

MSPO CERTIFICATION SUMMARY REPORT

MPOB SPOC J32 SRI MENANTI

STAGE 2 – CERTIFICATION AUDIT

Date: 29/05/2019

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MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC J32 Sri Menanti

Client Number: 92-095

Audit Type: Stage 2 – Certification Audit



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ABBREVIATIONS

CHRA	Chemical Health Risk Assessment
CPO	Crude Palm Oil
CSR	Corporate Social Responsibility
DOE	Department of Environment
EFB	Empty Fruit Bunch
EIA	Environment Impact Assessment
FFB	Fresh Fruit Bunch
GAP	Good Agriculture Practices
GPS	Global Positioning System
HBV	High Biodiversity Value
IPM	Integrated Pest Management
ISO	International Standard Organisation
LKN	Latihan Khidmat Nasihat
MPOB	Malaysian Palm Oil Board
NC	Non Conformity
OSH	Occupational Safety and Health
P&C	Principle and Criteria
PPE	Personal Protective Equipment
RTE	Rate, Threatened and Endangered
SA8000	Social Accountability 8000
SIA	Social Impact Assessment
SOP	Standard Operating Procedure
SPOC	Sustainable Palm Oil Cluster
WHO	World Health Organization

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1. INTRODUCTION

MPOB has commissioned TÜV NORD (Malaysia) Sdn Bhd to conduct an initial certification audit for its independent smallholders according to MS 2530-2:2013 Part 2, General Principles for Independent Smallholders.

1.1. Objective

The objective of this audit is to assess the MPOB Cawangan, SPOC J32 Sri Menanti of as group manager managing the independent smallholders by an independent certification body. The aim of this audit is assessed on the compliance of the standard by MPOB Cawangan, SPOC J32 Sri Menanti.

1.2. Scope

The certification is based on the documentation established by MPOB Cawangan, SPOC J32 Sri Menanti in managing the independent smallholders' scheme.

The supporting documents are provided to the audit team as well as information received by means of interviews and background investigation.

The documents and information are reviewed against the requirements and criteria mentioned below. TÜV NORD has employed a risk-based approach in the verification, focusing on the identification of significant risks and reliability of the monitoring and reporting.

The assessment is carried out on the basis of the MS 2530-2:2013: Part 2: General principles for independent smallholders.

In addition, the following reference is used as part of the assessment; the compliance of the requirements out of the guidelines applied was checked.

1. Kod Amalan Baik (GAP) Perkebun Kecil, Malaysia Palm Oil Board
2. Guidelines for Development of a Standard Operating Procedure for Oil Palm Cultivation on Peat.
3. Malaysian Sustainable Palm Oil Part 2: General Principles for Independent Smallholders Audit Guidance.

1.3. Appointment & Qualification of Audit Team Members

The audit team appointed consists of one team leader, one team member and one trainee auditor are appointed. The audit team members contribute to the review of documents, assessment of the project activity and preparation of this report.

Qualification of the Lead Auditor: Zul Hairi Bin Abu Hassan

Requirement	Qualifications
Post-secondary education, college or university diploma / degree in one of the following i) Agriculture; ii) Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences,); iii) Engineering, Process Technology;	Graduate in Plantation Industry Management.

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Requirement	Qualifications
iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	9 years working experience in oil palm plantations.
Successfully completed MS 2530 series of standards training	Successfully completed MS2530 series training
Conducted at least three (3) MSPO or equivalent sustainability certification audits as Lead Auditor-in-training with a minimum of fifteen (15) man-days under the supervision of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes within the last two (2) years.	Qualified as lead auditor base on audit log.
A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia, English and/ or any other local language.	Able to communicate in Bahasa Malaysia and English.
Field working experience in the palm oil sector, or demonstrable equivalent	9 years working experience in oil palm plantations.
Good Agricultural Practices (GAP), and Integrated Pest Management (IPM), pesticide and fertilizer use	9 years working experience in oil palm plantations.
Health and safety auditing on the farm and in processing facilities, for example ISO 45001 or Occupational, Health & Safety Assurance System	Successfully completed ISO 45001:2018 Lead Auditor course.
Worker welfare issues and social auditing experience, for example with SA8000 or related social or ethical accountability codes	Successfully completed SA 8000 Basic training and auditor for RSPO and MSPO schemes
Environmental and ecological auditing, for example experience with organic agriculture, ISO 14001 or Environmental Management Systems (EMS) or High Conservation Value (HCV)	Successfully completed ISO 14001 LA course and auditor for RSPO and MSPO scheme.

Qualification of Team Members

Requirement	Assessor	Qualification	Compliance
Post-secondary education, college or university diploma / degree in one of the following	Muhammad Khairul Anuar Bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes

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Requirement	Assessor	Qualification	Compliance
i) Agriculture; ii) Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences,); iii) Engineering, Process Technology; iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	Khairul Anwar Bin Ismail (Trainee)	5 years working experience in oil palm plantations.	Yes
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	Muhammad Khairul Anuar Bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes
	Khairul Anwar Bin Ismail (Trainee)	5 years working experience in oil palm plantations.	Yes
Successfully completed MS 2530 series of standards training	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed MS 2530 Auditor course.	Yes
	Khairul Anwar Bin Ismail (Trainee)	Successfully completed MS 2530 Auditor course.	Yes
Conducted a minimum six (6) on-site audits for a total of at least 20 man-days of audit experience as an auditor-in-training under the direction and guidance of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes.	Muhammad Khairul Anuar Bin Azizul Hasan	Qualified as auditor base on audit log.	Yes
	Khairul Anwar Bin Ismail (Trainee)	Auditor in training	Yes
A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia, English and / or any other local language.	Muhammad Khairul Anuar Bin Azizul Hasan	Able to communicate in Bahasa Malaysia and English.	Yes
	Khairul Anwar Bin Ismail (Trainee)	Able to communicate in Bahasa Malaysia and English.	Yes
Field working experience in the palm oil sector, or demonstrable equivalent	Muhammad Khairul Anuar Bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes
	Khairul Anwar Bin Ismail (Trainee)	5 years working experience in oil palm plantations.	Yes

