



# MSPO CERTIFICATION SUMMARY REPORT

JEROCO PLANTATIONS SDN. BHD.  
JEROCO PALM OIL MILL 2

SURVEILLANCE 03

Remote Audit Date: 03/11/2020

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# MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



## Table of Contents

1.	INTRODUCTION .....	4
1.1.	Objective	4
1.2.	Scope	4
1.3.	Appointment and Qualification of team members	4
2.	METHODOLOGY.....	11
3.	ORGANISATION INFORMATION .....	13
3.1.	Production volume	13
3.2.	Maps of Company and Mill Location	13
4.	CERTIFICATION ASSESSMENT .....	15
4.1.	ASA 03	15
4.2.	Stakeholders' Consultation	15
4.3.	Summary of Findings	15
4.4.	Status of Non-Conformities Previously Identified	40
4.5.	Detail of Audit Findings Identified During last Audit	40
4.6.	Detail of Audit Findings Identified During This Audit	43
5.	CONCLUSION	44
6.	RECOMMENDATION	45
	Annex / Enclosures	46

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



### Abbreviations

<b>CHRA</b>	Chemical Health Risk Assessment
<b>CPO</b>	Crude Palm Oil
<b>CSR</b>	Corporate Social Responsibility
<b>DOE</b>	Department of Environment
<b>EFB</b>	Empty Fruit Bunch
<b>EIA</b>	Environment Impact Assessment
<b>FFB</b>	Fresh Fruit Bunch
<b>GMP</b>	Good Milling Practices
<b>GPS</b>	Global Positioning System
<b>ISO</b>	International Standard Organisation
<b>MPOB</b>	Malaysian Palm Oil Board
<b>MPOCC</b>	Malaysia Palm Oil Certification Council
<b>MSPO</b>	Malaysia Sustainable Palm Oil
<b>NC</b>	Non Conformity
<b>OSH</b>	Occupational Safety and Health
<b>P&amp;C</b>	Principle and Criteria
<b>PK</b>	Palm Kernel
<b>POME</b>	Palm Oil Mill Effluent
<b>PPE</b>	Personal Protective Equipment
<b>RSPO</b>	Roundtable Sustainable Palm Oil
<b>RTE</b>	Rare, Threatened and Endangered Species
<b>SA8000</b>	Social Accountability 8000
<b>SDS</b>	Safety Data Sheet
<b>SIA</b>	Social Impact Assessment
<b>SOP</b>	Standard Operating Procedure
<b>WHO</b>	World Health Organization
<b>JPOM 2</b>	Jeroco Palm Oil Mill 2
<b>HSPSB</b>	Hap Seng Plantations Sdn Bhd
<b>JGOE</b>	Jeroco Group of Estates
<b>SSGOE</b>	Sungai Segama Group of Estates
<b>TMGOE</b>	Tamanggong Group of Estates

# MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

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## 1. INTRODUCTION

Jeroco Plantations Sdn Bhd has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct surveillance 03 audit for its Jeroco Palm Oil Mill 1 according to MS 2530-4:2013 Part 4 General principles for palm oil mills.

### 1.1. Objective

The objective of this surveillance 03 audit is to assess Palm Oil Mill by an independent certification body with the aim for compliance of the standards.

### 1.2. Scope

The certification is based on the documentation established by Jeroco Palm Oil Mill 2.

The supporting documents 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 based on MS 2530-4:2013 Part 4 General principles for palm oil mills. TUV NORD Malaysia has employed a risk-based approach in the audit, focusing on the identification of significant risks and reliability of the assessment and reporting.

The following references are used as part of the assessment; the compliance of the requirements of the guidelines applied are checked.

1. Malaysian Sustainable Palm Oil Part 4: General Principles for Palm Oil Mill audit guidance;
2. Palm Oil Supply Chain Traceability Requirements

### 1.3. Appointment and Qualification of team members

The audit team appointed consists of the team leader and 5 team members. The team contributes to the review of documents, assessment of the project activity and preparation of this report.

#### Qualification of the Lead Auditor: Mohd Nur Amin Bin Mohd Halim

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; iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or	Graduate in Office Management & Technology.

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Requirement	Qualifications
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)	6 years 10 months of working experience in both upstream & downstream division on managing sustainability of oil palm industry.
Successfully completed MPOCC endorsed lead auditor trainings	Successfully completed MS2530 series of standards for Lead Auditors
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 and appointed as lead auditor for MSPO scheme.
Good Milling Practices. Palm oil milling working experience or auditing experience	6 years 10 months of working experience in managing sustainability for oil palm industry for both upstream and downstream division.
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course
Health and safety auditing on the mill processes and activities Or Successfully completed Occupational, Health & Safety Management System ISO 45001 standard	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Successfully completed Basic SA 8000 training.
Environmental and ecological auditing or experience with mill processes and activities. or Successfully completed Environmental Management Systems ISO 14001 standard	Successfully completed IMS ISO 9001, 14001, 45001 LA course training attended.
Able to communicate in Bahasa Malaysia, English and / or any other local language.	Able to communicate in Bahasa Malaysia and English.

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



### Qualification of Team Members

Requirement	Assessor	Qualification	Compliance
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; iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	Muhammad Khairul Anuar bin Azizul Hasan	Graduate in Applied Science (Major in Plantation and management)	Yes
	Khairul Anwar Bin Ismail	Graduate In Agricultural Science	Yes
	Chan Shi Lie	Graduate in Technology Media (Major in Broadcasting)	Yes
	Joseph Sim Siaw Seng	Graduate in Occupational Safety and Health Certificate	Yes
	Jasmandy Bin Syahrul	Graduate in Bachelor of Science (Plantation Technology and Management)	Auditor in training
	Muhammad Khairul Anuar bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes
	Khairul Anwar Bin Ismail	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)	Chan Shi Lie	6 years working experience in oil palm plantations.	Yes
	Joseph Sim Siaw Seng	4 years of working experience in Health and Safety and 3 years of working experience in plantations.	Yes
	Jasmandy Bin Syahrul	8 years of working experience in oil palm plantations, 1 year working as Sustainability Executive (MSPO), and 2 months as Quality Controller	Auditor in training
	Muhammad Khairul Anuar bin Azizul Hasan	Successfully completed MS2530 series of standards for Lead Auditors	Yes
	Successfully completed MPOCC endorsed lead auditor trainings		

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Requirement	Assessor	Qualification	Compliance
	Khairul Anwar Bin Ismail	Successfully completed MS2530 series of standards for Lead Auditors.	Yes
	Chan Shi Lie	Successfully complete MS2530 series of standards for Lead Auditors	Yes
	Joseph Sim Siaw Seng	Successfully completed MS2530 series of standards for Lead Auditors.	Yes
	Jasmandy Bin Syahrul	Successfully completed MS2530 series of standards for Lead Auditors	Auditor in training
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 and Lead auditor for MS2530 scheme.	Yes
	Khairul Anwar Bin Ismail	Qualified and appointed as auditor for MSPO scheme.	Yes
	Chan Shi Lie	Qualified as auditor and Lead auditor for MS2530 scheme.	Yes
	Joseph Sim Siaw Seng	Qualified as auditor for MSPO scheme.	Yes
	Jasmandy Bin Syahrul	Trainee auditor	Auditor in training
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	5 years working experience in oil palm plantations.	Yes
	Chan Shi Lie	6 years working experience in oil palm plantations.	Yes
	Joseph Sim Siaw Seng	4 years of working experience in Health and Safety and 3 years of working experience in plantations.	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Requirement	Assessor	Qualification	Compliance
	Jasmandy Bin Syahrul	8 years of working experience in oil palm plantations, 1 year working as Sustainability Executive (MSPO), and 2 months as Quality Controller	Auditor in training
Good Milling Practices. Palm oil milling working experience or auditing experience	Muhammad Khairul Anuar bin Azizul Hasan	Qualified as auditor and Lead auditor for MS2530 scheme.	Yes
	Khairul Anwar Bin Ismail	Qualified as auditor and Lead auditor for MS2530 scheme.	Yes
	Chan Shi Lie	Qualified as auditor and Lead auditor for MS2530 scheme.	Yes
	Joseph Sim Siaw Seng	Qualified as auditor for for MS2530 scheme.	Yes
	Jasmandy Bin Syahrul	Trainee auditor	Auditor in training
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Muhammad Khairul Anuar bin Azizul Hasan	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Yes
	Khairul Anwar Bin Ismail	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Yes
	Chan Shi Lie	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Yes
	Joseph Sim Siaw Seng	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Yes
	Jasmandy Bin Syahrul	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Auditor in training
Health and safety auditing on the mill processes and activities Or	Muhammad Khairul Anuar bin Azizul Hasan	Successfully completed IMS 9001, 14001 and 45001 LA course for MSPO.	Yes



## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Requirement	Assessor	Qualification	Compliance
Successfully completed Occupational, Health & Safety Management System ISO 45001 standard	Khairul Anwar Bin Ismail	Successfully completed IMS ISO 45001:2018 Lead Auditor course.	Yes
	Chan Shi Lie	Successfully completed IMS 9001, 14001 and 45001 LA course	Yes
	Joseph Sim Siaw Seng	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Yes
	Jasmandy Bin Syahrul	Successfully completed IMS ISO 9001, 14001, 45001 LA course training attended.	Auditor in training
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Muhammad Khairul Anuar bin Azizul Hasan	Successfully completed SA 8000 Basic training and auditor MSPO schemes	Yes
	Khairul Anwar Bin Ismail	Successfully completed Basic SA 8000 training.	Yes
	Chan Shi Lie	Successfully completed Basic SA 8000 training. Qualified as auditor for MSPO scheme.	Yes
	Joseph Sim Siaw Seng	Successfully completed Basic SA 8000 training. Qualified as auditor for MSPO scheme.	Yes
	Jasmandy Bin Syahrul	Successfully completed Basic SA 8000 training.	Auditor in training
Environmental and ecological auditing or experience with mill processes and activities. or Successfully completed Environmental Management Systems ISO 14001 standard	Muhammad Khairul Anuar bin Azizul Hasan	Successfully completed IMS 9001, 14001 and 45001 LA course	Yes
	Khairul Anwar Bin Ismail	Successfully completed IMS ISO 14001:2015 Lead auditor course and auditor for MSPO scheme.	Yes
	Chan Shi Lie	Successfully completed IMS 9001, 14001 and 45001 LA course	Yes
	Joseph Sim Siaw Seng	Successfully completed IMS 9001, 14001 and 45001 LA course	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Requirement	Assessor	Qualification	Compliance
	Jasmandy Bin Syahrul	Successfully completed IMS 9001, 14001 and 45001 LA course	Auditor in training
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	Able to communicate in Bahasa Malaysia and English.	Yes
	Chan Shi Lie	Able to communicate in Bahasa Malaysia, Mandarin and English.	Yes
	Joseph Sim Siaw Seng	Able to communicate in Bahasa Malaysia, Mandarin and English.	Yes
	Jasmandy Bin Syahrul	Able to communicate in Bahasa Malaysia and English.	Auditor in training

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



## 2. METHODOLOGY

The audit approach consists of the following steps:

- Appointment of team members;
- Contact client for relevant documentation according to the applicable MSPO standards;
- Audit planning;
- Background investigation, desk review of submitted documents;
- Assessment, inspections, interviews with operational personnel, stakeholders and its contractors; review of documentation;
- Reporting
- Resolution of non-conformance (NC) (if any)
- Draft audit reporting
- Technical review
- Final audit reporting
- Final approval, certification decision and issuance of certificate.

The ASA 03 is conducted in stages in accordance to the certification procedure.

### Surveillance 03:

ASA 03 is conducted remotely on 03/11/2020 that covers the following activities but not limited to below:

Remote:

- Confirmation of the appropriate interactive communication tools as describe in IAF MD4
- Virtual Review of documentation established but not limited to below
  - Policies
  - Mill location map
  - Land title(s) – for standalone mills
  - Standard Operating Procedures including Mill Operation Manual
  - Work Flow Charts
  - Management Plans
  - Operating licenses and approvals
  - Operating records
  - Training records
  - Applicable Legislation Documents
- Virtual inspection, observations and inspection of mill facilities and activities

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote

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- Virtual interview operation personnel, operators for understanding for the work assigned;
- Reviewed revised and updated documentation established and implemented;
- Reports established;
- Work plans established;
- Review and closed out of non-conformance raised in last audit;
- Assessment reporting;

### Remote Assessment

The audit of the mill is conducted according to the MS 2530-4: 2013 Part 4: General principles for palm oil mills.

The methodology for collection of objective evidences by virtual site inspections, observation of tasks and processes; interview workers and operation personnel; review of documentation and data. Checklists and questionnaires are used to guide the collection of information.

This remote audit is conducted in accordance to MPOCC Updated Circular (27 October 2020) Guidance on Remote Audits due to Covid-19 Pandemic on travelling restrictions.

The remote audit follow the IAF MD4:2018 and as guided by the ISO 9001 Auditing Practices Group Guidance on Remote Audits

The communication tool applied for remote audit is Zoom / Skype / Telephone

### 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 Improvement (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 and action plan to be submitted within 30 days from closing date of audit for review and acceptance. Implementation of Minor NC will be reviewed and verified during the next audit.

# MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd  
 Certifying Unit: Jeroco Palm Oil Mill 2  
 Client Number: 92 – 034  
 Audit Type: ASA 03  
 Mode of Audit: Remote



## 3. ORGANISATION INFORMATION

Jeroco Palm Oil Mill 2 is the subsidiary of Jeroco Plantations Sdn Bhd located at 50KM, Jalan Jeroco, Lahad Datu, Sabah, Malaysia.

Jeroco POM met Malaysia Palm Oil Board licensing requirement.

The mill began operation in 15/07/1996 with an operating capacity of 30 MT per hour.

Name of Mill	Location	Coordinates
Jeroco POM 2	Jalan Jeroco, Lahad Datu, Sabah	N 5.431112°; E 118.417224°

### 3.1. Production volume

Volume for the past year Jan 2019 to Dec 2019			Actual volumes Jan 2020 to Oct 2020			Projected volume Nov 2020 to Dec 2020		
FFB	CPO	PK	FFB	CPO	PK	FFB	CPO	PK
83,734.29	17,045.01	4,228.63	50,634.16	10,029.02	2,799.28	20,843.00	4,258.00	952.00

### 3.2. Maps of Company and Mill Location

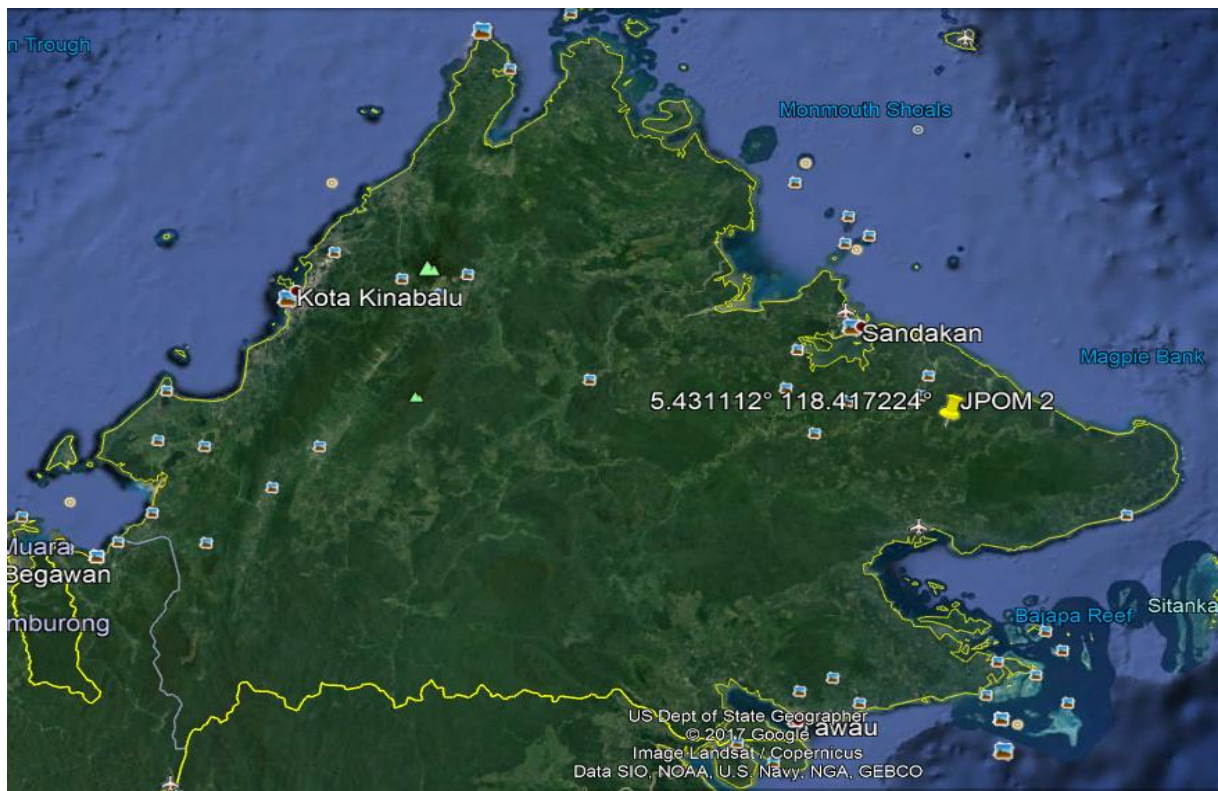


Figure 1: Location of Jeroco POM 2.

# MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Figure 2: Location of Jeroco POM 2 with other Hap Seng Plantations Group Estates and Mills



# MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd  
Certifying Unit: Jeroco Palm Oil Mill 2  
Client Number: 92 – 034  
Audit Type: ASA 03  
Mode of Audit: Remote



## 4. CERTIFICATION ASSESSMENT

### 4.1. ASA 03

The objective of the audit is to assess the activities of the mill are in compliance with MS 2530-4: 2013 Part 4: General principles for palm oil mills.

#### 4.1.1. Surveillance 03 Audit:

The surveillance 03 audit is conducted on 03/12/2020.

During the last surveillance audit, there are 2 Major, 2 Opportunities for Improvement (OFI) are raised

During this audit, the major and minor non-compliance raised in the last audit, the audit team has review by means of inspection of mill, conduct interviews, review and verify documents that are established, corrected and implemented appropriately by the mill management. The corrective measures implemented could be verified as appropriate.

The major non-conformances raise during last audit are closed out by means of documents review that are establish, revised and implemented appropriately and preventive actions taken.

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

The number of audit findings raised in this audit refer to Section 4.6 of this audit report.

