided instances of dialogue and consultation between the SFID and local residents, and each included Baka representatives. However, the current operation of the PFC does not allow Baka to control the management of their lands and resources in SFID’s FMU. In addition, there is no evidence that the Baka transferred or delegated this control to PFC. For example, nothing in the rules of operation (or collaboration agreement) of the PFC clearly provides this delegation of control.

Interviews with a sample of Baka communities have highlighted the fact that in some villages the Bakas are unaware that they have the right to refuse or withdraw consent, and misunderstand the location and timing of forestry operations. They feel they cannot have an input regarding these activities. In addition, they feel they are not adequately represented in the current operation of PFC. Also, it is not clear whether the PFC represent a delegation of control and management by the Baka demonstration, and they understand that they can refuse or withdraw consent

**Related evidence:**
- Interviews with SFID staff
- Interviews with local residents
- Documents (Convention of collaboration PFC)

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Mandate for technical assistance related to indigenous peoples.
- Report and time sheet at the validation workshop of the preliminary results of the technical assistance (December 6, 2013).
- Report and time sheet for the Executive Development workshop of the SFID on Baka indigenous peoples’ policy and procedures in the company (December 6, 2013).
- Report and time sheet in consultation and exchange workshop between SFID and Baka indigenous peoples on the implementation process of SFID-Baka consultation platforms (December 7, 2013 and February 3, 2014)
- Time sheets to the 3 implementation workshops of SFID-Baka platforms (1 per geographic area).
- 3 Cooperation agreements signed between SFID and Baka for sustainable and participatory management of forest resources (1 Agreement by geographical sector).
- Contracts, with amendments, relating to the focal points.
- Final Report of the Technical Assistance for SFID Mbang Compliance with Principles 3 and 9 of the FSC.
- Minutes of consultation meetings and dialogues for the CLIP with Baka local communities to the 2014 AAC
- Improved procedures for a better consideration of indigenous peoples.
- Strategy document for dialogue, taking into account the rights and
Finding after reviewing evidence:

All work documents that have been developed by the technical assistance team was commissioned to design a baka strategy were submitted and explained to the audit team. It also met and discussed with the baka focal points (relay persons under the new participatory structure to bridge the gap between the Baka camps and SFID) and Baka communities of FMU local camps. They expressed their satisfaction with the Baka strategy and stated recognizing themselves in the choice of Baka focal points. In the current state of the situation, discussions with experienced Baka communities suggest that the knowledge they have on the possibility to refuse or withdraw their consent, and their better understanding of the location and timing of forest operations are still rudimentary. However, the tools and the instances that have been set up as part of the Baka strategy should be functional and operational to achieve the desired result.

The introduction of the new structures is effective, but the Baka do not yet fully understand the place they are allowed to have as part of the SFID participatory planning approach. One case: after a meeting with the Company, to the question whether they understood the operating mode, they answered “we say yes to all that SFID demands” (which resulted in a new round of explanation). The history of domination suffered by the Baka explain that they did not immediately grasp a new mode that reverses the steam. Significant cultural differences also explain that the information presented on a conventional support (Powerpoint™, procedure documents) are not easily assimilated. Thus, the SFID are already exploring other avenues of awareness, by using local radio, for example. Talks have already been underway for several months with a mobile cinema project that could go into the communities to present various awareness videos, including the CLIP exercise by the Baka.

Social change is a long process that does not necessarily frame with rigid schedules of an FSC non-conformance. Since the last audit, some items are best understood by local residents. SFID has put considerable effort into the external social and shows the intension to maintain the pace. Based on these advances, non-conformities associated with CLIP are closed, but will be subject to sustained attention in future audits.

NCR Status: CLOSED

Comments (optional): The Baka strategy and action plan are recent and will only be subject to a true assessment only during the next assessment.
**Related evidence:**
- Interviews with SFID staff
- Interviews with local residents
- Documents (Convention of collaboration PFC)

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:** Prior to next annual audit

**Evidence provided by organization:**
- Mandate for technical assistance related to indigenous peoples.
- Report and time sheet at the validation workshop of the preliminary results of the technical assistance (December 6, 2013).
- Report and time sheet for the Executive Development workshop of the SFID on Baka indigenous peoples’ policy and procedures in the company (December 6, 2013).
- Report and time sheet in consultation and exchange workshop between SFID and Baka indigenous peoples on the implementation process of SFID-BAKA consultation platforms (December 7, 2013 and February 3, 2014)
- Time sheets to the 3 implementation workshops of SFID-Baka platforms (1 per geographic area).
- 3 Cooperation agreements signed between SFID and Baka for sustainable and participatory management of forest resources (1 Agreement by geographical sector).
- Contracts, with amendments, relating to the focal points.
- Final Report of the Technical Assistance for SFID Mbang Compliance with Principles 3 and 9 of the FSC.
- Minutes of consultation meetings and dialogues for the CLIP with Baka local communities to the 2014 AAC
- Improved procedures for a better consideration of indigenous peoples.
- Strategy document for dialogue, taking into account the rights and supporting the development of Baka indigenous peoples in management of FMUs managed by the SFID.