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Requirement	Assessor	Qualification	Compliance
Good Agricultural Practices (GAP), and Integrated Pest Management (IPM), pesticide and fertilizer use	Muhammad Khairul Anuar Bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes
	Khairul Anwar Bin Ismail (Trainee)	5 years working experience in oil palm plantations.	Yes
Health and safety auditing on the farm and in processing facilities, for example ISO 45001 or Occupational, Health & Safety Assurance System	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed IMS 9001, 14001 and 45001 LA course.	Yes
	Khairul Anwar Bin Ismail (Trainee)	Successfully completed IMS 9001, 14001 and 45001 LA course.	Yes
Worker welfare issues and social auditing experience, for example with SA8000 or related social or ethical accountability codes	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed SA 8000 Basic training	Yes
	Khairul Anwar Bin Ismail (Trainee)	Successfully completed SA 8000 Basic training	Yes
Environmental and ecological auditing, for example experience with organic agriculture, ISO 14001 or Environmental Management Systems (EMS) or High Conservation Value (HCV)	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed IMS 9001, 14001 and 45001 LA course.	Yes
	Khairul Anwar Bin Ismail (Trainee)	Successfully completed IMS 9001, 14001 and 45001 LA course.	Yes

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2. METHODOLOGY

The audit approach consists of the following steps:

- Contract review;
- Appointment of team members and reviewer / certifier;
- Contact client for relevant documentation according to the applicable MSPO standards;
- Audit planning;
- Background investigation, desk review of submitted documents;
- On-site assessment, inspections, interviews with operational personnel, stakeholders and its contractors; review of documentation;
- On-site reporting
- Resolution of non-conformance (NC) (if any)
- Draft audit reporting
- Technical review
- Final audit reporting
- Peer review
- Address Peer Review Comments (if any)
- Certifying, final approval and issuance of certificate.

The certification audit is conducted in 2 stages in accordance to the certification procedure.

Stage 1 Audit:

Stage 1 audit is conducted on 20/03/2019 at SPOC J32 Sri Menanti office that covers desk review activities:

- Background investigation
- Review of documentation established but not limited to below
 - SPOC Operating Policies
 - Farms map
 - Land titles or land application
 - Standard Operating Procedures
 - Work Flow Charts
 - MPOB licenses and approvals
 - Training records
 - Applicable Legislation Documents
- Interviews of relevant operation personnel
- Assessment reporting

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Stage 2 Certification Audit:

Stage 2 certification audit is conducted on 22/04/2019 to 24/04/2019 covers the following activities but not limited to below:

- Onsite visit, observations and inspections of farms management and activities;
- Interview smallholders;
- Reviewed revised and updated documentation established and implemented;
- FFB production records;
- Training records;
- Land titles and land application approvals;
- Work plans established;
- Stakeholders consultation meeting;
- Review and closed out of observations raised during stage 1 audit;
- Assessment reporting;

For list of personnel participated in stakeholders refer attendance sheet and Table 7-1.

On-site Assessment

The audit of the smallholders is conducted according to the MS 2530-2:2013 Part 2 for Independent Smallholders.

The methodology for collection of objective evidence included physical site inspections, observation of tasks and processes, interviews of stakeholders, smallholders, SPOC officers, review of documentation and data.

MSPO guidance documents are used to guide the collection of information. Any comments from external stakeholders were considered in the assessment.

For this certification audit, the selected independent smallholders are based on the formula $S = \sqrt{n}$ where S = sample size and n = number of group members which is in accordance to MSPO certification procedure.

The group of smallholders consists of 150 members.

Based on the formula, the sample size $S = \sqrt{150} = 12.24$. Therefore, round up to the next integral of 13. Thus, a total of 13 smallholders selected for the onsite assessment and inspection listed in Table 2-1 below:

Table 2-1: List of Sampled Independent Smallholders

Name of independent smallholders	Specific Address / site
Tay Kit Yong	1°56'35.314"N 102°40'42.583"E
Lim Ah Tee @ Lim Kim Chiang	1°57'00.093"N 102°40'08.293"E
Rapeah Binti Buang	1°58'33.900"N 102°43'58.600"E

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Name of independent smallholders	Specific Address / site
Mohd Elam Bin Mohamed	1°55'16.700"N 102°42'7.400"E
See Giok Suan	1°55'19.752"N 102°41'26.522"E
Mutaza Bin Ibrahim	1°58'35.148"N 102°41'33.460"E
Rucziah Binti Rasingon	1°58'39.500"N 102°43'06.500"E
Mohd Zaini Bin Hassan	1°54'17.852"N 102°41'10.829"E
Zainal Bin Ibrahim	1°58'30.449"N 102°41'37.546"E
Lee Ah Too	1°55'54.197"N 102°42'14.135"E
Eng Cheng Lian	1°54'04.945"N 102°40'17.617"E
Tan Ah Moy	1°56'56.340"N 102°41'30.818"E

Non-conformance:

On the basis of the desk review, evidences presented during the audits as well as from the onsite visits non-conformance (NC) Major, Minor and Opportunity for Improvements (OFI) may be raised during the audit.

Major non-conformance shall be addressed and responded with 60 days from closing date of audit. For minor non-conformances raised and action plan to be submitted within 30 days from closing date of audit for review and acceptance. Implementation of Minor NC will be review and verify during the next audit.

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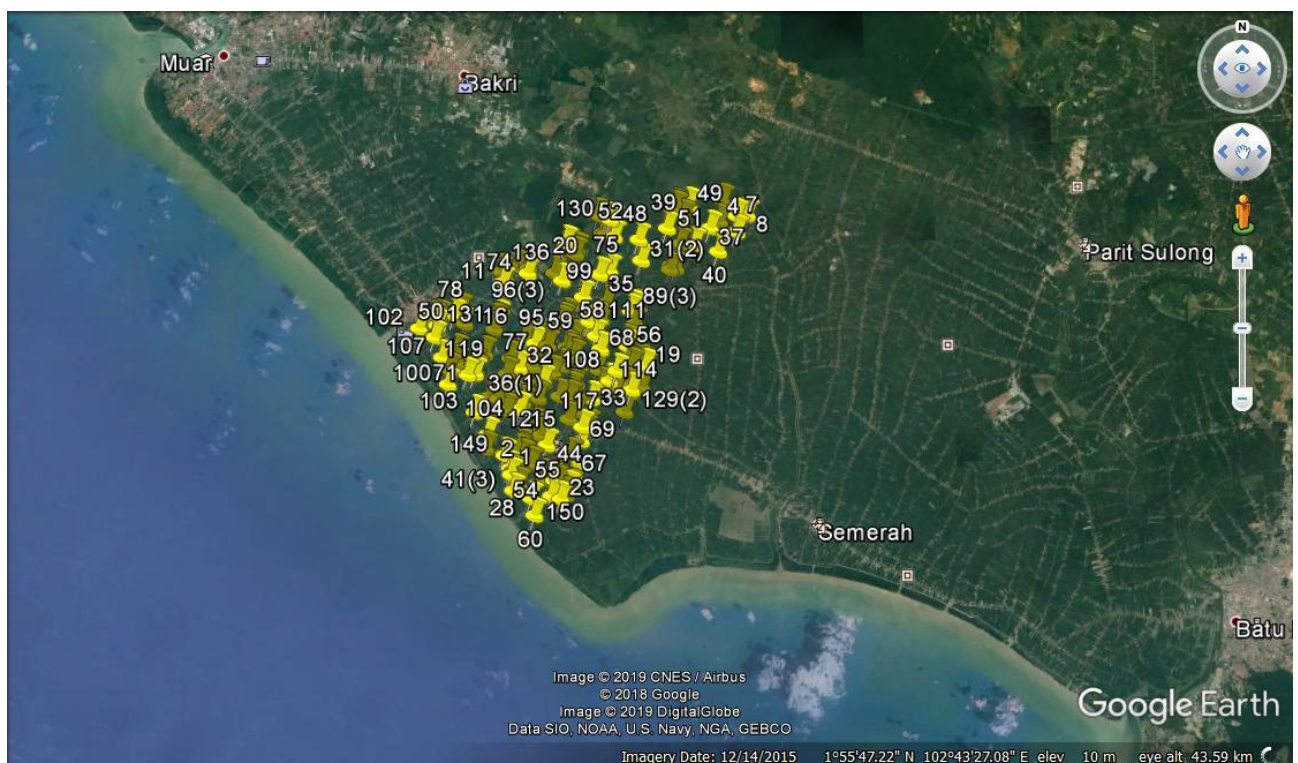
3. ORGANISATION INFORMATION

