

# MSPO CERTIFICATION SUMMARY REPORT

## SPOC B3 JUGRA

### SURVEILLANCE AUDIT (ASA13)

Onsite Audit Date: 20/07/2020 – 24/07/2020

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# MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board  
Certifying Unit: SPOC B3 Jugra  
Client Number: 92-067  
Audit Type: ASA 13  
Mode of Audit: Onsite

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### 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>GAP</b>	Good Agriculture Practices
<b>GPS</b>	Global Positioning System
<b>HBV</b>	High Biodiversity Value
<b>IPM</b>	Integrated Pest Management
<b>ISO</b>	International Standard Organisation
<b>LKN</b>	Latihan Khidmat Nasihat
<b>MPOB</b>	Malaysian Palm Oil Board
<b>NC</b>	Non Conformity
<b>OSH</b>	Occupational Safety and Health
<b>P&amp;C</b>	Principle and Criteria
<b>PPE</b>	Personal Protective Equipment
<b>RTE</b>	Rate, Threatened and Endangered
<b>SA8000</b>	Social Accountability 8000
<b>SIA</b>	Social Impact Assessment
<b>SOP</b>	Standard Operating Procedure
<b>SPOC</b>	Sustainable Palm Oil Cluster
<b>WHO</b>	World Health Organization

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## 1. INTRODUCTION

MPOB has commissioned TÜV NORD (Malaysia) Sdn Bhd to conduct surveillance audit for SPOC B3 Jugra according to MS 2530-2:2013 Part 2, General Principles for Independent Smallholders.

### 1.1. Objective

The objective of this audit is to assess the MPOB Cawangan SPOC B3 Jugra as group manager managing the independent smallholders by an independent certification body for compliance of the applied standard.

### 1.2. Scope

The assessment is based on the documentation established by MPOB Cawangan SPOC B3 Jugra in managing the independent smallholders' scheme.

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

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

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

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

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

### 1.3. Appointment & Qualification of Audit Team Members

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

#### Qualification of the Lead Auditor: Ariff Bin Lokman

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,);	Graduate in Applied Science (Major in Plantation and management)

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Requirement	Qualifications
iii) Engineering, Process Technology; iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	7 years working experience in oil palm plantations.
Successfully completed MS 2530 series of standards training	Successfully completed MS2530 series of standards training.
Conducted at least three (3) MSPO or equivalent sustainability certification audits as Lead Auditor-in-training with a minimum of fifteen (15) man-days under the supervision of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes within the last two (2) years.	Qualified and appointed as auditor for MSPO scheme.
A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia, English and/ or any other local language.	Able to communicate in Bahasa Malaysia and English.
Field working experience in the palm oil sector, or demonstrable equivalent	Qualified and appointed as auditor for MSPO scheme.
Good Agricultural Practices (GAP), and Integrated Pest Management (IPM), pesticide and fertilizer use	Qualified and appointed as auditor for MSPO scheme.
Health and safety auditing on the farm and in processing facilities, for example ISO 45001 or Occupational, Health & Safety Assurance System	Successfully completed IMS ISO 45001:2018 Lead Auditor course.
Worker welfare issues and social auditing experience, for example with SA8000 or related social or ethical accountability codes	Successfully completed Basic SA 8000 training.
Environmental and ecological auditing, for example experience with organic agriculture, ISO 14001 or Environmental Management Systems (EMS) or High Conservation Value (HCV)	Successfully completed IMS ISO 14001:2015 Lead auditor course and auditor for MSPO scheme.

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### Qualification of Team Member

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	Mohamad Norhisham Bin Mohd Salleh	Graduate in Applied Science (Major in Agrobiology).	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)	Mohamad Norhisham Bin Mohd Salleh	5 years working experience in palm oil plantations.	Yes
Successfully completed MS 2530 series of standards training	Mohamad Norhisham Bin Mohd Salleh	Successfully completed MS2530 series of standards training.	Yes
Conducted a minimum six (6) on-site audits for a total of at least 20 man-days of audit experience as an auditor-in-training under the direction and guidance of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes.	Mohamad Norhisham Bin Mohd Salleh	Qualified and appointed as auditor for MSPO scheme.	Yes
A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia, English and / or any other local language.	Mohamad Norhisham Bin Mohd Salleh	Able to communicate in Bahasa Malaysia and English.	Yes
Field working experience in the palm oil sector, or demonstrable equivalent	Mohamad Norhisham Bin Mohd Salleh	Qualified and appointed as auditor for MSPO scheme.	Yes