**Finding after reviewing evidence:**
The collaboration agreement between SFID and Baka communities of these FMUs provides that the Baka indigenous peoples, through their representatives that they have democratically appointed, agree to give or withhold their consent for SFID forestry activities in connection with the AAC operations, as minutes of meeting or as a signed Memorandum of Understanding.

**NCR Status:** CLOSED

**Classification of NC:**
- Standard & indicator: FSC standard for forest certification in the Congo Basin - April 2012, Indicator 4.1.2
- Report section: Appendix II

**Description of Nonconformance and Related Evidence:**
**Requirements:**
The standard requires that forest managers develop and implement a policy for encouraging the
recruitment and training of young people from within or bordering the FMU.

Finding:
SFID is implementing concrete actions for the recruitment and training of young people from neighboring villages but there is still no formal policy encouraging the recruitment and training of young people.

Related evidence:
- Interviews with SFID staff
- Interviews with local residents

Corrective action request:
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

Timeline for conformance:
Prior to next annual audit

Evidence provided by organization:
- Youth Policy
- Discharge from politics to local villages

Finding after reviewing evidence:
SFID has adopted a "youth" policy, dated September 26, 2013, by which it undertakes, in training and recruitment of young people under 25 years of age, to "(1) give the opportunity to young local residents to have a first contact with the world of business, under the responsibility of a guardian, thanks to holiday, academic or professional courses; (2) to approach the presidents of the peasant-forest committees (PFC) in order to regularly identify young people within their scope of applications to enrich the pool of candidates; and (3) to primarily recruit young people in our local villages in our Forest Management Units following the "equal skills, local recruitment" principle. The existence of the pool of candidates was indeed noticed. The NCR can be closed.

NCR Status: CLOSED

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Description of Nonconformance and Related Evidence:

Requirements:
The standard requires that the forest manager takes preventive measures to minimize accidents related to forest operations. All workers and subcontractors must have received adequate training in safe working practice.

Finding:
There is a risk analysis of workplace accidents by position, and personal protective equipment (PPE) required for each position is identified. However, the risk analysis lacks a description of dangerous behaviors to avoid (or, conversely, to apply safe behavior), which are an essential compliment to the use of PPE. The acceptance and wearing of protective equipment among workers who were not used to it is itself a significant achievement, but a gap still remains to train workers in safe practices to compliment preventive measures required by the indicator.

The event analysis that should have followed the two fatal accidents that occurred in the last year were nonexistent. Such an analysis is crucial to improve the safety in the workplace and the training that goes with it.
**Related evidence:**
- Interviews with SFID staff
- Interviews with local residents
- Interviews with workers
- Hygiene-Security-Environment documents

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:** Prior to next annual audit

**Evidence provided by organization:**
- Analysis of work accidents
- PPE management process (SU00_PRO-02)
- File on the analysis of major accidents
- Felling revised procedure
- Monitoring Report of the implementation of corrective action following the accident at work (factory)
- 2014 CHSCT (Hygiene, Safety and Working conditions Committee) program of activities
- Hygiene, Safety and Working conditions Committee Reports

**Finding after reviewing evidence:**
A risk analysis by workstation has been completed and reported station by station. The PPE management process (SU00_PRO-02) identifies, at workstation, risks, consequences, required PPE and behaviors to outlaw or encourage. This information is provided to workers. There were two serious accidents in the past year (1 fatal in the forest, 1 loss of hand in the factory). SFID conducted detailed analyses following those accidents during extraordinary meeting of the Hygiene, Safety and Working conditions Committee (CHSCT). For the more minor accidents, internal reporting of workplace accidents is completed and signed by the doctor, a summary of the preventive action taken is presented at the end of each month to the DP, and quarterly to the CHSCT.

**NCR Status:** CLOSED

**Classification of NC:**
- Major
- Minor X

**Standard & indicator:** FSC standard for forest certification in the Congo Basin - April 2012, Indicator 4.2.2

**Report section:** Appendix II

**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the health conditions of the employees and their families meet the standards covered in the applicable legislation, and that the forest manager take steps to ensure hygienic conditions and adequate public health.

**Finding:**
Refrigeration facilities of the commissary, the cold chain delivery and alternative protein supplies are inadequate. The conditions of access to medicines at the medical clinic are currently not formally communicated to workers and assigns. Inventory management of medicines at the medical clinic is not assured at all times.