### 4.2. Stakeholders' Consultation

According to ACB – OPMC 4 Issue 2 dated 04/09/2020, Stakeholder Consultation Requirements Section 6: Consultation during audit, §6.1: During the stage 2 and recertification audit of the management unit, the CB shall carry out stakeholder consultation to ensure continued compliance with the requirements of the certification standards. However, stakeholders' consultation during surveillance audit may be limited to those stakeholders who have raised concerns, complaints or disputes prior to the audit.

The audit team leader has review the stakeholders' consultation feedback during the last surveillance audit and there are no concerns or complaints or disputes raised or any prior to this audit.

Therefore, there is no stakeholders consultation conducted for this surveillance audit

### 4.3. Summary of Findings

#### Principle and Criteria Assessment Summary

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

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
4.1.1.1	<p>JPOM 2 adopted HSPHB group MSPO policy dated 01/10/2019 signed by Chief Executive Group Plantation.</p> <p>During document verification, policy available in Bahasa Malaysia and English.</p> <p>Established MSPO policy adhere to the following key principles of Malaysia Sustainable Palm Oil (MSPO):</p> <ol style="list-style-type: none"> <li>1. Management commitment and responsibility</li> <li>2. Transparency</li> <li>3. Compliance to legal requirement</li> <li>4. Social responsibility, health safety and employment conditions</li> <li>5. Environmental, natural resources, biodiversity and ecosystem services</li> <li>6. Best practice</li> <li>7. Development of new planting</li> </ol> <p>Review the mill notice board photo and company website include MSPO policy.</p> <p>MSPO Policy briefed to the workers on 04/07/2020 and the briefing record is verified.</p> <p>During phone call interview with workers, they are aware of the MSPO policy.</p>	Yes
4.1.1.2	<p>JPOM 2 adopted HSPHB group MSPO policy dated 01/10/2019 signed by Chief Executive – Group Plantation.</p> <p>The policy states the company committed to continual improvement practice by harnessing its resources of people processes and technology in order to ensure the continuous production of oil palm products in a sustainable manner.</p>	Yes
4.1.2.1	<p>JPOM 2 adopted HSPHB group Internal Audit procedure 'Flowchart for Internal Audit System &amp; Management Review Report' updated on 10/07/2019.</p> <p>The internal audit conducted once a year and the latest internal audit conducted on 03/06/2020 – 04/06/2020 with 5 findings raised.</p> <p>Example:</p> <p>Finding: Person in-charge to receive and respond request is not appointed</p> <p>Correction: Person in-charge appointed</p> <p>Corrective action: Mill management will update the person in-charge if there is change in the mill organization.</p> <p>Status: Completed in 15/01/2020</p>	Yes



## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	Review the appointment letter dated 15/01/2020 and mill organization chart the mill manager is the appointed person in-charge to receive and respond to request.	
4.1.2.2	<p>JPOM 2 adopted HSPHB Internal Audit procedure 'Flowchart for Internal Audit System &amp; Management Review Report' updated on 10/07/2019.</p> <p>The objective of the internal audit procedure is to monitor the performance of the group management and controlling the compliance with the MSPO standard.</p> <p>Latest internal audit conducted on 03/06/2020 – 04/06/2020 with 5 findings raised are documented.</p> <p>Internal audit identified the weak point, root cause and corrective action plan.</p> <p>Example:</p> <p>Finding: Person in-charge for receive and respond the record request is not appointed</p> <p>Correction: Person in-charge appointed</p> <p>Corrective action: Mill management will update the person in-charge if there is change in the mill organization</p> <p>Status: Completed in 15/01/2020</p> <p>Review the appointment letter dated 15/01/2020 and mill organization chart the mill manager is the appointed person in-charge to receive and respond to request.</p>	Yes
4.1.2.3	JPOM 2 Internal audit results are presented in management review meeting held on 11/06/2020.	Yes
4.1.3.1	<p>JPOM 2 conduct management review meeting once a year and latest meeting held on 11/06/2020 include internal audit result.</p> <p>The meeting agenda includes:</p> <ol style="list-style-type: none"> <li>1. Follow-Up Actions from Earlier Management Review</li> <li>2. Sustainability and Adequacy of All SOP's</li> <li>3. Sustainable Agriculture Policy</li> <li>4. Results of Internal &amp; External Audit</li> <li>5. Changes in Legal Requirement of any Compliance</li> <li>6. Changes That Could Affect RSPO/ MSPO/ ISCC/ SCCS Management System</li> <li>7. Complaints / Customer Feedback (Internal &amp; External)</li> <li>8. Accident &amp; Injury (LTA)</li> <li>9. Environmental Quality</li> </ol>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	<p>10. Waste Management</p> <p>11. Energy Usage Performance</p> <p>12. Process Performance and Product Conformity</p> <p>13. Status of Corrective Actions</p> <p>14. Recommendation for Improvement</p> <p>15. Improvement of The Effectiveness of The RSPO / MSPO / ISCC / SCCS and Management System</p> <p>16. Resources Needed</p> <p>Example: Agenda No. 16 Resources Needed</p> <p>Status: No additional resources required currently. Management team will update if any latest information and changes related to sustainability requirements and standard.</p>	
4.1.4.1	<p>JPOM 2 established Continual Improvement Plan (CIP) dated 10/06/2020.</p> <p>Established CIP includes topics on Social and Welfare, Pesticides, Environmental, Pollution and Emission, Waste Reduction and Safety and Health.</p> <p>Example: Pollution and Emissions</p> <ol style="list-style-type: none"> <li>1. Improvement action: To continue monitor the operators to handle any oil spillage and to prepare mobile spill kit to have available for any oil spills outside the stores</li> <li>2. Expected outcome: Emergency mobile spill kit equipment available when required</li> <li>3. Time-frame: Continuous monitoring by mill</li> <li>4. Review and monitor: Emergency spill kit equipment onsite and available at all times</li> <li>5. Person In-Charge: Mill Manager</li> </ol> <p>Review on the scheduled waste store photos, spill kits are available.</p>	Yes
4.1.4.2	<p>JPOM 2 adopted HSPHB group flowchart to improve practices in line with new information and techniques or new industry standards and technology dated 08/01/2019.</p> <p>The flowchart state, budget and training will be provided for any new technology implemented.</p> <p>Phone interview with the management informed there is no new technology implemented at JPOM 2 mill as at audit date.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>JPOM 2 adopted HSPHB group procedures for the Stakeholder Consultation Procedure – Group Level and Estate Level / Mill Level dated 30/11/2018.</p> <p>JPOM 2 conducted in Mill Level - Joint Consultative Committee (JCC) meeting dated 04/07/2020 chaired by mill manager to communicate with stakeholders.</p> <p>The agenda includes:</p> <ol style="list-style-type: none"> <li>1. Introduction MSPO, RSPO &amp; ISCC.</li> <li>2. Introduction Policy and Company Procedure.</li> <li>3. Others</li> </ol> <p>Reviewed the JCC minute meeting has include environmental issue, social, safety and COVID Pandemic. The meeting attended by mill managements and mill employees.</p>	Yes
4.2.1.2	<p>JPOM 2 adopted HSPHB group list of publicly available documents updated on 01/01/2020.</p> <p>Example of documents publicly available are:</p> <ol style="list-style-type: none"> <li>1. HSPHB Annual Report</li> <li>2. Company Policies</li> <li>3. Sustainability Report</li> </ol> <p>Example of confidential documents are:</p> <ol style="list-style-type: none"> <li>1. Annual Budget</li> <li>2. Business Plan</li> </ol> <p>Remote photo verification confirmed the HSPHB Annual Report, Company Policies and Sustainability Report are publicly available at the mill notice board and company website.</p> <p>Phone call interview with mill engineer informed the Annual Budget and Business Plan are confidential documents and will be share to third party upon request and approval from top management.</p>	Yes
4.2.2.1	<p>JPOM 2 adopted HSPHB group procedures for the Complaint &amp; Grievances Procedure dated 31/3/2018 and “Memohon Maklumat Syarikat” procedure dated 01/01/2020.</p> <p>Reviewed on the Complaint &amp; Grievances Logbook and “Permohonan Maklumat” Logbook, all the complaint, grievances and request are documented and resolve within 30 days.</p> <p>Complaint &amp; Grievances Procedure and “Memohon Maklumat Syarikat” Procedure have been communicated to internal stakeholders during the JCC meeting dated 04/07/2020.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.2.2	Remote documents reviewed on appointment letter confirmed JPOM 2 Mill Manager appointed as the person in-charge for communication and consultation.	Yes
4.2.2.3	JPOM 2 established List of Stakeholders dated 01/10/2020 includes government agencies, NGOs, internal stakeholders, local villages, neighboring estates, suppliers and contractors.  The Grievances procedure included the timeframe for action to be taken within 30 days for both internal and external stakeholders.  Remote document review on the minutes of JCC meeting, no feedback from stakeholders	Yes
4.2.3.1	JPOM 2 adopted HSPHB group procedure for Traceability as follows:  1. Chapter 3 “Delivery and Reception of CSFFB, In-House and Non-In-House FFB” updated 15/05/2019.  2. Chapter 4 “Dispatch of CSPO and CSPK from the mill to the refinery/ bunk transit installation/ buyer’s vesse!” updated 15/05/2019.  3. Chapter 5 “Monitoring of CSPO and CSPK Sales” updated 15/05/2019.  Example of documents for receiving FFB, delivery of CPO and PK are:  1. FFB Weighbridge Ticket from mill  2. CPO & PK Delivery Notes from mill  3. CPO & PK Weighbridge Ticket from mill  4. Receiving Note of CPO & PK from refinery  Remote documents review on the records of FFB weighbridge ticket, CPO & PK delivery notes, weighbridge ticket from mill and receiving notes of PK & CPO from refinery confirmed the traceability system of JPOM2 is well maintained.  Phone call interview with weighbridge clerks informed they understand the traceability procedure and well maintained.	Yes
4.2.3.2	JPOM 2 adopted HSPHB group procedure for Traceability dated 15/05/2019.  Internal audit conducted on 03/06/2020 to 04/06/2020 as a mechanism to inspect the traceability system.  Remote document review on internal audit results, there are no findings raised on traceability.  Phone call interview with mill engineer informed they will monitor the traceability system on a monthly basis.	Yes
4.2.3.3	Remote documents reviewed on the appointment letter and organization chart confirmed JPOM 2 appointed Chief Clerk as the person in-charge for traceability.	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.3.4	<p>JPOM 2 maintains records of storage, sales and delivery on daily basis.</p> <p>Delivered palm products are traceable to contracts and crosscheck with delivery notes and weighbridge tickets issued from mill against weighbridge tickets from buyers.</p> <p>Remote documents reviewed on weighbridge ticket confirmed FFB received, PK and CPO dispatch, the ticket date, ticket no., vehicle no., contract no., product and weight are included in the ticket.</p> <p>Phone call interview with weighbridge clerks informed all weighbridge tickets are kept in the mill office and kept for minimum of 5 years as describe in Traceability SOP “Chapter 1 CSFFB, CSPO &amp; CSPK traceability system – chain of custody”.</p>	Yes

Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	<p>JPOM 2 established list of licenses and permits.</p> <p>Example:</p> <ol style="list-style-type: none"> <li>1. MPOB license: 500259404000 with validity until 31/03/2021.</li> <li>2. ‘Permit Barang Terkawal Berjadual’ with validity until 04/02/2021.</li> <li>3. DOE license, 003449 with validity until 22/02/2021.</li> </ol> <p>Reviewed and checked on the list of licenses and permits expiry date all are within the validity date.</p> <p>Further verification with actual photos of licenses and permits confirmed within the validity date.</p>	Yes
4.3.1.2	<p>JPOM 2 established Legal Register updated on 13/05/2020. The list includes 48 chapter of law or act applicable.</p> <p>Example of Legal Register established:</p> <ol style="list-style-type: none"> <li>1. Environmental Quality Act 1974 (Act 127)</li> <li>2. Factories and machineries (noise exposure)(revocation) 2019.</li> <li>3. Minimum Wages Order 2020</li> <li>4. Prevention and Control of Infectious Disease Act 1988 (amendment 2020).</li> </ol> <p>Remote document review on List of Legal Register verified the applicable Laws and Regulations are included and updated.</p>	Yes
4.3.1.3	<p>JPOM 2 established Legal Register for estate and mill updated on 12/05/2020.</p> <p>The SOP of “Mechanism For Tracking Any Changes In Law” dated 25/06/2015 is available.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



<b>Principle 3: Compliance to legal requirements</b>		
Indicator	Summary of Assessment	Compliance
	<p>The list will be updated as and when new legislations are released.</p> <p>Example updated of laws and regulations:</p> <ol style="list-style-type: none"> <li>Workers Minimum Wages Order 2020 updated on 01/01/2020</li> <li>Prevention and Control of Infectious Disease Act 1988 (Amendment 2020) updated on 13/05/2020</li> </ol> <p>Phone call interview with assistant manager and workers informed they are aware of applicable laws and regulations.</p>	
4.3.1.4	Remote document review on appointment letter dated 01/08/2017 verified JPOM 2 Mill Manager is assigned as person in charge to update any changes on Law and Regulations as and when available.	Yes
4.3.2.1	JPOM 2 is located within Kapis estate. Thus, there is no diminish land used right of others.	Yes
4.3.2.2	JPOM 2 is located within Kapis estate. Both Kapis estate and JPOM 2 is part of Jeroco Plantations Sdn Bhd	Yes
4.3.2.3	Remote document review on Kapis estate map verified JPOM 2 is located within Kapis estate. The layout map of mill is establish to indicate the mill location.	Yes
4.3.2.4	JPOM 2 is located within Kapis estate. Remote document review no dispute of land found. Thus, no FPIC is required.	Yes
4.3.3.1	JPOM 2 is located within Kapis estate. JPOM 2 and Kapis estate owned by Jeroco Plantation Sdn Bhd. Thus, no issue of encroachment.	Yes
4.3.3.2	Remote document review on JPOM 2 layout map, verified the mill is located within Kapis estate owned by Jeroco Plantation Sdn Bhd.	Yes
4.3.3.3	JPOM 2 is located within Kapis estate. Therefore, no negotiation or FPIC is required.	Yes

<b>Principle 4: Social Responsibility, health, safety and employment conditions</b>		
Indicator	Summary of Assessment	Compliance
4.4.1.1	<p>JPOM 2 established Social Impact Assessment (SIA) includes information from survey and meeting feedback include both internal and external stakeholders.</p> <p>The SIA established in group category under SIA Jeroco Group of Estates and Jeroco Palm Oil Mill 1 &amp; 2 updated on 13/07/2020.</p> <p>The SIA includes summary of positive and negative impacts with time bound plan to monitor for completion.</p> <p>The positive impacts are continuously promoted while negative impacts mitigated that include monitoring time frame.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>The SIA will be reviewed once a year with feedback from the stakeholders.</p> <p>Document review on JPOM 2 SIA year 2020, verify no positive impact and no negative impact feedback from external.</p> <p>Example:</p> <p>Positive Impacts: There were no issue raised during stakeholders meeting on 04/07/2020.</p> <p>Action Plan: To continue JCC meeting to be conducted at yearly basis by mill management</p> <p>Document review on JPOM 2 SIA year 2020, verify 8 positives impact and 0 negative impact feedback from workers.</p> <p>Example:</p> <p>Positive Impacts: living quarters, school, religious facilities, clinic and recreation facilities</p> <p>Action Plan: Continue to maintain good welfare to worker's community</p> <p>Photo review and interview workers informed the facilities such as living quarters, school, religious facilities, clinic and recreation facilities are provided.</p>	
4.4.2.1	<p>JPOM 2 adopted HSPHB Complaint and Grievance procedure document no.ref: HSPHB P1 1120 with latest reviewed on 13/07/2020. This procedure is applied to all estates and mills.</p> <p>The timeline describe in the procedure that complaint will be solve within 30 days from the date received.</p> <p>The procedure describe that the assistant manager should solve the complaint received within 2 days from date of received.</p> <p>The complaint not able to solve will bring to manager within 3 days.</p> <p>Photo review verify complaint forms available at mill office and security main gate.</p>	Yes
4.4.2.2	<p>JPOM 2 established complaint feedback log book for internal and external.</p> <p>Document review on complaint form, verify no complaint lodged.</p> <p>Phone call interview, worker inform no complaint lodged.</p>	Yes
4.4.2.3	<p>JPOM 2 established complaint form and complaint feedback log book for Internal and External stakeholders made it available at JPOM 2 main office and security main gate.</p>	Yes
4.4.2.4	<p>JPOM 2 established complaint form for Internal and External stakeholders.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 4: Social Responsibility, health, safety and employment conditions			
Indicator	Summary of Assessment	Compliance	
	<p>Document review verify the complaint form available at JPOM 2 main office and security main gate.</p> <p>Document review verify briefing of complaint procedure to staffs and workers conducted on 25/01/2020.</p> <p>Document review verify briefing of complaint procedure to stakeholder conducted on 04/07/2020 at JPOM 2.</p> <p>Stakeholders invited are representatives from SK Jeroco, HUMANA, villages and grocery shop.</p> <p>Phone call interviewed worker informed they are aware and understand on procedure to lodge complaint to the mill management.</p>		
4.4.2.5	<p>JPOM 2 established complaint log book for internal and external stakeholders.</p> <p>Document reviewed on complaint feedback log book, JPOM 2 maintain the records from 2018 and 2019. Verify no complaint lodged from 2018 until the audit date.</p>	Yes	
4.4.3.1	<p>JPOM 2 provide job opportunity to local communities by as mill operators, security guards, office staffs and canteen operator.</p> <p>Interviewed mill management verify mill canteen operate by local community.</p>	Yes	
4.4.4.1	<p>JPOM 2 adopted HSPHB group Safety and Health Policy dated 01/04/2015 signed by Chief Executive Group Plantation.</p> <p>The policy statement committed to ensure and promote a harmonious, safe and healthy work environment for all its employees.</p> <p>The Safety and Health Policy is publicly available at the mill notice board and company website.</p> <p>The Safety and Health Policy briefing conducted to internal stakeholders during JCC meeting dated 04/07/2020.</p> <p>Phone call interview with mill workers, they are aware of the Safety and Health Policy.</p>	Yes	
4.4.4.2	a	<p>Virtual pictorial verification confirmed Safety and Health Policy is displayed at the mill, labor quarters and operational areas notice boards in dual languages Bahasa Malaysia and English.</p> <p>The Safety and Health Policy briefing conducted to internal stakeholders and external stakeholders during stakeholder consultation meeting dated 04/07/2020.</p> <p>Phone call interview with mill workers informed they understand and aware of company Health and Safety Policy.</p>	Yes
	b	<p>HIRARC is established for respective operation activities applicable to the mill based on the risk assessment table for JPOM 2 updated 28/05/2020.</p>	Yes



## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



### Principle 4: Social Responsibility, health, safety and employment conditions

Indicator	Summary of Assessment	Compliance
	<p>The table with headings: Activity, Hazard, Risk and Effects, Initial Risk Assessment (Consequences, Likelihood, Risk Rating), Risk Control (Existing Control, PIC), Risk Assessment after Control (Consequences, Likelihood, Risk rating, Description) and Date Review.</p> <p>Example: Boiler Station</p> <p>Activity: Cleaning cyclone airlock</p> <p>Hazard: Stuck into cyclone airlock</p> <p>Causes and Effect: Injury</p> <p>Existing Risk Control: Safety helmet, safety boot, safety vest, SOP, training &amp; first aid kit</p> <p>Likelihood, Severity &amp; Risk Rating: L-2, S-3, R-6 Medium risk</p> <p>Recommended Control Measure: Yearly SOP training &amp; regular instrument servicing and inspection.</p> <p>PIC, Due Date, Status: Maintenance Team, 25/04/2020, Done.</p> <p>Remarks: Nil</p> <p>Phone call interview with boiler workers informed they understand the risk of specific task.</p>	
c. i	<p>JPOM 2 established Occupational Safety &amp; Health Programme Year 2020 which includes the workplace inspection, training program and medical surveillance.</p> <p>Example of trainings conducted for safe work practices are:</p> <ol style="list-style-type: none"> <li>SSOP Boiler Station training conducted on 31/10/2020 to Boiler workers.</li> <li>Briefing on Smoked Emission from Boiler Operation conducted on 25/10/2020 to Boiler workers.</li> </ol> <p>Phone call interview with boiler operators informed they understand the safe work practices of their individual task.</p>	Yes
c. ii	<p>SDSs for chemicals and lubricants are available at mill office and storage facilities of chemicals, lubricants, boiler station, water treatment plant, kernel plant and workshop.</p> <p>Example:</p> <ol style="list-style-type: none"> <li>Chemical Soda Ash revision date December 2019.</li> </ol> <p>Remote document review on the SDS of Chemical Soda Ash available in dual language, English and Bahasa Malaysia.</p> <p>Remote video verification confirmed chemicals and lubricants are in original label packaging and stored in proper storage facilities with sufficient ventilations.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
d	<p>JPOM 2 established records of PPEs issuance and review on the records are maintained and updated.</p> <p>Type of PPE for activity in accordance to HIRARC and CHRA assessment conducted on 16/05/2019.</p> <p>Example: Mixing Calcium Carbonate at Claybath</p> <p>PPE: Leather gloves, safety vest, safety helmet, dusk mask and safety boots.</p> <p>Phone call interview with boiler operators informed they are provided with PPE according to individual task.</p>	Yes
e	<p>JPOM 2 adopted HSPHB group Safe Standard Operating Procedure (SSOP) '<i>Pengendalian Bahan Kimia</i>' for all the mill operation activities that handling and storage of chemicals.</p> <p>SSOP "<i>Pengendalian Bahan Kimia Makma</i>" briefed to lab attendants on 16/05/2020.</p> <p>Phone call interview with lab attendants informed they are aware and understand the procedure of their individual task.</p> <p>Virtual pictorial verification confirmed all chemical products are store in original label and packaging.</p>	Yes
f	<p>Remote documents reviewed on appointment letter and organization chart confirmed JPOM 2 Mill Manager appointed as the person in-charge for safety and health.</p>	Yes
g	<p>JPOM 2 Safety and Health Committee is represented by both management and workers representatives.</p> <p>Remote documents reviewed on minute meeting confirmed JPOM 2 conducted Safety and Health Committee (SHC) meeting on a quarterly basis. The latest SHC meeting conducted on 12/09/2020.</p> <p>Agenda discuss in meeting are PPE usage, Covid-19 Pandemic, accident and injury records.</p>	Yes
h	<p>JPOM 2 established Emergency Response Procedure with list of emergency contact persons and emergency contact numbers and emergency evacuation plan.</p> <p>Virtual pictorial verification confirmed Emergency Response Procedure and emergency contact details are displayed on the notice board at mill office.</p> <p>Remote documents reviewed on training records confirmed Emergency Response Procedure training conducted for mill workers dated 11/07/2020.</p> <p>Phone call interview with mill workers informed they are aware of the emergency response plan.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
i	<p>JPOM 2 assigned mill workers to attend the First Aid Training conducted by Malaysian Red Crescent Sandakan dated 07-08/03/2020.</p> <p>For example:</p> <p>4 employees attended the first aid training and appointed as first aider.</p> <p>Virtual pictorial verification confirmed list of first aiders displayed at mill office notice boards.</p> <p>Virtual pictorial verification confirmed first aid kits available at workshop, stores and mill office manage by trained first aider.</p>	Yes
j	<p>JPOM 2 established monthly Accident KPI to monitor the accidents and injuries record.</p> <p>Reviewed on the accident and injury records, there are 3 accident cases with less than 4 days medical leaves reported from December 2019 until the audit date and the records are well maintained.</p> <p>Annual Accident Report for year 2019 submitted to DOSH dated 20/01/2020 with two accident cases and four occupational diseases (hearing impairment) cases.</p> <p>JPOM 2 conducted “Noise Pollution from Machinery” to all the mill workers dated 15/09/2020 and continuing the annual audiometric testing to workers who exposed to noise.</p> <p>Remote document review on the accident records confirmed all the records are well maintained and the monthly Accident KPI is reviewed quarterly during the Safety &amp; Health Committee Meeting.</p>	Yes
4.4.5.1	<p>JPOM 2 adopted HSPHB group Human Rights Policy dated 01/10/2016, signed by Chief Executive Group Plantation.</p> <p>Photo reviewed verify policy publicly available at the notice board in both Bahasa Malaysia and English languages.</p> <p>Briefing on Human Rights Policy to stakeholders conducted on 04/07/2020. Stakeholders invited representative SK Jeroco, representative HUMANA, representative villages and representative grocery shop.</p> <p>Document review verify on briefing record of Human Rights Policy to staffs and workers conducted on 25/01/2020.</p> <p>Document review verify no issue is raised related the human right during external stakeholders meeting dated 04/07/2020.</p> <p>Phone call interviews with workers informed they are aware and understand their right as workers.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.5.2	<p>JPOM 1 adopt HSPHB group Equal Opportunity Policy dated 01/03/2019 signed by Chief Executive Group Plantation.</p> <p>The policy states HSPHB shall ensure the hiring, remuneration, access to training, promotion, termination or retirement will be implemented based on business needs, job requirements and individual qualifications regardless to race, religion, gender, ethnic origin, social class, caste, national origin, affiliation or any other distinguishing characteristic.</p> <p>Document review verify briefing record of Equal Opportunity Policy to staffs and workers conducted on 25/01/2020.</p> <p>Document review no complaints lodged regarding discrimination issues by workers as at audit date.</p> <p>Phone call interviews with workers informed they are aware and understand their right as workers.</p>	Yes
4.4.5.3	<p>JPOM 2 adopted HSPHB group contract agreement for workers in line with legal requirement.</p> <p>Document review verify contract agreement describe RM1,100 per month and RM42.31 per day.</p> <p>Payslip review and verify daily rate comply with Minimum Wages Order 2018.</p> <p>The collective agreement is in Bahasa Malaysia language version which able to understand by the Indonesian worker.</p> <p>Document review verify briefing record of wages and salary to staffs and workers conducted on 25/01/2020.</p> <p>Phone call interview workers informed they are aware and mutually agreed with daily rate as describe in the employment contract signed.</p> <p>Review on payslip, deduction on electricity and passport renewal made on workers' payslip in accordance with Deduction Permit from Jabatan Tenaga Kerja.</p>	Yes
4.4.5.4	<p>JPOM 2 does not engage contractor for other service in the mill operations. Therefore, no contractor worker pay slip review as at audit date.</p>	Yes
4.4.5.5	<p>JPOM 2 established workers list containing worker name, gender, date of birth, date joined, type of work, wages and period of employment.</p>	Yes
4.4.5.6	<p>JPOM 2 adopt HSPHB group contract agreement for workers and signed by workers and mill management.</p> <p>The contract agreement is in Bahasa Malaysia language which can be understand by worker.</p> <p>Document review verify the copy of agreement and signed by the workers and mill management.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	Phone call interview workers informed they being briefed on contract agreement and signed on copy provided.	
4.4.5.7	JPOM 2 established thumb print system is using to record attendance of workers. Photo review verify working hours and overtime transparently displayed at notice board. Phone call interview workers inform they understand the working hours and overtime. Document review briefing records of working hour and overtime to workers conducted on 25/01/2020.	Yes
4.4.5.8	JPOM 2 established the working hour and break time as below. Office working hours: Working hours: 7:00 am – 4.00 pm Rest hours: 12:00 pm -1:00 pm Shift: Morning shift: 7.00 am – 4.00 pm Afternoon shift: 4.00 pm – 12.00 am Rest hour: 1 hour for each shift. Overtime approval was given upon fill up the overtime record form from the respective workers. Review on payslip, overtime rate of 1.5 for normal overtime and 2.0 for rest day implement are comply with legal requirements. Phone call interview workers feedback they understand the working hours and overtime.	Yes
4.4.5.9	JPOM 2 adopt HSPHB group payslip as record to document the wages and overtime of the workers. Review on payslip for September 2020, daily rate paid RM42.31 to workers for normal working day, holiday and sick leave as describe in contract agreement. Phone call interviewed verify, workers informed the salary paid in line with legal requirement.	Yes
4.4.5.10	JPOM 2 provide benefits to workers and staff such as medical, EIS and SOCSO. Phone call interview workers informed they are provided with the benefits provided by their employer.	Yes
4.4.5.11	JPOM 2 adopted industry best practices for housing.	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	Phone call interview workers informed they are provide with basic amenities such as electricity, sport and recreational area, surau, clinic, crèche and water supply.	
4.4.5.12	<p>JPOM 2 adopt HSPHB group Sexual Harassment, Violence and Abuse Policy dated 20/11/2017 signed by Chief Executive Group Plantation.</p> <p>JPOM 2 established Gender Community consists of workers and staff representatives.</p> <p>Photo review on the policy verify displayed at all mill notice board.</p> <p>Document review on minutes of meeting for Gender Committee Year 2020 verify conducted dated 02/01/2020.</p> <p>Document review on the minutes of meeting verify the agenda discuss are, reporting procedure sexual harassment, child care health monitoring and COVID-19 policy briefing.</p> <p>Phone call interview female general worker informed they are aware on Sexual harassment and violence policy conducted in their workplace. They inform no related cases lodged.</p> <p>Document review verify briefing record of sexual harassment policy to workers conducted on 25/01/2020 with attendance list.</p>	Yes
4.4.5.13	<p>JPOM 2 adopt HSPHB group Freedom Of Association and Right To Collective Bargaining policy establish dated 01/03/2019 signed by Chief Executive Group Plantation.</p> <p>The policy states HSPHB shall recognize and respects the rights of employees to join trade unions of their choice and bargain collectively subject to the provisions of relevant national legislation.</p> <p>Document review verify briefing record of Freedom of Association and Foreign worker policies to staffs and workers conducted on 25/01/2020.</p> <p>Document review and phone call interview workers confirm no trade union form by workers at JPOM 2. JCC committee established to discuss on workers issues.</p> <p>JPOM 2 conduct JCC meeting on 16/02/2020 involved management and workers representatives.</p> <p>Document review, JCC minutes of meeting agenda discuss company policies, safety and health, environment, housing hygiene, complaint discussion and other matter arise.</p> <p>Phone call interview workers informed they are aware on JCC meeting conducted in mill.</p>	Yes
4.4.5.14	<p>JPOM 2 adopt HSPHB group Child Labour Policy dated 02/01/2017 signed by Chief Executive Group Plantation.</p> <p>Document review verify briefing records of Child Labour Policy to staffs and workers conducted on 25/01/2020.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