MPOB Cawangan SPOC J32 Sri Menanti, is a branch of MPOB located at Muar, Johor to provide technical support as well as develop the independent smallholders' scheme around the Muar district.

The SPOC is managed by a group manager and supported by a team officers to manage the cluster providing technical support, field management skills and training.

The SPOC office is located at No. 33 (Tingkat 1), Jalan Kasawari 21/7, Taman Sungai Abong Permai 2, 84000 Muar, Johor.

The locations for the smallholders are in Muar as shown in the below maps.



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4. CERTIFICATION ASSESSMENT

4.1. Stage 2 - Certification Audit

The objective of the audit is to assess the activities of MPOB Cawangan SPOC J32 Sri Menanti are in compliance with MS 2530-2: 2013 Part 2: General principles for independent smallholders' requirements.

4.1.1. Stage 1 Audit

The objective of the stage 1 audit is to assess the readiness of the documentation establish and implemented in accordance to MS 2530-2: 2013 Part 2: General principles for independent smallholders' requirements.

4.1.2. Certification Stage 2:

There are 150 smallholders joined the certification during certification audit.

The certification audit is conducted on 22/04/2019 to 23/04/2019 that include inspection of the smallholders farms, farms boundary, interviews, conduct stakeholders' consultation and review of the findings raised in the last audit.

The audit team has applied the Malaysian Sustainable Palm Oil Part 2: General Principles for Independent Smallholders Audit Guidance to assess the establish documents against the Principles and Criteria of the standard.

The details of assessment of the indicators are at the summary of assessment in this report.

During the onsite the following were verified.

1. Compliance to legal requirements on the land title, land use rights and customary rights
2. Training and competence
3. Environmental management
4. Waste management and disposal
5. Best practice – farm management including fertilising, chemical spraying and harvesting.

During the Certification Stage 2 audit, there is one Opportunity for improvement (OFI) raised.

During this audit, the findings raised in stage 1 audit, the audit team has review by means of inspection of smallholders' farms, conduct interviews, review and verify documents that are established, corrected and implemented appropriately by the SPOC team. The corrective measures implemented could be verified as appropriate.

For details of the assessment, refer summary of assessment for each indicator in section 4.3 of this report.

The audit findings, if any raised in this audit refer to Section 4.5 of this report.

4.2. Stakeholders' Consultation

TUV NORD (Malaysia) Sdn. Bhd., has published the public notification on 22/03/2019 as to accommodate stakeholder's consultation meeting for SPOC J32 Sri Menanti to provide comments. As at audit date on 22/04/2019 to 23/04/2019 there are no comments received.

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Invitation letters are sent on 04/04/2019 to invite relevant stakeholders to attend a local stakeholders' consultation on 22/04/2019 to gather information from the local communities in accordance to §7, 3.2 of the Certification Procedure requirements.

The topics of discussion are as below:

- a. Introduction of objectives of MSPO standard certification for smallholders.
- b. Development of smallholders farms in area;
- c. Wildlife management area and impact to the smallholders;
- d. Environmental issues on the impact of river contamination;
- e. Type of wildlife around area;
- f. Support from processing palm oil mills at area/

There are no issues raised during the stakeholders' consultation that need to be addressed by the SPOC management office.

It can be concluded the relevant Principles and Criteria clauses of the applied standard are in compliance.

The List of Stakeholders who attended the meeting refer to table 7.1.

Item	Subject discussed	Audit team findings	Company response and proposed action to be taken
1	Any information from Group Manager as regards to MSPO audit?	Stakeholders attending the meeting confirmed that they are aware of the audit via invitation letter that were send to them. Other means of information is via notice display at MPOB office.	Positive comment towards SPOC J32 Sri Menanti group.
2	Social issues	Stakeholders inform there are no social issues as regards to SPOC J32 Sri Menanti members.	Positive comment towards SPOC J32 Sri Menanti group.
3	Understanding of Land Title – Native Customer Land, Freehold, Leased (Grant), Land application (LA)	Stakeholders attend the meeting confirms that none of them have any land as NCR land title. They are aware that most of smallholders have leased (Grant) land titles.	Positive comment towards SPOC J32 Sri Menanti group.
4	Economy / Livelihood Is there any impact on livelihood after the introduction of MSPO?	Stakeholders confirm that having MSPO certification has increase knowledge on good agriculture practise, save cost by done the manual weeding rather used chemical for managing the farm. Thus having more proper farm management and increase in yield.	Positive comment towards SPOC J32 Sri Menanti group.
5	Does MSPO largely benefits the local community?	Stakeholders confirmed that they understand the benefits of the MSPO certification and willing to share knowledge with the community.	Positive comment towards SPOC J32 Sri Menanti group.
6	Understanding of environmental.	Stakeholders stated that there are awareness programme held by SPOC group manager during the	Positive comment towards SPOC J32 Sri Menanti group.