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Requirement	Assessor	Qualification	Compliance
Good Agricultural Practices (GAP), and Integrated Pest Management (IPM), pesticide and fertilizer use	Mohamad Norhisham Bin Mohd Salleh	Qualified and appointed as auditor for MSPO scheme.	Yes
Health and safety auditing on the farm and in processing facilities, for example ISO 45001 or Occupational, Health & Safety Assurance System	Mohamad Norhisham Bin Mohd Salleh	Successfully completed ISO 45001:2018 Lead Auditor course.	Yes
Worker welfare issues and social auditing experience, for example with SA8000 or related social or ethical accountability codes	Mohamad Norhisham Bin Mohd Salleh	Successfully completed Basic SA 8000 training.	Yes
Environmental and ecological auditing, for example experience with organic agriculture, ISO 14001 or Environmental Management Systems (EMS) or High Conservation Value (HCV)	Mohamad Norhisham Bin Mohd Salleh	Successfully completed ISO 14001:2015 Lead auditor course and auditor for MSPO scheme.	Yes

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## 2. METHODOLOGY

The audit approach onsite audit consists of the following steps:

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

### Surveillance Audit:

Surveillance audit conducted on 20/07/2020 – 24/07/2020 covers the following activities but not limited to below:

#### Onsite:

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

### On-site Assessment

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



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

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

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

The group of smallholders consists of 383 new members and 353 old members.

Based on the formula, the sample size  $S = 1.5\sqrt{383} = 29.35$ , for new members and  $1.5\sqrt{353} = 28.18$  for old members. Therefore, the total of new smallholders are 30 and old members are 29 round up to the next integral. Thus, a total of 59 smallholders were selected for the onsite assessment and inspection listed in Table 2-1 below:

**Table 2-1: List of Sampled Independent Smallholders**

Name of independent smallholders	GPS Coordinates
Man Bin Sapit	2.901633, 101.5868333
Idah Binti Achis	2.896944444, 101.5981389
Ridu Bin Nune	2.894419722, 101.5883494
Keot Binti Bakar	2.894611111, 101.5938889
Bonet Binti Baba	2.895527778, 101.5853333
Bidin Bin Abu	2.897333333, 101.5905833
Tueh Anak Monit	2.896414167, 101.5873381
Yam Binti Tueh	2.898681944, 101.5840519
Piyoh Bin Ogang	2.901222222, 101.5941389
Ba'at Anak Budi	2.89925, 101.5876667
Ba'ang Bin Awi	2.897018333, 101.5848458
Asih Bin Jehat	2.900138889, 101.5872222
Kusdi Bin Kronchong	2.892241944, 101.5872778
Sapit Ak Papas	2.917666667, 101.5811667

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Name of independent smallholders	GPS Coordinates
Habing Bin Kis	2.903027778, 101.5914722
Hato Bin Batok	2.910472222, 101.5896111
Aseh Bin Telan	2.900777778, 101.5903611
Uwak Bin Samad	2.905972222, 101.5936111
Wee Anak Sigon	2.893185833, 101.5889547
Jampe Bin Montok	2.895611111, 101.5933056
Niam Bin Itin	2.897833333, 101.5883889
Parong A/P Kaih	2.894722222, 101.5919444
Semah Binti Ah Leong	2.896083333, 101.5892778
Ali A/L Ba'ang	2.8915, 101.5852778
June Bin Kesong	2.893722222, 101.5925833
Sarum Bin Keronchong	2.893162222, 101.5868439
Rozitah Binti Sabar	2.927138889, 101.5476667
Mohd Yusof Bin Sabar	2.930166667, 101.5569722
Juli Binti Uda	2.897055556, 101.5825
Feah Anak Kronchong	2.901055556, 101.5944722
Kalsom Binti Mohamed Zin	2.821388889, 101.4210278
Mazita Bt Kechik @ Mohamed Zain	2.820916667, 101.4210833
Norakmar Bt Kechik	2.821111111, 101.4210833
Hajiyah Binti Kechik	2.830027778, 101.4448056
Abdul Aziz Bin Kechik	2.834611111, 101.4423611
Abdul Manan Bin Mohamed Zain	2.833777778, 101.4427222