<b>Principle 4: Social Responsibility, health, safety and employment conditions</b>		
Indicator	Summary of Assessment	Compliance
	Review on the workers list, verify the workers are above the minimum age of employment based on updated list on October 2020.	
4.4.6.1	JPOM 2 established training programme dated 02/01/2020. The training program categorized into; 1. Management Action Plans & Continuous Improvement Plan 2. SOP 3. Policy 4. General 5. Safety  Example of the training conducted for 2020: 1. Covid-19 prevention measures dated 12/04/2020 2. Fire drill dated 11/07/2020 3. CEMS dated 25/10/2020 4. First aid dated 02/11/2020	Yes
4.4.6.2	JPOM 2 established training programme based on job description and work station of the workers.  Example of the training conducted: 1. Laboratory assistant conducted on 16/05/2020 2. Ramp loader conducted on 07/01/2020 3. Boiler man conducted on 25/04/2020	Yes
4.4.6.3	JPOM 2 established continuous training programme for the year 2020 based on job description and work station.  Example: 1. SOP for Working at Engine Room in November 2. Safety Working Procedure at Effluent Pond and Incinerator Plant in December	Yes

<b>Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>		
Indicator	Summary of Assessment	Compliance
4.5.1.1	JPOM 2 adopted HSPHB group Environment Policy dated 15/11/2018 signed by Chief Executive Group Plantation  The policy describes: 1. Establish appropriate infra structures and responsibility for environmental affairs within our organizations and carry out	Yes



## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>appropriate and routine assessment and reporting procedures on such matters.</p> <p>2. Complying with all relevant environmental legislation of the country.</p> <p>3. Adopt and implement Good Agricultural and best management practices at all times currently established in the industry.</p> <p>JPOM 2 established Environment Impact Assessment, Management Action Plans and Continuous Improvement Plans dated 26/06/2020.</p> <p>Phone call Interviewed workers are aware and understand company environmental policy.</p>	
4.5.1.2	<p>a</p> <p>JPOM 2 adopted HSPHB group Environmental policy dated 15/11/2018 signed by Chief Executive Group Plantation.</p> <p>The policy states the company committed to protect environment and conserve biodiversity for further generation.</p> <p>The objectives of the environmental management and monitoring plan are:</p> <ol style="list-style-type: none"> <li>1. To ensure a continuous awareness of the need to check and monitor key environmental components for JPOM 2 and take appropriate remedial measures to avoid environmental degradation.</li> <li>2. To protect the environment of JPOM 2 from neglect, mismanagement and irresponsible activities during establishment and operations.</li> <li>3. To ensure conformation to all the activities are within the Laws/Acts and legislation of State and Nation.</li> </ol>	Yes
	<p>b</p> <p>JPOM 2 established Environment Impact Assessment, Management Action Plans and Continuous Improvement Plans conducted on 26/06/2020.</p> <p>Remotely reviewed JPOM 2 Environmental Impact Assessment, Management Action Plan and Continuous Action Plan included list of activities, aspects, impacts towards environment, action plan and improvement plan.</p> <p>The assessment include following:</p> <ol style="list-style-type: none"> <li>1. POME</li> <li>2. EFB</li> <li>3. Production of fiber / shell / boiler ash</li> <li>4. Scheduled waste</li> <li>5. Transport of CPO &amp; PK</li> <li>6. Smoke emissions from mill stack and vehicles.</li> <li>7. Biogas Plant</li> </ol>	Yes



## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Example:</p> <p>Aspect: Scheduled Waste</p> <p>Impact: Indiscriminate throwing and spillages of spent oil causes pollution to soil and waterways.</p> <p>Plan and monitoring programs: All scheduled wastes are properly arranged inside the schedule waste store. Containment trays are used to contain any leaking oil during vehicle repair or servicing.</p> <p>Continuous improvement plan : e-SWIS monitoring at monthly basis</p> <p>Remotely reviewed the e-SWIS monitoring record for month of October 2020.</p> <p>Remote video observation confirmed the scheduled waste store are manage properly and all scheduled waste are label and stored separately.</p>	
4.5.1.3	<p>JPOM 2 Environmental impact Assessment, Management Action Plan and Continuous Action Plan dated 26/06/2020 included list of activities, aspects, impacts towards environment, action plan and improvement plan.</p> <p>Example:</p> <p>Issue: Scheduled Waste Production.</p> <p>Impacts: Indiscriminate throwing and spillages of spent oil causes pollution to soil and waterways.</p> <p>Action Plans: All scheduled wastes are properly arranged in the scheduled waste store, regular inspection of the scheduled waste store and oil traps by the workshop supervisor. Store cleaning is conducted regularly.</p> <p>Continuous Improvement Plan: e-SWIS monitoring at monthly basis.</p> <p>Responsibility: Mill manager / mill assistant</p> <p>Timeframe: Established and continues monitored</p> <p>Remarks: Environmental Quality (Scheduled Wastes) Regulation 2005</p> <p>Remotely reviewed the e-SWIS monitoring record photos for month of October 2020.</p> <p>Remote video observation confirmed the scheduled waste store is manage properly and all scheduled wastes are label and stored separately.</p>	Yes
4.5.1.4	<p>JPOM 2 established Environmental Impact Assessment, Management Action Plans and CIP include promote positive impact.</p> <p>Example:</p> <p>Environmental Aspect: Empty fruit bunch (EFB) (mill waste product) produced from the operations</p> <p>Environmental Impacts: Positive Impacts: Organic fertilizer for oil palm plantations</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Action Plans: Plans and monitoring programme: Regular delivery to nearest estate for application.</p> <p>Continuous Improvement Plan: Estate to let Agronomist know on EFB applied and to reduce fertilizers accordingly on a yearly basis.</p> <p>Responsibility: Admin Manager</p> <p>Timeframe: Established and continually improvement</p> <p>Remotely reviewed the EFB delivery record photos to the Lungmanis estate for month of September 2020.</p>	
4.5.1.5	<p>JPOM 2 Training program is established on 04/01/2020 include environment training and policy.</p> <p>Example training:</p> <ol style="list-style-type: none"> <li>EIA awareness Schedule Waste store, lubricant, general &amp; water treatment store conducted date 24/10/2020</li> </ol> <p>Phone call interview workers are aware and understand company environmental policy and schedule waste management.</p>	Yes
4.5.1.6	<p>JPOM 2 most recent environmental meeting conducted on 24/09/2020. According to records meeting will be held once every 3 months.</p> <p>Remotely reviewed the environmental minute meeting photos dated 24/09/2020.</p> <p>The basis of the meeting was to discuss mill activities that would affect the environmental and action to mitigate it and involve the workers.</p>	Yes
4.5.2.1	<p>JPOM 2 established 4 years fossil fuel baseline from 2016 to 2019 for genset and transport.</p> <p>The volume of usage for year 2020 is compared with the baseline and found lower for genset with the introduction of biogas plant.</p>	Yes
4.5.2.2	<p>JPOM 2 established the budget for diesel annual usage for 2020</p> <p>JPOM 2 recorded the actual diesel consumption compared against the baseline.</p> <p>Remotely review the current actual usage for 2020 is below the baseline.</p> <p>Environmental impact Assessment, Management Action Plan and Continuous Action Plan dated 26/06/2020 included the fossil fuel management plan.</p> <p>Example:</p> <p>Source generated: Vehicle</p> <p>Fuel: Diesel</p> <p>Mitigation Measure: Regular Servicing the generator set for smooth running engine and proper maintenance of the vehicles parts</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 5: Environment, natural resources, biodiversity and ecosystem services																		
Indicator	Summary of Assessment	Compliance																
	Remotely reviewed the monthly vehicle maintenance record dated October 2020.																	
4.5.2.3	JPOM 2 establish biogas plant to generate renewable electricity supplying to mill and estates to reduce usage of fossil fuel.	Yes																
4.5.3.1	<p>JPOM 2 established list of waste generated and management plan latest review on 10/06/2020.</p> <p>The table describe the type of wastes and sources as below;</p> <table border="1"> <thead> <tr> <th>Type of waste</th> <th>Source</th> </tr> </thead> <tbody> <tr> <td>Organic</td> <td>Housing, canteen</td> </tr> <tr> <td>Domestic</td> <td>Housing</td> </tr> <tr> <td>Digestive</td> <td>Office</td> </tr> <tr> <td>Maintenance oil</td> <td>Workshop</td> </tr> <tr> <td>Empty chemical container</td> <td>Chemical store</td> </tr> <tr> <td>Electrical</td> <td>House, office and mill workshop</td> </tr> <tr> <td>POME</td> <td>Mill</td> </tr> </tbody> </table>	Type of waste	Source	Organic	Housing, canteen	Domestic	Housing	Digestive	Office	Maintenance oil	Workshop	Empty chemical container	Chemical store	Electrical	House, office and mill workshop	POME	Mill	Yes
Type of waste	Source																	
Organic	Housing, canteen																	
Domestic	Housing																	
Digestive	Office																	
Maintenance oil	Workshop																	
Empty chemical container	Chemical store																	
Electrical	House, office and mill workshop																	
POME	Mill																	
4.5.3.2	<p>a JPOM 2 established list of wastes and management plan.</p> <p>Example 1:</p> <p>Type of waste: Used Oil</p> <p>Source of waste: Workshop</p> <p>Pollutions: Seeping of oil into the ground can affect the quality of ground water</p> <p>Monitoring plan: Proper scheduled wastes management are conducted and authorized contractor is appointed for collection.</p> <p>PIC: Mill assistant</p> <p>Remote video observation confirmed the scheduled waste store is manage properly and all scheduled waste are label and stored separately</p> <p>Example 2:</p> <p>Type of waste: Domestic wastes</p> <p>Source: Housing</p> <p>Pollutions: Waste generated can cause pollution to environment. Example, aerosol spray may affect the atmosphere.</p> <p>Monitoring plan: Disposal of domestic wastes at landfill area at weekly basis.</p> <p>PIC: Mill assistant</p>	Yes																