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		training given and LKN on HCV and environmental.	
7	Awareness towards species, habitats, and high conservation values?	Stakeholders who attend the meeting are aware on conservation obtain from stakeholders meeting held by group manager. MSPO training include awareness on endangered species and no hunting animals.	Positive comment towards SPOC J32 Sri Menanti group.
8	FFB quality	There are no issues as regards to FFB quality since smallholders are aware on the ripeness standard by MPOB guideline. Smallholders sending the FFB within 24 hour to retain the good quality FFB.	Positive comment towards SPOC J32 Sri Menanti group.
9	Are there any plantation or mill management practices that affect you?	Stakeholders confirm there are no smallholders' activities that may cause any impact to their livelihood. Stakeholders confirm they can communicate with SPOC Group Manager on any issue related to SPOC J32 Sri Menanti. Group manager have established form if any issue/complaint related smallholders.	Positive comment towards SPOC J32 Sri Menanti group.
10	Do you consider any management is in conflict with the MSPO principles and criteria?	Stakeholders who attend the meeting confirm there is no conflict arise by the SPOC J32 Sri Menanti on MPSO certification.	Positive comment towards SPOC J32 Sri Menanti group.
11	Do you have any suggestions for management?	Stakeholders who attend would like to involve more in programme that held by SPOC J32 Sri Menanti group.	Positive comment towards SPOC J32 Sri Menanti group.

4.3. Summary of Assessment

Principles and Criteria Assessment Summary

The assessment team conduct a thorough assessment of each principle and criteria. Over the 5 years' period of the certificate cycle, there will be 4 annual surveillance audits all criterions will be assessed. Evidences are sought for conformity with the MSPO 2530-2. The summary of the assessment is as below, where the "Findings/Comments" column reflects the findings in accordance with each criteria and indicator or evidences and when non conformity is found. Summary of the non-conformity can be found below

Principle 1: Management Commitment & responsibility

Indicator	Summary of Assessment	Compliance
4.1.1.1	SPOC J32 Sri Menanti has established 'Borang Permohonan Pensijilan Minyak Sawit Mampan Malaysia (MPOB)', doc Borang MSPO Pin. 3 date 04/01/2019. The form includes the MSPO policy. The policy is publicly available at notice boards and in the individual smallholder file.	Yes

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Principle 1: Management Commitment & responsibility								
Indicator	Summary of Assessment	Compliance						
	Smallholders understood the MSPO policy during the site visit interview.							
4.1.2.1	<p>SPOC J32 Sri Menanti has established continual improvement plan, Senarai impak social, persekitaran & pelan tindakan. Document no: MSPO/SSCC/L-04/ISP, dated effective: 30/03/2018, issue no 1 as follows;</p> <p>CIP h established include social and environmental impact example</p> <table border="1"> <thead> <tr> <th>Aktiviti</th><th>Impak Persekitaran</th><th>Pelan Tindakan</th></tr> </thead> <tbody> <tr> <td>Pembukaan kebun untuk tanaman baru/ tanam semula bagi kawasan gambut</td><td> <p>Pencemaran udara akibat pembakaran terbuka sisa tanaman</p> <p>Pencemaran air akibat pembuangan sisa tanaman ke dalam saluran air.</p> </td><td> <p>Tidakboleh melakukan sebarang aktiviti pembakaran di kawasan gambut dan pengurusan sisa tanaman yang baik semasa pembukaan kebun</p> <p>Mengelakan penggunaan bahan kimia di kawasan zon mampan sungai</p> </td></tr> </tbody> </table> <p>Site interview with smallholders understand that impact of environmental if they do not follow rules.</p>	Aktiviti	Impak Persekitaran	Pelan Tindakan	Pembukaan kebun untuk tanaman baru/ tanam semula bagi kawasan gambut	<p>Pencemaran udara akibat pembakaran terbuka sisa tanaman</p> <p>Pencemaran air akibat pembuangan sisa tanaman ke dalam saluran air.</p>	<p>Tidakboleh melakukan sebarang aktiviti pembakaran di kawasan gambut dan pengurusan sisa tanaman yang baik semasa pembukaan kebun</p> <p>Mengelakan penggunaan bahan kimia di kawasan zon mampan sungai</p>	Yes
Aktiviti	Impak Persekitaran	Pelan Tindakan						
Pembukaan kebun untuk tanaman baru/ tanam semula bagi kawasan gambut	<p>Pencemaran udara akibat pembakaran terbuka sisa tanaman</p> <p>Pencemaran air akibat pembuangan sisa tanaman ke dalam saluran air.</p>	<p>Tidakboleh melakukan sebarang aktiviti pembakaran di kawasan gambut dan pengurusan sisa tanaman yang baik semasa pembukaan kebun</p> <p>Mengelakan penggunaan bahan kimia di kawasan zon mampan sungai</p>						
4.1.2.2	Warta Sawit is disseminated to smallholders through Taklimat Pensijilan MSPO kepada Pekebun Kecil dated 18/12/2018. Latest Warta Sawit Bil. 69 (2)/ Mei – Ogos 2018.	Yes						

Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>SPOC J32 Sri Menanti establish SOP Garis Panduan Pelan Daya Ekonomi dan Kewangan, doc no MSPO/SSCC/GP-01/PEKRekod penjualan BTS</p> <ul style="list-style-type: none"> • Rekod penggunaan baja/racun • Rekod perbelanjaan <p>Field observation that smallholders use Buku Rekod Ladang provided to records FFB production. Interview with smallholders that all weighbridge tickets records were kept</p>	Yes
4.2.1.2	<p>SPOC J32 Sri Menanti established 'Rekod Data Hasil' date 18/04/2019.</p> <p>During on site verification interviewed with smallholder sighted weighbridge tickets for the month of January – March 2019.</p>	Yes

Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	SPOC J32 Sri Menanti has established list of a legal register, doc no MSPO/SSCC/L-02/LLR effective date 13/04/2018.	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
	<p>Example:</p> <p>Akta 514: Akta Keselamatan dan Kesihatan Pekerjaan 1994, Akta 350: Akta Kanak – kanak dan Orang Muda (pekerjaan) 1966</p> <p>During interview with smallholders understand and when recruit permanent workers they must comply with new minimum wages.</p>	
4.3.2.1	<p>Smallholders are able to provide the evidence of land ownership and land use rights.</p> <p>The land titles are either freehold or leased of 99 years with land use rights for oil palm.</p> <p>There are no lands dispute raised by stakeholders during stakehodlers meeting.</p>	Yes
4.3.3.1	Individual file has been review. Smallholders land titles are either freehold or leased title of 99 years. There are no customary land.	Yes
4.3.3.2	All the smallholders land title are either freehold or leased title of 99 years. Map is included in the land title issued by the local authority.	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	<p>SPOC J32 Seri Menanti has established SOP 'Aduan dan Rungutan', doc no: MSPO/SSCC/SOP-01/AR, no issue: 01 date effective: 13/04/2018.</p> <p>The objective of the SOP 'Memantau dan memastikan aduan dan rungutan yang diterima daripada pihak berkepentingan diselidik dan diambil tindakan dalam tempoh yang telah ditetapkan dengan efektif.</p> <p>The procedure comprised of 3 sections:</p> <ol style="list-style-type: none"> Complaints and grievances form (Form AR) Complaints and grievance discussion record(PAR Record) Complaints and grievance file (AR File) <p>Timeline states grievance to be addressed within 14 days.</p> <p>The group manager is responsible to handle and resolve any complaints.</p> <p>The flow chart in the SOP states the normal complaint process to be resolved within 14 days. If the complainant is not resolved with action taken will be extended for another 10 days.</p> <p>If the complaint is not within the jurisdiction of group manager it will refer to MPOB Headquarters to resolve.</p> <p>Review on the complaint records indicates no complaints lodge as at 23/04/2019</p>	Yes
4.4.1.2	<p>SPOC J32 Sri Menanti has established SOP 'Aduan dan Rungutan', doc no: MSPO/SSCC/SOP/01/AR, no issue: 01 date effective: 13/04/2018.</p> <p>The SOP includes a timeline to resolve disputes within 14 days.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>If the complaint is beyond the GM control, it will be referred to MPOB headquarters.</p> <p>All smallholders and stakeholders had been brief on the procedure during training and LKN Visit</p> <p>During the interview, the smallholders could explained that they will refer to MPOB Office if there is any complaint to be raised.</p> <p>No Complaints raised as at 23/4/2018.</p>	
4.4.2.1	<p>SPOC J32 Sri Menanti has establish SOP “Prosedure Notifikasi Aduan, Kemalangan, Kemalangan Nyaris, Kejadian Berbahaya, Keracunan Pekerjaan” document number MSPO/SSCC/GP – 02/KKP dated 30/03/2018.</p> <p>SPOC J32 Sri Menanti conducted Kursus Pensijilan MSPO” by group manager consist of safety and health-related training on 18/12/2018 “. Smallholders who did not attend the training, GM will conduct briefing during the LKN visit.</p> <p>Further verification during the site inspection, the smallholders are capable to list out the PPE that required during spraying such as face mask, apron, goggle, safety helmet, rubber safety shoes and hand glove.</p> <p>They are aware on the importance of safety during working in the field. The smallholders have briefed their casual worker about the importance of safety and monitor the workers during operation activity.</p>	Yes
4.4.3.1	<p>SPOC J32 Sri Menanti has established terma penggajian, ‘Kelompok Minyak Sawit Mampan’, document number MSPO/SSCC/SMP-01.</p> <p>The form included:</p> <ol style="list-style-type: none"> 1. Mempunyai permit kerja bagi pekerja asing. 2. Tidak sama sekali membenarkan/ mengupahkan kanak-kanak di bawah umur 15 tahun. 3. Tidak sama sekali membenarkan/ mengupah orang muda di bawah umur 15 -18 tahun untuk membuat kerja berat dan merbahaya di kawasan kebun sawit. 4. Tidak mengamalkan sikap diskriminasi terhadap agama, kaum, jantina, warna kulit, kewarnegaraan dan politik. 5. Pembayaran upah adalah mengikut jenis kerja yang dilakukan seperti yang telah disyorkan oleh pengurus SPOC. 6. Kadar bayaran mestilah dipersetujui oleh pekebun kecil dan pekerja. 7. Setiap bayaran yang dilakukan hendaklah direkodkan di dalam buku rekod ladang dan ditandatangani oleh pekerja. 8. Memastikan setiap kerja yang dilakukan adlah dalam keadaan yang selamat seperti mana yang digariskan di dalam GP-02: Garis Panduan Keselamatan dan Kesihatan pekerjaan. <p>Evidence through the interview, the smallholders have a verbal agreement with the temporary worker on the rates prior to the execution of the work task.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.3.2	<p>SPOC J32 Sri Menanti had conducted training on 18/12/2018 include MSPO policy document number MSPO/SSCC/POLISI-01 (Rev01) which states.</p> <ul style="list-style-type: none"> • 'Menentang amalan diskriminasi dengan mengamalkan hak kesamarataan dalam memberi peluang dan layanan tanpa mengira bangsa, jantina, agama, fahaman politik dan kewarganegaraan' <p>No complaints related to discrimination sighted during documents review.</p> <p>Field interviews with smallholders and meeting with stakeholders confirm no discrimination occurs.</p>	Yes
4.4.3.3	<p>SPOC J32 Sri Menanti has established form of 'Terma Penggajian Pekerja', document number MSPO/SSCC/TPP-01.</p> <p>Sighted the 'Senarai Harga Upah Berdasarkan Kerja Harian Di Kebun SPOC J32 Sri Menanti dated 25/02/2019.</p> <p>The list includes:</p> <ol style="list-style-type: none"> 1. Harvesting 2. Manuring 3. Spraying 4. Pruning <p>Most of the smallholder hire casual workers to conduct the harvesting activity with the harvesting rate agreed on verbally</p> <p>No complaints had been raised by the workers related to the rate of the payment. No permanent workers sighted during visit, document review and interview with the stakeholders.</p>	Yes
4.4.3.4	<p>Smallholders hired local and foreign casual workers. These workers stay at their own houses nearby to the smallholder's land.</p> <p>No living quarters observed during the site visit to smallholders block.</p>	Yes
4.4.3.5	<p>SPOC J32 Sri Menanti has established the MSPO Policy document number P-01/MSPO-SPOC/2016. The policy states:</p> <ul style="list-style-type: none"> • 'Pematuhan undang-undang setempat, kebangsaan dan antarabangsa yang terpakai'. <p>SPOC J32 Sri Menanti established document 'Syarat Mngupah Pekerja di Kebun Sawit' document number MSPO/SSCC/SMP-01 that states</p> <ul style="list-style-type: none"> • 'Tidak sama sekali membenarkan / mengupah kanak – kanak di bawah umur 15 tahun untuk bekerja'. And ' tidak sama sekali membenarkan / mengupahkan orang muda di bawah umur 15-18 tahun untuk membuat kerja berat dan merbahaya di kawasan kebun sawit'. <p>There is no hiring of children as workers from the interview with smallholders and no child labour found during the field visit.</p>	Yes
4.4.4.1	<p>SPOC J32 Sri Menanti has conducted training for smallholders for 'Amalan keselamatan dan kesihatan pekerjaan di ladang sawit' on 18/12/2018 that</p>	OFI

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	include MSPO, safety and health, legal requirement, GAP, Wildlife preservation, environment. Group manager had completed conducting LKN for all 150 smallholders, on 17/4/2019.	