**Related evidence:**
- Interviews with SFID staff
- Interviews with residents living base
- Interviews with workers
- Hygiene-Security-Environment documents
- Visit the base camp, the commissary and medical clinic

### Corrective action request:

Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

### Timeline for conformance:

Prior to next annual audit

### Evidence provided by organization:

- The commissary management procedure.
- Work instruction on maintaining the cold chain.
- Monitoring and Evaluation Report 2013 (see “commissary”).
- Employment contract and minutes of receipt of expansion work of the “freezing room”.
- Invoices purchase of three new freezers.
- Illustrative photos of old freezers in protective wooden crates to ensure the cold chain (also seen first-hand).
- Memo on access to the SFID medical clinic.
- Time sheet on condition access communication at the CHSCT meeting (Memo discharge papers on the access of the SFID medical clinic).
- Examples of awareness sheets and of receipt acknowledgment of the note on the access to SFID medical clinic.
- List of tracers drugs at the Mbang medical clinic.
- Monthly control fact sheets of medical clinic pharmacy.

### Finding after reviewing evidence:

The actions planned for 2013 were carried out: the freezing room was expanded by an Mbang local contractor. Two new freezers were purchased, and old freezers were converted into insulated containers in wooden crates to ensure the preservation of the cold chain during transport from Bertoua. The SFID monitoring-evaluation report reported an increase in the diversity of animal protein (from 1 to 6, from 2012-2013), and that there was no stock shortage in 2013, the last year covered by the report. A work instruction ensures the maintenance of the cold chain. The temperature is taken leaving Bertoua and upon arrival at Mbang. However, the auditor found that the work instruction relating to the maintenance of the cold chain does not specify how the driver must take the measurements (measurement duration, number of measurements, location of the probe in the insulated container) and that the thermometer used was inadequate (the graduated interval starts at +10°C going up). Before closing the audit, SFID has purchased a laser thermometer for taking quick and accurate temperature reading (brand SKF model TKTL 10, quote No 21135889 of 09/06/201 at TMC in Douala). Observation 04/14 is issued because it lacks a consistent temperature measurement protocol.

Management of drug stocks is done on a monthly basis. A pharmacy checklist is completed and has 11 performance indicators (such as supply of pharmacy, inventory and consumption, waste, etc.). A list of tracer drugs that cannot be out of stock, is also checked at the same time.

The memo on access to the SFID medico-social centre of Mbang was presented and given to village leaders and a teacher, as well as staff representatives members of the CHSCT (Health, Safety and Working Conditions Committee whose memberships include staff representatives, camp leaders, the doctor, the head of the HSE and the management representative, usually the chief of staff - HSE tracks the actions and
**NCR Status:** CLOSED

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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the company has an operational system to inform its employees and its subcontractors of the management measures that affect them, and provide to these parties the opportunity to comment on the proposals and suggest ways to mitigate the negative impacts expected.

**Finding:**
Through meetings with staff representatives, memos were identified as the method used by the company to inform employees and subcontractors on its forest management. But within the limits of the confidentiality strategic direction of the company, aspects of forest management that affect their current and future employment are not sufficiently addressed and known. In addition, the current system of communication does not allow them to have the opportunity to comment, propose and suggest mitigation of negative impacts predicted means.

**Related evidence:**
- Interviews with SFID staff
- Interviews with workers
- HR documents

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Minutes of meetings between site management and staff or subcontractors.

**Finding after reviewing evidence:**
The review of the meetings’ minutes with staff and subcontractors conclude that the dialogue between the site management and these workers is carried out. The workers themselves say they are satisfied with the climate of trust and transparency that exists with the site manager. The NCR can be closed.

**NCR Status:** CLOSED

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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the damage is minimized at all stages of production.

**Finding:**
Visits to the exploitation sites and analysis of available data show that harvesting operations cause a lot of damage to the residual stand, especially during skidding and hauling operations. The problem is with impact logging techniques which generally are not implemented correctly. The planning of skidding is not respected rigorously in the field (presence of false leads, for example). In addition, the company creates a clearing along the felled tree before skidding, which increases the size of the disturbance.

**Related evidence:**
- Field visits

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Reduced impact logging (EFIR) training contract with Nature +.
- EFIR training modules.
- Certificates of participation.
- Monitoring-evaluation report 2013 (Pages 5 and 7)
- 4 Monthly IMF (forestry intervention) monitoring reports (January-April 2014) including an action plan with corrective actions’ progress status.

**Finding after reviewing evidence:**
The skidding procedure was amended by removing the “cleansing” throughout the felled tree prior to skidding, which reduces the extent of logging gaps.

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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the removal of unused biomass be minimized.

**Finding:**
Site visits show that trees or tree parts are abandoned for various reasons (hollow, malformation, etc.) can be found in the landings in large quantities. In addition, the analysis of the forest database shows that abandonment is between 30% and 50% of all FMUs combined.

**Related evidence:**
- Field visits
- Archives

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Reduced impact logging (EFIR) training contract with Nature +.
- EFIR training modules.
### Finding after reviewing evidence:

To improve forestry practices, training was provided by Nature+ on reduced impact logging (EFIR) techniques, in particular the planning and implementation of skid trails and skidding. The specific objectives of the training were: reducing the impact of development on the environment; preventing damage to the river system; Protection of protected tree species, future trees, seed, monumental trees and non-timber forest product (NTFP); improving human security; performance improvement; the prevention of equipment damage. The implementation of all measures has reduced forest wood abandonments which were 40% on average in 2012 to 20% in 2013.