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	Remotely reviewed the domestic waste collection schedule record dated October 2020.	
	b JPOM 2 use kernel shell and fiber as boiler fuel. EFB, boiler ash and decanter cake are sent to the nearby estate as part of recycling programme as organic fertilizer.	Yes
4.5.3.3	JPOM 2 adopted HSPHB group SOP HSPHB/SSOP/25-19 Stor Bahan Kimia updated on 31/01/2019.  The SOP describes storage, handlings and disposal of used chemicals containers.  Example:  Empty chemical containers from laboratory and water treatment plant.  Action plan: Authorized contractor is appointed to collect scheduled wastes on regular basis.  Remotely review the scheduled wastes record, the storage of scheduled wastes not more than 180 days and 20mt.  Consignment note for scheduled wastes from authorized contractor dated October 2020 for collection of SW305, SW 410, SW110, SW429, SW102, SW 409 scheduled wastes.	Yes
4.5.3.4	JPOM 2 domestic wastes are disposed at Kapis estate landfill.  Remotely review the map location of landfill is far from river / buffer zone area.	Yes
4.5.4.1	JPOM 2 established Waste Management dated 10/06/2020 has identified list of wastes generated and management plan has identified solid, liquid and gases wastes.  Example:  Solid waste  Source: Workshop  Waste generated: Used filters  Liquid waste  Source: Laboratory  Waste generated: Spilled chemical liquid  Type of GHG emission gas was identified as follow:  1. Diesel usage: CO  2. POME: CH4	Yes
4.5.4.2	JPOM 2 established Waste Management dated 10/06/2020 has include the environmental impact and its action taken to reduce identified significant pollutants and emissions.	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Indicator	Summary of Assessment	Compliance	
	<p>Example:</p> <p>Source of waste: Household waste - Sewage</p> <p>Waste generated: Liquid</p> <p>Pollution: land pollution and water ways pollution</p> <p>Mitigation/action taken: Septic tank installed at every household</p> <p>Review on submitted video at housing compound observed septic tank found in a good condition and no sign of leakage.</p> <p>JPOM 2 established residential and utility buildings inspection reports to monitor the condition on septic tank on monthly basis.</p> <p>Latest inspection report dated 10/10/2020 is review.</p>		
4.5.4.3	<p>JPOM 2 POME is treated using methane capturing system before final discharge for land irrigation.</p> <p>JPOM 2 engaged with HPSB internal laboratory to conduct final discharge POME test on 07/10/2020.</p> <p>Mitigation action taken by JPOM 2 was to apply final discharge of POME to land irrigation according to DOE discharge limits, where BOD below 100mg/l.</p> <p>Review photos and video submitted observed the treated POME discharge to land irrigation.</p>	Yes	
4.5.5.1	a	<p>JPOM 2 established Water Management Plan dated 31/10/2012 and latest update on 10/06/2020.</p> <p>The plan has identified source of water and water usage.</p> <p>Source of water: Water catchment pond</p> <p>Water usage: Mill processing activities</p> <p>Source of water: Water catchment pond and rain water</p> <p>Water usage: Domestic use</p> <p>Review onsite photos and videos of JPOM 2 housing area observed each houses provided with water tanks.</p> <p>Interview with workers via phone called feedback they received treated water supply for daily used from JPOM 2 water treatment plant.</p>	Yes
	b	<p>JPOM 2 established Water Management Plan dated 31/10/2012 and latest update on 10/06/2020 describes that JPOM 2 release POME through land irrigation.</p> <p>Final discharge of POME analysis result dated 07/10/2020 is review and the result met the DOE discharge limits.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>JPOM 2 established performance monitoring Log Book for Effluent pond and land irrigation to monitor the effluent pond and final discharge of POME.</p> <p>JPOM 2 flow meter log book for field irrigation is review dated 31/10/2020.</p>	
c	<p>JPOM 2 established Water Management Plan dated 31/10/2012 and latest update on 10/06/2020 describes water monitoring as follows:</p> <ol style="list-style-type: none"> <li>To record daily use of water on daily basis and summarize on month end</li> </ol> <p>Building &amp; Premises inspection checklist dated 10/10/2020 is review.</p> <p>Rain harvesting is implemented at housing area.</p> <p>Review on photos and videos observed management provide each house with water tank for rain water storage.</p>	Yes
4.5.5.2	<p>JPOM 2 established Water Management Plan dated 31/10/2012 and latest update on 10/06/2020 describes as follows:</p> <ol style="list-style-type: none"> <li>JPOM 2 practiced discharge of POME through land irrigations.</li> <li>Final discharge water quality testing will be carry out by internal laboratory.</li> </ol> <p>JPOM 2 discharge of POME effluent for land irrigation at Kapis estate.</p> <p>Records of POME monitoring for final discharge dated 07/10/2020 is review and the result met the DOE discharge limits.</p> <p>EIA under CIP has stated on:</p> <ol style="list-style-type: none"> <li>Monitoring of the POME discharge to the land irrigation</li> <li>Monitoring of watercourse on water quality Index analysis.</li> </ol>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>JPOM 2 established list of SOPs for all mill operations.</p> <p>The last review of SOP on 22/05/2019 and the latest review is on 31/01/2020.</p> <p>Example of the list of SOPs as follow;</p> <ol style="list-style-type: none"> <li>Threshing &amp; Pressing station</li> <li>Clarification / Oil Room</li> <li>Nut &amp; Kernel station</li> <li>Sterilizer station</li> </ol> <p>Training SOP for sterilizer station conducted on 08/08/2020.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	<p>JPOM 2 adopted HSPBH General SOPs applicable for estates and mills updated on 06/10/2020.</p> <p>Example of updated General SOPs:</p> <p>1. Infectious disease, pandemic, Covid-19 &amp; natural disaster</p> <p>Phone call interviewed with workers informed they are aware of mill SOPs and training has been carried out.</p> <p>Phone call interviewed with assistant manager and photo provided, the Infectious disease, pandemic, Covid-19 &amp; natural disaster SOP is publicly displayed at mill notice board and guard house as guideline for internal and external stakeholders.</p>	
4.6.1.2	<p>JPOM 2 implemented following best practices:</p> <p>Stack measurement for dust particulates and smoke emissions using CEMS an online monitoring system in accordance to DOE requirements.</p> <p>Emissions report dated 15/06/2020 for monitoring period 19/02/2020 reviewed. The results shows compliance with respective limits as prescribed in Regulation 13 (3<sup>rd</sup> Schedule – waste incinerator in all sizes) of the Environmental Quality (clean air) Regulation 2014.</p> <p>Review on certificate of effluent analysis for final discharge dated 07/10/2020 verified the BOD level is in accordance to DOE discharge limits.</p>	Yes
4.6.2.1	<p>JPOM 2 established budget for year 2020 and business plan 2021-2024.</p> <p>The budget includes crop estimated for 2020 and forecast for the next 4 years.</p> <p>Example:</p> <p>Crop forecast, CPO forecast, PK forecast, OER forecast and KER forecast.</p> <p>The projection for operation and capex business plan is establish from 2020 - 2024.</p> <p>Capital expenditure estimated for year 2021</p> <p>FFB cages 18 units</p>	Yes
4.6.3.1	<p>JPOM 2 established Minor Job Contract agreement for grass cutting works dated 28/09/2020.</p> <p>The contract stated;</p> <p>Work commence on 01/10/2020 and completed before 31/10/2020.</p> <p>The contract price is include in the contract agreement, duly agreed and signed by both parties.</p>	Yes
4.6.3.2	<p>JPOM 2 established Minor Job Contract agreement for grass cutting works dated 28/09/2020.</p>	Yes