Principle 5: Environment, natural resources, biodiversity and ecosystem services								
Indicator	Summary of Assessment	Compliance						
4.5.1.1	SPOC J32 Sri Menanti has established Manual Prosedur kerja MSPO Kelompok Minyak Sawit Mampan (SPOC), Senarai Impak Sosial, Persekitaran & Pelan Tindakan. Doc no MSPO/SSCC/L-04/ISP no issue: 1 date effective 13/04/2018.	Yes						
	<table><tr><td>Aktiviti</td><td>Impak persekitaran</td></tr><tr><td>Meracun dan membaja</td><td>Pencemaran air boleh berlaku akibat daripada penggunaan racun makhluk perosak berdekatan dengan saluran air dan zon mampan sungai.</td></tr><tr><td>Pembukaan kebun untuk tanam baru/tanam semula</td><td>Pencemaran udara akibat pembakaran terbuka sisa tanaman. Pencemaran air akibat pembuangan sisa tanaman ke dalam saluran air.</td></tr></table>		Aktiviti	Impak persekitaran	Meracun dan membaja	Pencemaran air boleh berlaku akibat daripada penggunaan racun makhluk perosak berdekatan dengan saluran air dan zon mampan sungai.	Pembukaan kebun untuk tanam baru/tanam semula	Pencemaran udara akibat pembakaran terbuka sisa tanaman. Pencemaran air akibat pembuangan sisa tanaman ke dalam saluran air.
	Aktiviti		Impak persekitaran					
	Meracun dan membaja		Pencemaran air boleh berlaku akibat daripada penggunaan racun makhluk perosak berdekatan dengan saluran air dan zon mampan sungai.					
	Pembukaan kebun untuk tanam baru/tanam semula		Pencemaran udara akibat pembakaran terbuka sisa tanaman. Pencemaran air akibat pembuangan sisa tanaman ke dalam saluran air.					
SPOC J32 Sri Menanti conducted training for smallholders on the environmental issues on 18/12/2018 attended by 85 smallholders. Smallholders who did not attend the training, GM has conduct briefing during the LKN visit.								
Training conducted by Jabatan Alam Sekitar on below topics.								
<ul style="list-style-type: none">• Dasar alam sekitar.• Akta Kualiti Alam Sekeliling 1974.								
4.5.2.1	Field observation at smallholders indicates there are no renewable energy used. Interview with smallholders, they do not have the capacity and capability to use renewable energy.	Yes						
4.5.3.1	SPOC J32 Sri Menanti has established SOP 'Senarai Sisa Racun Dan Domestik', doc no: MSPO/SSCC/L-03/SRD issue no: 1 date effective 13/04/2018.	Yes						
	The SOP describes:							
	1. Senarai sisa yang terhasil dari input pertanian.							
	<table><tr><td>Input pertanian</td><td>Sisa yang dihasilkan</td><td>Kesan</td></tr><tr><td>Racun perosak</td><td>Tong racun kosong Sisa racun dari bilasan air</td><td>Menjadi tempat pembiakan bagi nyamuk</td></tr></table>	Input pertanian	Sisa yang dihasilkan	Kesan	Racun perosak	Tong racun kosong Sisa racun dari bilasan air	Menjadi tempat pembiakan bagi nyamuk	
Input pertanian	Sisa yang dihasilkan	Kesan						
Racun perosak	Tong racun kosong Sisa racun dari bilasan air	Menjadi tempat pembiakan bagi nyamuk						