### NCR Status:
CLOSED

### Comments (optional):

### NCR # 19/13  Classification of NC : Major Minor X

**Standard & indicator:** FSC standard for forest certification in the Congo Basin - April 2012, Indicator 5.3.6

**Report section:** Appendix II

### Description of Nonconformance and Related Evidence:

**Requirements:**
The standard requires that planning, strategic and tactical operation practices are conducted in accordance with national guidelines or regional FAO code.

**Finding:**
Guidelines and procedures exist for logging operations but some operation practices are missing (e.g. handling of landings) or are insufficiently developed (e.g. logging, for which there is no indication of the material used or a description of planning method of skid trails).

**Related evidence:**
- Procedures

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Work Instruction for handling logs in forest park.
- Work Instruction for the evacuation of logs.
- Procedures and work instructions amended by including the description and justification of the equipment used (in the procedures, see section "choice and justification of the equipment; for technical instructions, see column "equipment used"). Lack of a procedure for creating and maintaining structures.
- Monthly forest interventions’ monitoring reports.

**Finding after reviewing evidence:**
To overcome the shortcomings of certain procedures, a technical instruction has been established for handling the lumberyards and the evacuation of logs from the timber yard.

Procedures and technical instructions of forest management and logging
processes have been amended to include a description and justification of the equipment used.

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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires the forest manager inventory non-timber forest products (NTFP) in its concession and take into account these sources of sustainable production in the planning and implementation of forest management.

**Finding:**
The NTFP inventory took place in different FMUs. Management measures are contained in the management plans and procedures. However, the inclusion of NTFPs in operating activities is not effective. For example, the audit team found a yellow moambe (identified as important NTFP) that was harvested in FMU 10 054 without justification. The preliminary report of Nature + "Managing Non Timber Forest Products (NTFPs) in the FMU 10 038, 10 056 and 10 054" is currently being reviewed by the SFID. This particular study included the identification and mapping of NTFPs. It also offers activities for local use by local residents. A nonconformance is issued pending its integration in the planning and implementation of forest management.

**Related evidence:**
- Field visits
- Documents Nature+

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- List of recommendations on NTFPs to integrate into the procedures and work instructions.
- Procedures and work instructions amended on the synthesis basis: NTFPs list to inventory, tracking procedure, procedure sawing/yarding/skidding, IMF monitoring procedure, consultation and participation process of communities (page 4), IMF monitoring report e.g. NTFPs maps.

**Finding after reviewing evidence:**
The Nature+ report “Gestion des Produits Forestiers Non Ligneux (PFNL) dans les UFA 10.038, 10.056 et 10.054” was finalized and validated. Synthesis of recommendations on NTFPs to integrate into the work procedures and instructions was made. On the basis of this synthesis, the concerned procedures and work instructions have been amended.

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<td>Appendix II</td>
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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the mitigation measures of potential negative impacts of the activities of forest management on services and forest resources are documented and implemented.

**Finding:**
Mitigation measures of potential negative impacts of forest management activities on services and forest resources are documented in the management plans, the environmental management annexed to impact studies, as well as and implementation procedures for the forest.

However, the implementation of procedures for logging is not effective, as evidenced by the level of damage found.

The non-conformance is minor because SFID included damage to crop trees in its monitoring system, with targets for improvement.

**Related evidence:**
- Field visits

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.

Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- EFIR Training Contract with Nature+.
- EFIR Training modules.
- Certificates of participation.
- Field visits.

**Finding after reviewing evidence:**
To improve forestry practices, training was provided by Nature+ reduced impact logging (EFIR) techniques, in particular planning and implementation of skid trails and skidding. The specific objectives of the training were: reducing the impact of development on the environment; preventing damage to the river system; Protection of protected tree species, future trees, seeds, monumental trees and non-timber forest products (NTFP); improving human security; performance improvement; the prevention of equipment damage.

Field visits in current operating areas and staff interviews were used to verify the implementation of EFIR techniques.

**NCR Status:**
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**Comments (optional):**

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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that when potential stocks and growth rates are not well known, forest operations must be based on conservative harvest rates.
### Finding:
Potential stocks and growth rates are well known, with one exception: the species Wamba GF has not been inventoried in the management inventory of the FMU 10 054 (so its potential in this FMU is not known), but it is currently operated in. However, the SFID sought to demonstrate, in an annual operating plan application where the species is harvested, that based on operating inventory data the species is well above the threshold of scarcity (calculated over 4 years, 2008-2011). However, the scarcity threshold of a species cannot be judged at an operating inventory for four plots (the 4/30th the FMU), but only when the management inventory covers the entire concession.

The non-conformance is minor because SFID has begun assessing the population status of the species used and management decisions have been made accordingly (report being validated at the higher management).