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Name of independent smallholders	GPS Coordinates
Mohd Azmi Bin Nurdin	2.845888889, 101.4525556
Mumtaz Bin Fisal	2.831055556, 101.4269167
Baniyah Binti Md. Hasri	2.821555556, 101.4284444
Md Ansor Bin Warmat	2.823722222, 101.4307222
Mislan Bin Judi	2.8185, 101.4260556
Harun Bin Kechik	2.853861111, 101.4583333
Alfian Bin Mohamad Sadir	2.8435, 101.4508611
Azami Bin Siran	2.837527778, 101.4408889
Hanizam Binti Abdul Rahman	2.831972222, 101.4428333
Ibrahim Bin Kamarudin	2.860944444, 101.4363056
Haznain Bin Ngamil	2.840166667, 101.4476944
Nokman Bin Hj Ja'afar	2.860416667, 101.4428611
Lim Tiam Beng	2.844361111, 101.4572778
Abd Rahim Bin Hasan	2.843777778, 101.4549444
Tee Boon Chin	2.834388889, 101.4528889
Chua Boon Pock	2.839611111, 101.4471944
Mohd Arzani Bin Badri	2.787805556, 101.5373056
Roslina Bt Abu Bakar	2.826833333, 101.4266111
Aminah Bt Abu Bakar	2.834527778, 101.4499722
Shahrin Bin Omar	2.834888889, 101.4498611
Tan Peng Guan	2.835055556, 101.4517222
Tan Swee Too	2.839888889, 101.4506667

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Name of independent smallholders	GPS Coordinates
Lim Ming Kuang	2.855861111, 101.4717222

### Non-conformance:

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

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



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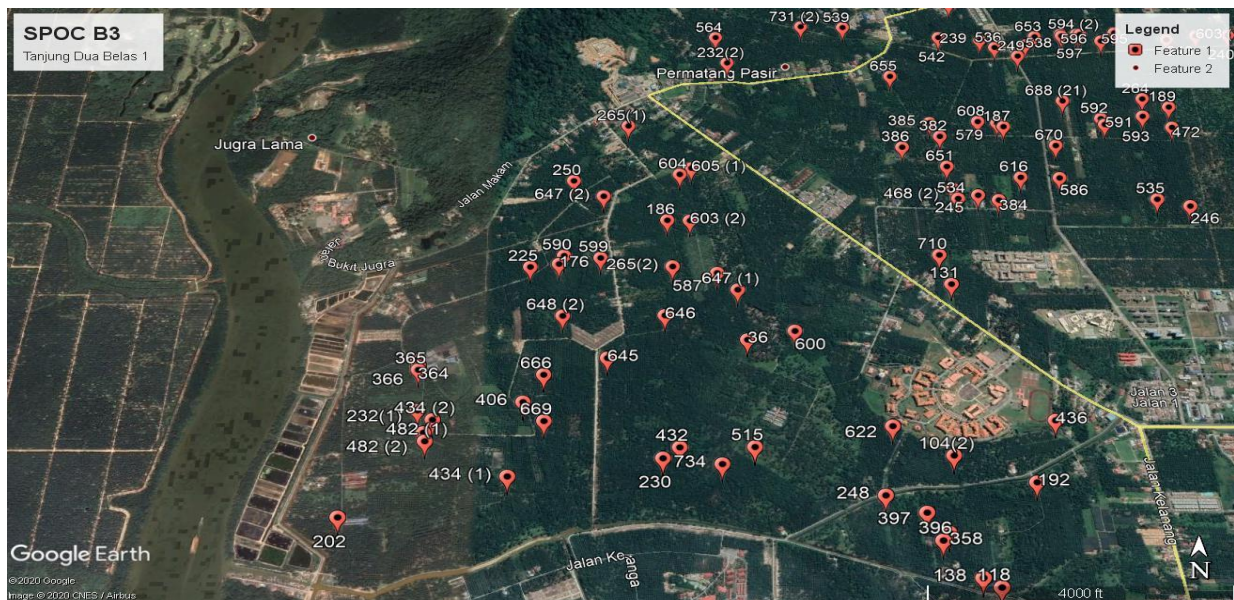