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Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Indicator	Summary of Assessment		Compliance
		<p>Kain yang tercemar dengan sisa racun</p> <p>Mencemarkan sumber air semulajadi</p> <p>Mencemarkan kualiti udara</p>	
	<p>SPOC J32 Sri Menanti has been established document 'Senarai bahan kimia, senarai bahan buangan terjadual & senarai sisa domestic dated 07/03/2019.</p> <p>List of chemicals</p> <ul style="list-style-type: none"> • Glyphosate 4 plus • Roundup Ultramax • Ally • Basta <p>List of fertilizers</p> <ul style="list-style-type: none"> • MPOB F4 • NPK an Below 70 • Nitrophoska Kuda Dan Singa <p>List of scheduled waste</p> <p>Empty chemical container SW409 triple rinse (Pelepasan DOE)</p> <p>Fertiliser Bags SW409, recycle</p> <p>List of domestic waste</p> <ul style="list-style-type: none"> • Plastic materials • Tin containers • Glass • Waste food • Plastic bottles • Paper <p>Document of 'Rekod Bahan Buangan Terjadual' for smallholders are fill up accordingly for empty chemical containers used and fertilizer bags.</p> <p>Site observation shows that no scheduled wastes sighted.</p> <p>Interview with smallholders, they understand waste management in field operation has improved after joining MSPO certification.</p> <p>Example empty containers are triple rinsing and mark with 'X' to fill the water for spraying chemical work.</p>		
4.5.3.2	<p>SPOC J32 Sri Menanti has established 'Pengurusan Bahan Buangan Terjadual', doc no: MSPO/SSCC/SOP-03/Bt revision: 01 date effective 06/07/2018.</p> <p>SOP states 'memantau dan memastikan proses pengendalian dan perlupusan bahan buangan terjadual bagi individu yang bertanggungjawab dapat dilaksanakan dengan teratur, cekap dan selamat.</p>		Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>The procedure states scheduled wastes and requirement of proper disposal in accordance with the country regulation.</p> <p>During the site visit, smallholders are aware that empty chemical containers could be reused after the triple rinsing. Smallholders reused empty fertilizer bag for rubbish or loose fruits collection.</p>	
4.5.4.1	<p>SPOC J32 Sri Menanti has established SOP 'Lawatan Kebun Pensijilan GAP', doc no: SOP SKT TUNAS 2016.</p> <p>SOP states that GM require for 1st visit is the 'Lawatan Kebun GAP' and 2nd visit is LKN.</p> <p>Form has been established, 'Senarai Semak Pensijilan MPOB Amalan Pertanian Baik (GAP) Pekebun Kecil Sawit.</p> <p>Stated in the list:</p> <ul style="list-style-type: none"> • Ada parit ladang • pengumpulan dibina dikawasan yang perlu dan diselenggara dengan baik bagi mengawal paras air/banjir • Paras air tanah didalam parit di kawasan gambut berada diparas optimum untuk mengurangkan kekeringan kekal/pemendapan (45-60 cm dari permukaan tanah) • Pelepah yang dipangkas disusun mengikut kontor atau diantara barisan tanaman. • Takungan lumpur (silt-pits) dibina dikawasan bercerun memotong curam. <p>During site observation, smallholders could demonstrate the understanding to maintain the quality and availability of surface and ground water. Smallholders implement of frond stacking to retain the surface moisture.</p>	Yes
4.5.4.2	<p>Water harvesting is practice in the smallholder field for chemical mixing purposes. Rain water collected using containers or culvert.</p>	Yes
4.5.5.1	<p>SPOC J32 Sri Menanti has established SOP 'Senarai Impak Sosial, Persikitaran & Pelan tindakan, doc no: MSPO/SSCC/L-04/ISP, issue no: 1 date effective: 13/04/2018.</p> <p>SOP states:</p> <ul style="list-style-type: none"> • Pembukaan kawasan biodiversiti, mewujudkan kawasan mampan dikawasan tanah tidak subur/marginal sekaligus menjadi tempat habitat flor/fauna (mewujudkan ekosistem). Pelan tindakan diteruskan. • Pembukaan kawasan kebun di kawasan hutan, pengurangan habitat bagi flora dan fauna. Haiwan berasimilasi bersama penduduk kampung (monyet, khinzir). <p>SPOC J32 Sri Menanti established a list of 48 wildlife animal around Muar areas, date 07/03/2019.</p> <p>Example listed are mammalian, reptilian and bird.</p> <p>Training conducted on 18/12/2018 by Department of Wildlife on the role of wildlife department, species nearby and related legal requirements</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Smallholders who did not attend the training, GM has conducted the briefing during the LKN visit. LKN report is reviewed.</p> <p>Interview on site with smallholders, they have sighted animals such as wild boar and wild fowl.</p>	
4.5.6.1	<p>SPOC J32 Sri Menanti has established MSPO Policy Doc no: MSPO/SSCC/POLISI-01. March 2019 signed by the group manager.</p> <p>Policy states 'pelaksanaan pembakaraan sifar dan amalan pertanian baik'.</p> <p>Training for 'Kursus Pensijilan Minyak Sawit mampan Malaysia (MSPO)' conducted on 18/12/2018 include environmental issue and no open burning during development and re planting process.</p> <p>Site visit to smallholder's field indicates no open burning observed and smallholder are aware that law that restricts open burning.</p>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>SPOC J32 Sri Menanti group manager conduct field visit for LKN using form 'Laporan Lawatan Khidmat Nasihat' or using the 'Borang Permohonan Pensijilan Minyak Sawit Mampan Malaysia (MSPO)'.</p> <p>Point 5 Pengurusan kebun is the check list for on-site management of the field that includes kebun sawit bebas daripada rumpai dan anak kayu.</p> <p>Example of a field visit on 05/12/2018 reported in 'Borang Permohonan Pensijilan Minyak Sawit Mampan Malaysia', the status show smallholders had followed the GAP.</p> <p>The best practices listed inside the MPOB Good Agriculture practice (GAP) are implemented by the smallholders</p>	Yes
4.6.1.2	<p>Field visit sighted visual identification of smallholder location.</p> <p>The list of information listed in the signage:</p> <ul style="list-style-type: none"> Name No Lot Size Ha Year planted Coordinates 	Yes
4.6.2.1	<p>SPOC J32 Sri Menanti has established SOP, 'Garis Panduan Pelan Daya Ekonomi dan Kewangan', doc no: P-01/PDEK/2016, date effective: 01/05/2017.</p> <p>Sighted budget for SPOC J32 Sri Menanti for year 2019 includes.</p> <ol style="list-style-type: none"> 1. Latihan MSPO 2. Fail/Dokumen MSPO 3. Yuran Audit MSPO 4. Pembelian PPE 	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	5. Pembelian Rak Bahan Kimia Buku Rekod Ladang (BRL) is established for monitoring the expenses and income of smallholders.	
4.6.3.1	Minutes meeting briefing with dealer and smallholders conducted on 10/12/2018 to discuss fair pricing and grading of FFB based on market price. Signage of pricing FFB sighted at the notice boards ramp. Weighbridge ticket of FFB from dealer to smallholders reviewed.	Yes

Principle 7: Development of new planting		
Indicator	Summary of Assessment	Compliance
4.7.1.1	SPOC J32 Sri Menanti has been established 'Rekod data hasil' dated 18/04/2019. Stated in the record, replanting will be from 2016 to 2018. The first planting was in 1994 and the latest re-planting in year 2018. There are no new planting for the 150 smallholders.	Yes
4.7.2.1	SPOC J32 Sri Menanti has been established 'Rekod data hasil' dated 18/04/2019. Stated in the record, replanting will be from 2016 to 2018. The first planting was in 1994 and the latest re-planting in year 2018. There are no new planting for the 150 smallholders.	Yes
4.7.3.1	SPOC J32 Sri Menanti has been established 'Rekod data hasil' dated 18/04/2019. Stated in the record, replanting will be from 2016 to 2018. The first planting was in 1994 and the latest re-planting in year 2018. There are no new planting for the 150 smallholders.	Yes

4.4. Status of Non-Conformities Previously Identified

/	The stage 1 audit findings of this system have been reviewed, in particular to assure appropriate correction and corrective action HAS implemented to address identified audit findings. Details of the follow up action taken on stage 1 audit findings were recorded in the Stage 1 audit report.
	The last audit results of this system have been reviewed, in particular to assure appropriate correction and corrective action HAS implemented to address any nonconformity identified.
	The last audit results of this system have been reviewed, in particular to assure appropriate correction and corrective action HAS NOT been implemented effectively. Non-conformity will be re-raised.
	Not applicable. No non-conformity raised in previous audit.
<i>Note 1: If a minor non-conformity raised in last audit, is not closed out, then this finding will be re-raised to a Major non-conformity.</i>	
<i>Note 2: All minor NCs raised in last audit are required to capture in this report together with the closing of the non-compliance.</i>	