### Related evidence:
- Planning inventory report
- Management plan
- PAO

### Corrective action request:
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

### Timeline for conformance:
Prior to next annual audit

### Evidence provided by organization:
- Memorandum validating under FSC requirements the recommendations of the Nature+ study: DMA enhancement and sampling rate limitation for some species.
- Synthesis file resuming, by FMU and by species, fixed operations’ standards: DME, DMA, FSC requirements (DMA enhancement, maximum sampling rate), operating ban.

### Finding after reviewing evidence:
In 2012, SFID voluntarily assessed the State on the populations of harvested species and on the management decisions taken. For each species, the population structure has been analyzed, the recovery rates were calculated using conservative scenarios, and for species whose ecological parameters are known (DFR = Regular fructification diameter), the impact on effective of the seed was estimated (seed reduced rate). Recommendations were issued in terms of forestry measures but also operating conditions (DMA enhancement, maximum sampling rate). Following an evaluation of the economic impact of these recommendations, SFID has validated all of the proposed regulations.

Following the evaluation of 2012, based on a list of harvested species and potentially harvested, the SFID identified some species (Abale, Iatandza, Eveus, Osanga Wamba) whose potential stock is unknown and/or for which additional inventory data were made available in some FMUs. At the request of the SFID, Nature+ (Pr JL Doucet) conducted an assessment of the population status of these species and of the corresponding decisions on management (on the basis of management...
and harvesting inventories). For each species: a personal information sheet, ecology, properties, management standards, distribution are presented; population structure is analyzed; the recovery rates are based on several conservative scenarios. Recommendations have been issued to ensure conservative harvest rates (DMA enhancement, maximum sampling rate, silvicultural measures). Following an evaluation of the economic impact of these recommendations, SFID has validated all of the proposed regulations.

**NCR Status:** CLOSED

**Comments (optional):**

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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that when employees are housed in distant places, the company provides to employees domestic meat at a price equivalent or less than the market price list of the closest city.

**Finding:**
During logging operations, employees are housed in remote mobile camps in Mbang. At Mbang, the commissary is not a commissary in the legal sense of the term, and it is part of the solidarity fund and therefore benefits all workers by selling commodities and alternative proteins.

An increase of 5% is applied to products sold over the price of the goods in the closest city. This increased percentage is applied to deal with damage and other installation maintenance work or equipment. A possible margin that would be realized then feeds into the fund for social projects (grants to workers in case of illness, death, school years, cultural activities, etc.).

However, the auditors found on site that first necessity products were offered instead of alternative protein (fish, meat, chicken). It is expected that the SFID adds freezers to improve the supply of alternative proteins. For example, it has already added chicken and pig tails, and 2013 should see the following improvements:

a. Expansion of the “Freezer room”

b. Purchase of new freezer(s)

c. Drafting of a Commissary management procedure

**Related evidence:**
- Interviews with staff
- Documents (inventory)

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.

Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Work instruction on maintaining the cold chain
- Commissaries management process
- Monitoring-Evaluation Report 2013 (availability of alternative proteins)
- Receipt of work contract and minutes for the commissary expansion
- Freezers purchase invoice

**Finding after reviewing evidence:**
The actions planned for 2013 were carried out: the freezing room was expanded by an Mbang local contractor. Two new freezers were

**NCR #**

23/13

**Classification of NC :**

Major

Minor X

**Standard & indicator:**

FSC standard for forest certification in the Congo Basin - April 2012, Indicator 6.2.15

**Report section:**

Appendix II
purchased, and old freezers were converted into insulated containers in wooden crates to ensure the preservation of the cold chain during transport from Bertoua. The SFID monitoring-evaluation report reported an increase in the diversity of animal protein (from 1 to 6, from 2012-2013), and that there was no stock shortage in 2013, the last year covered by the report. A work instruction ensures the maintenance of the cold chain. The temperature is taken leaving Bertoua and upon arrival at Mbang. However, the auditor found that the work instruction relating to the maintenance of the cold chain does not specify how the driver must take the measurements (measurement duration, number of measurements, location of the probe in the insulated container) and that the thermometer used was inadequate (the graduated interval starts at +10°C going up). Before closing the audit, SFID has purchased a laser thermometer for taking quick and accurate temperature reading (brand SKF model TKTL 10, quote No 21135889 of 09/06/201 at TMC in Douala). Observation 04/14 is issued because it lacks a consistent temperature measurement protocol.

NCR Status: CLOSED

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Description of Nonconformance and Related Evidence:

Requirements:
The standard requires that the road network within the FMU is constructed and maintained so as to prevent erosion and disruption of the water network.

Finding:
The auditors noted that near some bridges there was a lack of outlets causing erosion on the road and therefore the disruption of river downstream.

Related evidence:
- Field visits

Corrective action request:
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

Timeline for conformance:
Prior to next annual audit

Evidence provided by organization:
- Forestry intervention monitoring procedure “code GF00_PRO-01 Version 3 du 16 octobre 2012”
- Forestry intervention monitoring report (January - April 2014)
- Field visits

Finding after reviewing evidence:
A road construction and maintenance procedure was prepared to have the least impact on the environment: reducing the number of passing through rivers, road length limitation.
A procedure has also been prepared for bridge creation and maintenance.
The forestry intervention (IMF) monitoring team monitors the
implementation of these procedures and checks the alignment of roads, construction of bridges and the proper flow of rivers. Field visits in 2013 and 2014 cutovers cuts have allowed auditors to note that the team responsible for road construction proceeded with the opening of outlets for directing water runoff towards a vegetation area.