## 3. ORGANISATION INFORMATION

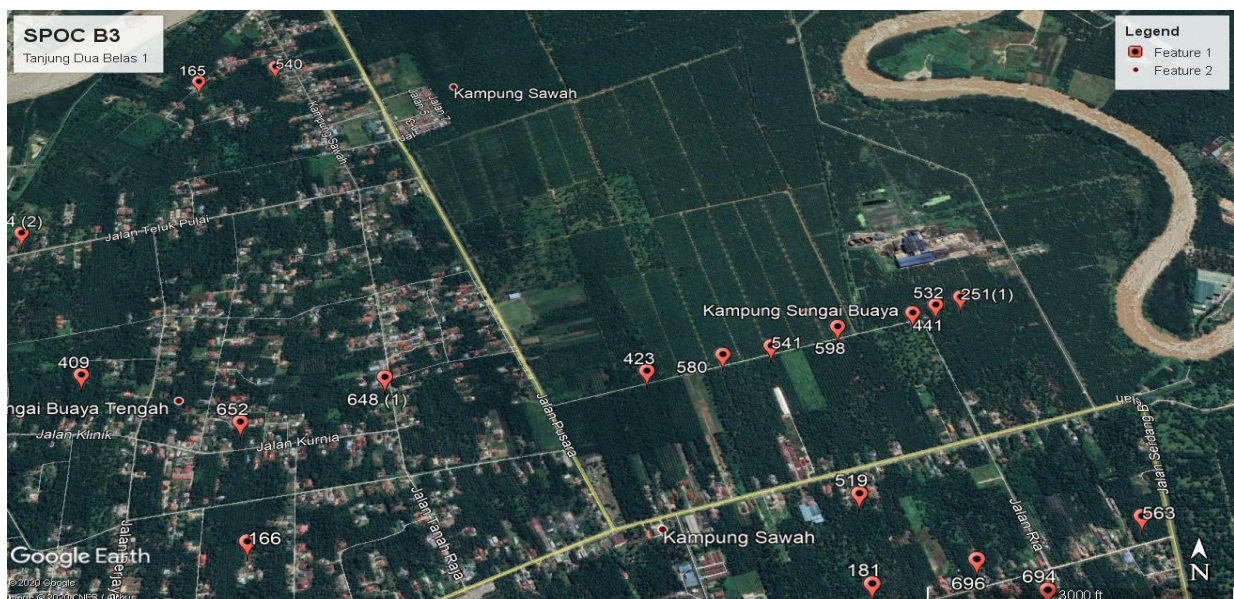
MPOB Cawangan SPOC B3 Jugra, is a branch of MPOB located at No 14, Tingkat 1, Jalan Cemerlang 2, Pusat Perdagangan Banting, 42700 Banting, Selangor, N 2.813611", E 101.507778" is managed by a group manager and supported by a team officers to manage the cluster providing technical support, estate management skills and training as well as develop the independent smallholders' scheme around the Kuala Langat district.

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

Map 1



Map 2





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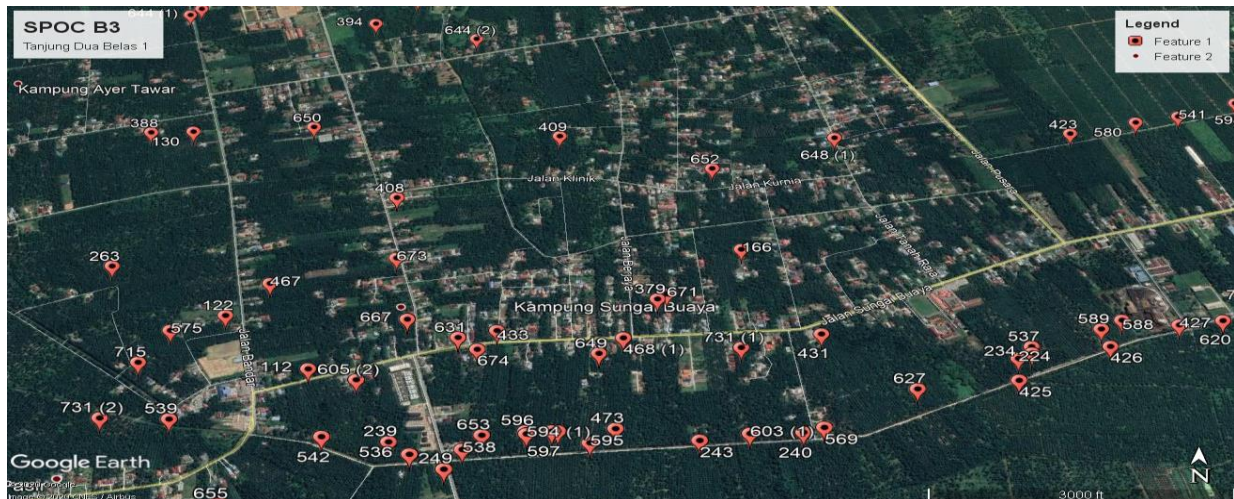
Client Number: 92-067