4.5. Detail of Audit Findings in last Audit

Detailed Results

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No	Clause	Audit Findings	Corrective Measure & Implementation	Follow Up on Corrective Measure Taken	Verified By	Date of Closure
1.	4.1.2.1	SPOC J32 may consider wider scope of CIP where affecting the oil palm in regards of peat soil area.	Telah disertakan di dalam calendar aktiviti 2019 dan MPK SPOC. *Rujuk lampiran	SPOC J32 Sri Menanti has established 'Kalendar Aktiviti 2019'. Program states 'Kursus Teknikal Sawit' include Pengurusan Sawit di tanah Gambut. SOP Senarai impak social, Persekitaran & Pelan Tindakan, doc no: MSPO/SSCC/L-04/ISP, no isu: 01, revisi no: 01 date efektif 04/11/2018. The new update of SOP include the impact of peat soil management. The finding is closed	Zul Hairi Bin Abu Hassan	23/04/2019
2.	4.2.1.2	There is no records sales of FFBs / weighbridge ticket available during the audit date.	Rekod jualan telah dikemaskini *Rujuk lampiran.	Rekod Data Hasil SPOC J32 Sri Menanti has been established dates 18/04/2019 by SPOC GM. Stated in report 16 smallholders in immature stage. Mature area has records of FFB from January 2019 to March 2019 as at date of audit. The finding is closed	Zul Hairi Bin Abu Hassan	23/04/2019
3.	4.3.2.1	Smallholders individual file verification indicate: 1. No land map (Borang B1) available for Smallholder no 5 to show	1. Borang B1 telah diterima daripada pekebun. *rujuk lampiran 2. Perjanjian pemilik tanah telah dikemaskini.	1. Pelan Tanah smallholder no 5 available . 2. Document of 'Perjanjian surat akuan penyerahan mengusaha kebun/perjanjian pemilik tanah smallholder no 85	Muhammad Khairul Anuar Bin Azizul Hasan	23/04/2019

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		their ownership. 2. There is no Surat Akuan Penyerahan Mengusahakan Kebun/ Perjanjian Pemilik Tanah for smallholder no 85.	*Rujuk lampiran	has been available and review. The finding is closed		
4.	4.4.4.1	MSPO training has conducted on 18/12/2018. However, the training does not covered all the smallholders based on the attendance list provided and LKN records.	Latihan kepada pekebun kecil telah diberi secara individu. *Rujuk lampiran	LKN briefing has been conducted by group manager to all smallholders who due not attend during the training. Form has been established to record attendance dated 20/03/2019 for monitoring training and LKN completed for year 2019 dated 17/04/2019. The finding is closed.	Zul Hairi Bin Abu Hassan	23/04/2019
5.	4.5.3.1	Documents of schedule waste management have established dated 23/02/2019. However, the implementation in regards of recording the schedule waste are not filled up accordingly.	Senarai sisa buangan domestik dan senarai bahan kimia serta bahan buangan terjadual SPOC J32 telah disediakan.	Document 'Senarai Sisa Domestik and 'Senarai bahan kimia dan bahan buangan has been established on 07/03/2019. The implementation of recording the scheduled waste date 23/02/2019 is establish. The finding is closed.	Zul Hairi Bin Abu Hassan	23/04/2019

4.6. Detail of Audit Findings Identified During This Audit

This section gives an overview of the non-conformities raised during this audit.

AUDIT OUTCOME		
During this audit,	0	MAJOR Non-Conformities
	0	MINOR Non-Conformities

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No.	Indicator	Location	Opportunity for Improvement
1.	4.4.4.1	Onsite	SPOC may consider to improve the methods and approach on training for smallholders.

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5. CONCLUSION

Malaysia Palm Oil Board has commissioned TÜV NORD (Malaysia) Sdn Bhd to carry out the certification for the Sustainable Palm Oil Cluster (SPOC) for SPOC J32 Sri Menanti consisting of 150 independent smallholders according to MS 2530-2:2013 Part 2, General Principles for Independent Smallholders.

There is no major and Minor NC raised in this audit. One Opportunity of improvement is raised.

From the review of the standard operating procedures, relevant forms, work flow charts established and implemented; the subsequent background investigation and interviews conducted during this surveillance audit have provided TÜV NORD (Malaysia) with sufficient evidence on the fulfilment of the applied standard Principles & Criteria.

In conclusion the certified organisation has been established, implement and continue to improve in managing the independent smallholders are in line with the Principles & Criteria of the applied standard MS 2530-2:2013 Part 2.

As a result of this audit, the audit team confirms that:

Total certified number of independent smallholders:	150	Smallholders
Total certified acreage of smallholders:	318.28	Ha
Certified FFBs output January to March 2019:	1,610.38	Mt
Projection Certified FFBs output April to December 2019:	5,742	Mt

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6. RECOMMENDATION

The audit team conducted a process-based audit focussing on significant aspects / risks and objectives required by the standard(s). The audit methods used are interviews, observations, sampling of activities, review of documentation and records.

Any audit is based on sampling within an organization's management system and therefore is not guarantee of 100 % conformity with requirements.

The structure of the audit is in accordance with the audit plan included to this summary report as annex.

The audit team concludes that the organisation has established and maintained its management system in line with the requirements of the standard(s) and demonstrated the ability of the system to achieve requirements for production and management within the scope and the organisation's policies and objectives.

Therefore, the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity that this management system certification be

/	Recommended for Certification / Recertification
	Recommended for Continuity of Certification
	Suspended of Certification

Puchong, 29/05/2019

Zul Hairi Bin Abu Hassan
TUV NORD (Malaysia) Sdn Bhd
Lead Auditor

Puchong, 29/05/2019

Nor'adhlin Sofia Binti Razali
TUV NORD (Malaysia) Sdn Bhd
Certifier / Approver

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7. REFERENCES

Table 7-1: List of Interviewed Persons, Observers and Smallholders

No.	Name	Organization / Function
1.	Mohd Fauzi Mohammad	Pejabat Tanah Muar
2.	Jaida Bt Ramlee	Jabatan Alam Sekitar
3.	Mohd Nafizan Radzi	Jabatan Perhilitan
4.	Mohd Ali Mahadi	Jabatan Pertanian

MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC J32 Sri Menanti

Client Number: 92-095

Audit Type: Stage 2 – Certification Audit



Distribution / Confidentiality / Rights of ownership / Limitations / Responsibilities / Audit Objectives

This report is sent to the certification body or bodies, the members of the audit team and the audit representative of the organisation. All documents (such as this report) regarding the certification procedure are treated confidentially by the audit team and the certification body. This audit report remains the property of the certification body.

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities or weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.

The responsibility for continuous effective operation of the management system always rests solely with the audited and certified organisation.

Salvo clause:

The audit report will be left to the organisation at the end of the audit - subject to approval by the certification body. The independent release process may cause modifications or additions. In these cases a modified revision will be sent to the audited organisation.

The objective (goal) of the audit is to establish compliance of the management system of the aforementioned organization with the requirements of the aforementioned standard in order to achieve or maintain certification through an independent and accredited certification body. Identification of possibilities to improve the management system can also be a component of the audit and is considered simply to be an enhancement; it does not constitute consultancy or advice with regard to the management system.

Annex / Enclosures

Annex /
corresponding audit
documentation

- ☐ P&C Audit Report / Checklist(s)
- ☐ Audit Plan
- ☐ Additional annexes, number