NCR Status: CLOSED

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### Description of Nonconformance and Related Evidence:

#### Requirements:
The standard requires that there is conversion of natural forests to other forms of non-forest land use only in strict conformance with the requirements / legal provisions relating to the management of permanent forest areas, and only on very small areas of the FMU. The standard meets the Forestry Act of 1994, which prohibits clearing in permanent fields (Article 16 paragraph 1) and provides for sanctions Article 156.

#### Finding:
SFID does not practice or permit conversion of natural forests to other forms of non-forest land use. However, reports of the management unit (summary tables of the growth in agricultural occupations on FMUs 10054 and 10056 from 2009 to 2011) show an annual increase in clearings. Measures to preserve the concessions from illegal logging are relatively recent, and their performance and effects are not yet visible.

#### Evidence:
- Development plan;
- Reports eviction;
- MOUs;
- Folder "illegal activities" and extension of clearings.

#### Corrective action request:
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

#### Timeline for conformance:
Prior to next annual audit

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<tr>
<td>Monitoring-Evaluation Annual Report of 2013 (Section 3 “Territorial Surveillance”) showing that areas diminish over the years.</td>
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<td>Internal evaluation of the territory monitoring procedure implementation after 6 months of operation.</td>
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<tr>
<td>Agricultural enclave mapping.</td>
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<tr>
<td>A map of illegal activities is available</td>
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<tr>
<td>There is a location map of agricultural enclaves for each FMU</td>
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<tr>
<td>The reports of MINFOF control runs are also available.</td>
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<tr>
<th>Finding after reviewing evidence:</th>
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<tr>
<td>The auditors examined the above documentation available to them, followed by ground runs. It appears that several measures have been taken to limit land clearing. A Memorandum of Understanding between SFID and populations in 2010, the report of delimitation of the agricultural zone by the ministère des forêts et de la faune with the identification of different types of cultures practiced in the FMUs, we count two types</td>
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(perennial and seasonal crops) it was decided in agreement with the people that these arable lands should no longer be expanded. A directory of farmers was established to regulate access in FMUs in accordance with the operational barriers Code. Temporary pass are issued to those for gain access to their plantations in order to evacuate the crops. The monitoring-evaluation report of 2013 by the territorial monitoring team found that the statistics of the cleared areas are gradually decreasing. For FMU 10056, this area increased from 1575.48 ha in 2009 to 1376.46 ha in 2012 and to 1286.95 ha in 2013. The NCR can be closed.

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<td>Report section:</td>
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### Description of Nonconformance and Related Evidence:

#### Requirements:
The standard requires that the management plan and / or accompanying documents include a description and justification of techniques and operating equipment.

#### Finding:
Written procedures for forest activities (tracking, logging, skidding, etc.) describe the techniques of these activities, only sometimes with the material used (e.g. skidding equipment is not presented or justified). It also lacks the technical description of conducting certain activities such as handling the forest landing, drainage etc., and description of the equipment used.

#### Related evidence:
- Management plans
- Procedures

#### Corrective action request:
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.

Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

#### Timeline for conformance:
Prior to next annual audit

#### Evidence provided by organization:
- Work Instruction for handling logs in forest park.
- Work Instruction for the evacuation of logs.
- Procedures and work instructions amended by including the description and justification of the equipment used (in the procedures, see section “choice and justification of the equipment; for technical instructions, see column “equipment used”). Lack of a procedure for creating and maintaining structures.
- Monthly forest interventions’ monitoring reports.

#### Finding after reviewing evidence:
To overcome the shortcomings of certain procedures, a technical instruction has been established for handling the lumberyards and the evacuation of logs from the timber yard. Procedures and technical instructions of forest management and logging processes have been amended to include a description and justification of the equipment used.
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**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the management plan be revised according to a schedule defined in accordance with the regulations.

**Finding:**
Cameroon legislation requires an assessment of management plans every five years on the basis of management experience, studies, monitoring etc. This evaluation should lead to a possibility of revision. All SFID’s management plans have more than five years but they are not evaluated or revised yet.

Normally, as it is the only indicator of the criterion 7.2, the non-conformance should be major. However, there are mitigating factors that justify the non-conformance as a minor:

The revision of the forest regulations is underway (Order 222), including rules for reviewing management plans. There is therefore currently a context of regulatory compliance, which is set to change soon. SFID intends to proceed in 2013 with an assessment of its management plans to be in line with the guidelines of the national policy and to clarify the relevance and how to revise management plans.