Audit Type: ASA 13

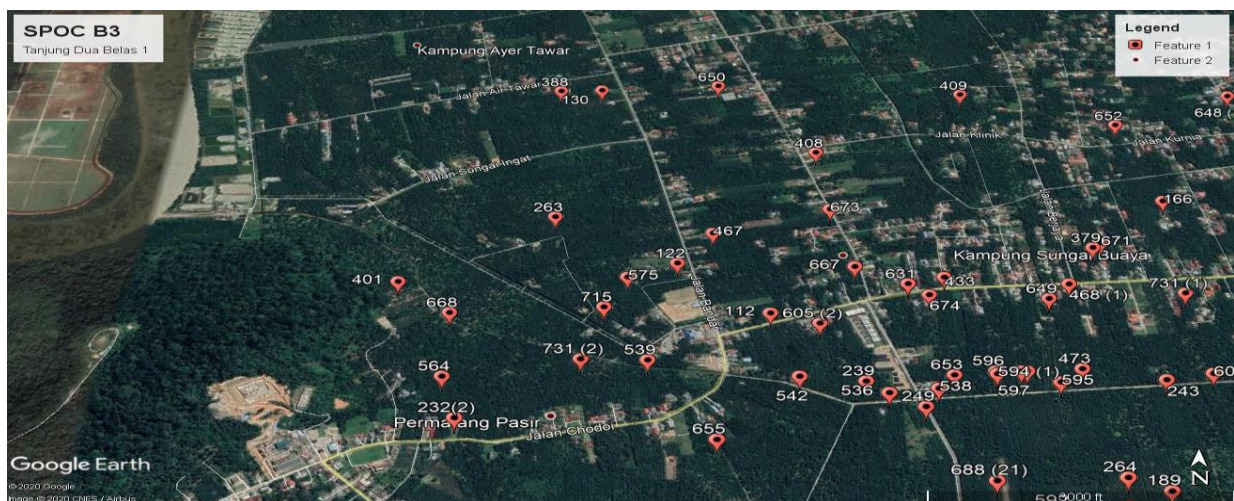
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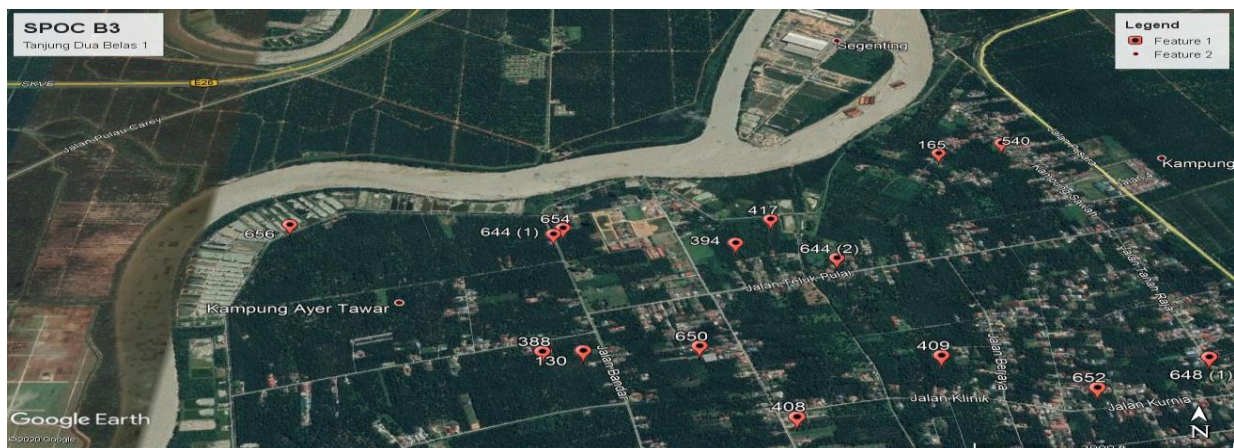
Map 3