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	The payment has been made after completion of work dated 26/10/2020. Contractor completion certificate is review and confirmed the payments has been made accordingly.	
4.6.4.1	JPOM 2 engaged contractor for grass cutting works. The contract agreement dated 28/09/2020 is duly agreed and signed by both parties. The contract agreement include statement of contractor shall follow MSPO requirements. Remote document review on contract agreements under point (e) describes contractor shall understand the requirements of MSPO and participate in trainings related to sustainability certification standard requirements carry out by HSPHB JPOM 2 conducted briefing to contractor on 04/04/2020. Training attendance, photos and agenda are included in the records. Remote document review on photos of training conducted to contractor verified the Covid – 19 SOP has been practice with social distancing and wearing a face mask.	Yes
4.6.4.2	JPOM 2 engaged contractor for grass cutting works. Remote document review verified the contract agreement dated 28/09/2020 is duly agreed and signed by both parties.	Yes
4.6.4.3	JPOM 2 contract agreement for grass cutting works stated in appendix 1 'Relevant sustainability certification body has access to contractor or operation if an audit is deemed necessary'.	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 corrections and corrective actions have been implemented to address the identified audit findings.
X	The last audit results of this system have been reviewed, in particular to assure appropriate corrections and corrective actions have implemented to address any nonconformity identified.
	The last audit results of this system have been reviewed, in particular to assure appropriate corrections and corrective actions have not been implemented effectively. The non-conformity will be re-raised.
	No non-conformity raised in previous audit.
<p><i>Note 1: If a minor non-conformity raised in last audit, is not closed out or repeated, the finding will be raised to a Major non-conformity.</i></p> <p><i>Note 2: All major and minor NCs raise in last audit are required to capture in this report together with the review of the non-compliance implementation.</i></p>	

### 4.5. Detail of Audit Findings Identified during last Audit

<b>AUDIT OUTCOME</b>
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## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



During last Audit,	2	<b>MAJOR Non-Conformities</b>
	0	<b>MINOR Non-Conformities</b>

Non Conformity Number 1			
<b>Indicator # and Description</b>	4.1.2.2: The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.		
<b>Location:</b>	Jeroco Palm Oil Mill 2		
<b>Description of Finding / Objective Evidence:</b>			
Internal audit conducted on 01/08/2019 to 02/08/2019 has a finding on Fire certificate has expired on 03/04/2019.			
However, the date of completion states on August 2019 but action is not address accordingly. The fire certificate is not extent as at audit date.			
<b>Classification</b>	<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor	
<b>Raise by:</b>	Sheron Pui Ling Wui	<b>Date Raise:</b>	28/09/2019
<b>Deadline for implementation</b>		27/11/2019	
<b>Root Cause Analysis (by company):</b>			
Expiry of the fire certificate was not address to complete during the Internal Audit due to action was taken by Jeroco Palm Oil Mill 2 to renew the fire certificate and work in progress.			
<b>Correction (by company):</b>			
The expiry of fire certificate was immediately included as finding the Internal Audit at through the work is in progress and monitor it until the finding is closed.			
<b>(Attachment 1.1a)</b>			
<b>Corrective / Preventive Action (by company)</b>			
Sustainability Executive will yearly cross-check accuracy of the Internal Audit findings done by Sustainability Team.			
<b>Review of Correction &amp; Corrective / Preventive Action</b>			
Review attachment 1.1a Internal audit report for JPOM2, the related finding for fire certificate as below:			
Correction column: Mill management in progress to get certified architect to complete the requested plan.			
Remarks column: The fire certificate is in progress and monitor it until received the certificate.			
Approval on the building layout (fire certificate request document) from management dated 01/10/2019.			
The NC consider closed, the implementation will be review on next surveillance audit.			
<b>Closed:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<b>Site verification :</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Name of Lead Auditor (Trainee):</b>		<b>Date of Closure:</b>	
Sheron Pui Ling Wui		01/11/2019	

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



Non Conformity Number 1	
<b>Review of Implementation</b>	
Internal audit conducted on 03/06/2020 – 04/06/2020 include the expiry of the fire certificate.	
<b>Name of Lead Auditor:</b> Mohd Nur Amin Bin Mohd Halim	<b>Date of Review:</b> 02/11/2020

Non Conformity Number 2	
<b>Indicator # and Description</b>	4.1.4.2: The company should establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the workforce.
<b>Location:</b>	Jeroco Palm Oil Mill 2
<b>Description of Finding / Objective Evidence:</b>	
The mechanism for improve practices of new technology, new information and techniques is not establish.	
<b>Classification</b>	<input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor
<b>Raise by:</b>	Sheron Pui Ling Wui <b>Date Raise:</b> 28/09/2019
<b>Deadline for implementation</b>	27/11/2019
<b>Root Cause Analysis (by company):</b>	
Lack of understanding on the MSPO requirement to establish mechanism to improve practices of new technology, new information and techniques.	
<b>Correction (by company):</b>	
The mechanism to improvement practices of new technology, new information and techniques was immediately establish.	
<b>(Attachment 1.2a)</b>	
<b>Corrective / Preventive Action (by company)</b>	
Mill Manager will monthly check and to ensure the established mechanism (To improve practices of new technology, new information and techniques) is implement accordingly.	
<b>Review of Correction &amp; Corrective / Preventive Action</b>	
Review attachment 1.2a, Flow chart of “Action plan for new technology implementation” dated October 2019 is established to handle new technology / techniques.	
The evidence is sufficient to close the finding.	
The implementation of the SOP will be review on next surveillance audit.	
<b>Closed:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Site verification :</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Name of Lead Auditor (Trainee):</b> Sheron Pui Ling Wui	<b>Date of Closure:</b> 01/11/2019
<b>Review of Implementation</b>	
The flowchart for new technology dated October 2019 is established and implemented.	

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



### Non Conformity Number 2

<b>Name of Lead Auditor:</b> Mohd Nur Amin Bin Mohd Halim	<b>Date of Review:</b> 02/11/2020
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#### 4.6. Detail of Remote Audit Findings Identified During This Audit

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

REMOTE AUDIT OUTCOME		
During this remote audit,	0	<b>MAJOR Non-Conformities</b>
	0	<b>MINOR Non-Conformities</b>

Nr.	Indicator	Description	Location	Opportunity for Improvement
1	4.4.4.2 (b)	The occupational safety and health plan shall cover the following:  b) The risks of all operations shall be assessed and documented	Office	JPOM 2 may consider improve on risk control for noise hazard in HIRARC
2	4.4.4.2 (g)	The occupational safety and health plan shall cover the following:  g) The management shall conduct regular two-way communication with their employees where issues that affect their business such as those related to employee's safety, health and welfare are discussed openly. Records from such meetings shall be kept and the concerns of the employees and any remedial actions taken shall be recorded	Office	JPOM 2 may consider improve on the agenda in OSH meeting.

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



### 5. CONCLUSION

Jeroco Plantations Sdn Bhd has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct surveillance 03 audit for its mill (Jeroco Palm Oil Mill 2) according to MSPO 2530-4:2013 Part 4 General principles for palm oil mills.

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 TUV NORD Malaysia with sufficient evidence on the fulfilment of the applied standard Principles & Criteria.

In conclusion the certified unit has been established, implemented and continued to improve in managing the estates are in line with the Principles & Criteria of the applied standards of MS 2530-4:2013. Part 4 General principles for palm oil mills.

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

Certified CPO January to October 2020:	10,029.02	mt
Certified PK January to October 2020:	2,799.28	mt
Projected CPO November to December 2020:	4,258.00	mt
Project PK November to December 2020:	952.00	mt

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



### 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 were interviews, observations, sampling of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan included in to this summary report.

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 products and/or services within the scope and the organisation's policy 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
<b>X</b>	Recommended for Continuity of Certification
	Recommended for Suspension of Certification

Puchong, 31/12/2020

Mohd Nur Amin Bin Mohd Halim  
TUV NORD (Malaysia) Sdn Bhd  
Audit Team Leader

Puchong, 31/12/2020

Nur Amanina Binti Zahir  
TUV NORD (Malaysia) Sdn Bhd  
Certifier / Approver

## MSPO Certification Summary Report

Company Name: Jeroco Plantations Sdn Bhd

Certifying Unit: Jeroco Palm Oil Mill 2

Client Number: 92 – 034

Audit Type: ASA 03

Mode of Audit: Remote



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

This report is sent by the certification body to 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 of 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