Moreover, in practice, the evaluation of the management of SFID’s plan has already begun:
- Evaluation of the population status of the species exploited and decisions on management: a report being validated with the Branch.
- Study on the status and development of NTFPs, in relation to land rights and resources of local communities / indigenous peoples. The preliminary report due in February 2013.
- Strategic monitoring of indicators of High Conservation Value Forests (HCVF) and balance between 2010 and 2012, the final report was submitted during the audit.
- Presentation of the results of monitoring of logging activities in a single document for the analysis of trends over time / evaluation of changes to integrate the planning documents for the revisions.

This preliminary report is expected in early February 2013.

**Related evidence:**
- Management plans and related documents
- Interviews with SFID staff

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- ACPAC Project ToR.
- Email the PPECF announcing the organization of a workshop presentation ACPAC project.

**Finding after reviewing evidence:**
The review of management plans being a quite ambiguous issue in Cameroon (legal context not clearly defined), SFID started by contacting various stakeholders (MINFOF, GFBC, other forestry companies engaged in responsible forest management, certification bodies, agencies research, etc.) to exchange ideas on the theme of evaluation and review
of management plans (both from a regulatory point of view and responsible forest certification).
From these discussions, it appears that: the scale and complexity of the task in the matter of the assessment and the review of management plans require the implementation of pilot projects.
Pilot in the field, SFID has contacted Nature+ for the development of TORs for technical support in management plans assessment/review. ToRs were produced and offered to a PPECF sponsor for co-financing. The PPECF expressed willingness to finance this intervention, subject to include a pilot activity in the log rules’ revision in Cameroon; leading to the proposal of the ACPAC (Continuous Improvement of Management Plans in Cameroon) Project. Before validating the financing and the organization of the launching workshop, the procedures of the sponsor provide for obtaining a MINFOF non-objection notification, pending since January 2014.

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Description of Nonconformance and Related Evidence:

Requirements:
The standard requires that the forest manager develops a policy of continuous staff training and has a training plan.

Finding:
SFID has a training policy embedded in the management procedure of the training plan. The steps provided in the procedure are: the collection of training needs, validation of training areas, budgeting, implementation and evaluation of training. However, the company does not have a training plan available.

Related Evidence:
- Management plans

Corrective action request:
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

Timeline for conformance:
Prior to next annual audit

Evidence provided by organization:
- 2013 Mbang Site training report plan
- 2013 training plan approved by the DG
- 2014 training plan approved by the DG
- Memos on the availability of training plans, 2013 and 2014
- Monitoring the progress of the training plan Mbang 2014

Finding after reviewing evidence:
As in the previous year, a training plan was developed and approved by the Directorate General for 2014. The training plan was communicated to staff and is being implemented. Monthly implementation monitoring is made as to the realization of the planned training activities as well as the number of employees trained. The NCR can be closed.

NCR Status: CLOSED
### Description of Nonconformance and Related Evidence:

**Requirements:**
The standard requires that the company’s policies and procedures include basic skills for all recruitment, promotion and training of staff at all levels.

**Finding:**
Policies of SFID require focus on competence in recruitment but the job descriptions describing the desired job profiles are being developed. It is therefore not possible to make a clear link between the profile of workers employed and the vision of the company.

**Related evidence:**
- Procedures
- Job descriptions

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.

**Timeline for conformance:**
Prior to next annual audit

**Evidence provided by organization:**
- Table for monitoring the development of job profiles “FOREST MBANG.xlsx”
- Examples of job descriptions discharge
- Job descriptions release notes
- Examples of job descriptions

**Finding after reviewing evidence:**
For all work positions resumed in the charts (which show the staff organization of each service, the positioning of each job in this organization and different hierarchical levels/relationships), job descriptions were written, validated by the different hierarchical levels, and distributed to staff. These job descriptions include, among others, a description of the position and the skills, experience or training required for the position.

A table shows the monitoring of their writing, approval, validation by management and distribution to workers. All job descriptions were written, and the vast majority (95%) was released.

The NCR can be closed.

**NCR Status:**
CLOSED

Comments (optional):
 plan, and that it is known to the stakeholders.

Such a procedure does not formally exist and the process for obtaining summaries of management plans is not known stakeholders.

**Related evidence:**
- Archives

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.  
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

**Timeline for conformance:**
Prior to next annual audit

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<th>Evidence provided by organization:</th>
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<tr>
<td>• How to obtain the management plan summary.</td>
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<td>• Examples of awareness and acknowledgment sheets of management plans summaries.</td>
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**Finding after reviewing evidence:**
A procedure has been put in place for obtaining the management plan summary. This procedure was presented at quarterly meetings with the CPF. It is also available on the Rougier website: [www.rougier.fr](http://www.rougier.fr).

**NCR Status:** CLOSED

**Comments (optional):**

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**NCR #** | 31/13  
**Classification of NC :** | Major  
Minor  
X  
**Standard & indicator:** | FSC standard for forest certification in the Congo Basin - April 2012, Indicators 9.2.3 and 9.2.4  
**Report section:** | Appendix II  
**Description of Nonconformance and Related Evidence:**

**Requirements:**
The standard requires that the procedure for HCVF assessment and its results, including comments and suggestions from stakeholders during the consultation are documented and made public. The results of the evaluation must be reviewed and validated by stakeholders.

**Finding:**
Evaluation results are documented but not made public, and are not reviewed and approved by stakeholders.

**Related evidence:**
- HCV Reports  
- Interviews with staff

**Corrective action request:**
Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above.  
Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.
eliminate and prevent recurrence of the nonconformance.

### Timeline for conformance:
Prior to next annual audit

### Evidence provided by organization:
- HCVF indicator monitoring strategy and balance between 2010 and 2012 (SFID, 2013).
- Mbang HCVF workshop report (including time sheets and presentation made by SFID on HCVFs)
- Internal report on HCVF monitoring indicators (SFID, 2013).

### Finding after reviewing evidence:
The public summary of HCVF monitoring giving the balance between 2010 and 2013 for FMUs 10038, 10054, 10056 is available on the Rougier website and upon request at the management cell.
A workshop was held on HCVF of the operated FMU by SFID Mbang on December 7, 2013. The attendance list shows that all stakeholders were present at this important workshop, that all parties representing (village chiefs and CPF presidents, representatives of public administration (forest officials) as well as the SFID representatives (managers and team leaders), among others. The workshop report tells us that in a meaningful and objective way, the stakeholders present have evoked no suggestion going for or against what has been presented thus deducting their approval and validation.

As the results of the assessments are now made public and have been reviewed and validated by stakeholders, the NCR can be closed.

### NCR Status:
CLOSED

### Comments (optional):

### 2.4. New nonconformity reports issued as a result of this audit

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#### Standard & indicator:
- FSC standard for forest certification in the Congo Basin - April 2012 CoC indicator 1.2

#### Description of Nonconformance and Related Evidence:

**Requirements:**
The standard requires that all members of the relevant staff show an understanding of the FME procedures and competence in the implementation of the CoC monitoring system of the FME.

**Finding:**
All SFID staff interviewed during the audit has demonstrated a good understanding of the requirements related to the CoC monitoring system. However, the auditors found that the head of the rupture yard of the SFID site in Mbang did not have enough knowledge on management procedures in the logyard.

#### Related Evidence:
- Procedures
- Interviews
Corrective action request: Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

Timeline for conformance: Prior to next annual audit

Evidence provided by organization: PENDING

Finding after reviewing evidence: PENDING

NCR Status: OPEN

Comments (optional):

NCR # 02/14 Classification of NC: Major Minor X

Standard & indicator: FSC standard for forest certification in the Congo Basin - April 2012 CoC indicator 5.1

Report section: Appendix V

Description of Nonconformance and Related Evidence:

Requirements:
The standard requires that the FME should establish procedures to ensure that any use directly from products and off product of FSC/Rainforest Alliance trademarks follows the applicable policies.

Finding:
SFID has established procedures which provide that any use of FSC/Rainforest Alliance trademarks meet the applicable requirements.

However, when visiting the Rougier website, the auditors noted that the development of some promotional materials such as the Rougier report entitled “Rapport financier 2013” did not meet all the requirements for the use of trademarks. The abbreviation ‘FSC’ is used several times in this document (e.g. page 14, paragraph 1) without the ®. It is the same for the web page: http://www.rougier.fr/fr/rougier-afrique-international/12-sfid-societe-forestiere-et-industrielle-de-doume.html, the abbreviation “FSC’ is used several times without the ®.

Related Evidence:
- Procedures
- Interviews

Corrective action request: Organization shall implement corrective actions to demonstrate conformance with the requirement(s) referenced above. Note: Effective corrective actions focus on addressing the specific occurrence described in evidence above, as well as the root cause to eliminate and prevent recurrence of the nonconformance.

Timeline for conformance: Prior to next annual audit

Evidence provided by organization: PENDING

Finding after reviewing evidence: PENDING

NCR Status: OPEN

Comments (optional):

2.5. Audit decision
The table below gives an overview of the NCRs status after the current audit.

<table>
<thead>
<tr>
<th>NCR type</th>
<th>#</th>
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<tbody>
<tr>
<td>Open before current audit</td>
<td>31</td>
</tr>
<tr>
<td>Closed</td>
<td>31</td>
</tr>
<tr>
<td>Upgraded to Major</td>
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</tr>
<tr>
<td>New NCRs</td>
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<tr>
<td>New Major NCRs</td>
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<table>
<thead>
<tr>
<th>Certification Recommendation</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Certification requirement met:</strong> client approved for certificate maintenance:</td>
<td>Upon acceptance of NCR(s) issued</td>
</tr>
<tr>
<td><strong>Certification requirements not met:</strong> major non conformance identified that need to be addressed during 3 months after the final report date</td>
<td></td>
</tr>
<tr>
<td><strong>Certification Suspension required:</strong> major non-conformance not addressed.</td>
<td></td>
</tr>
</tbody>
</table>