Map 4



Map 5



Map 6



# MSPO Certification Summary Report

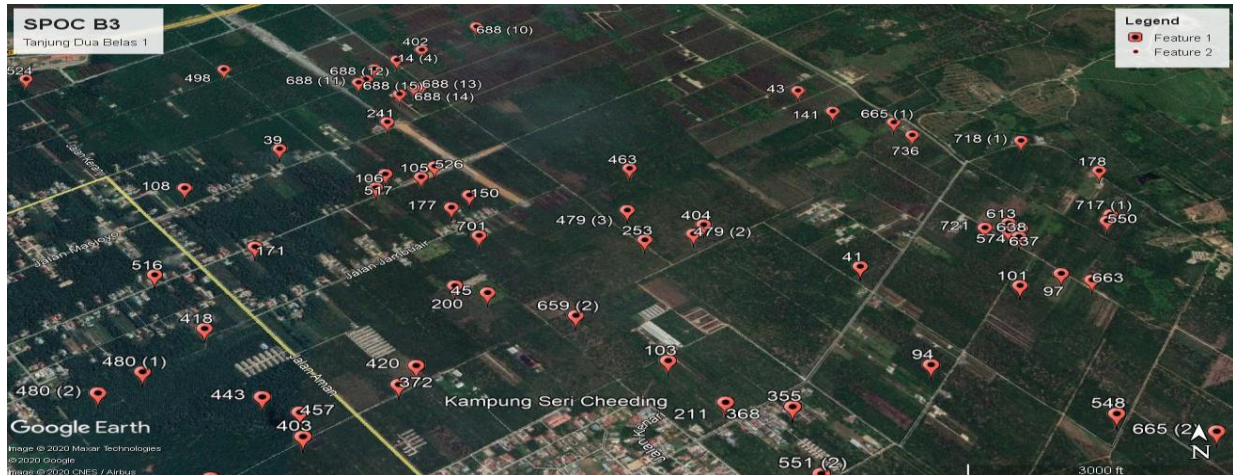
Company Name: Malaysian Palm Oil Board

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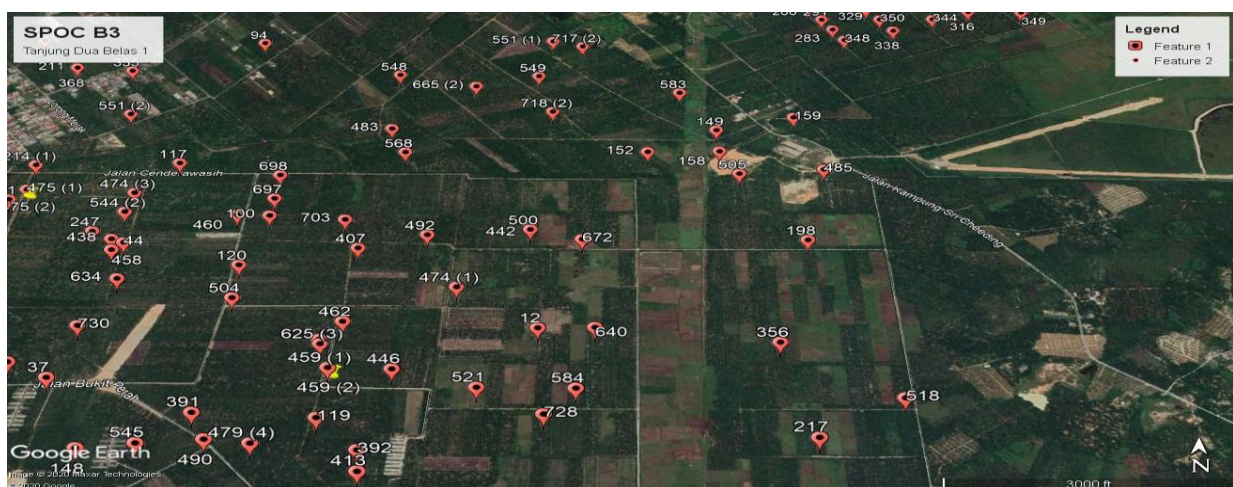
Mode of Audit: Onsite



Map 7



Map 8



Map 9



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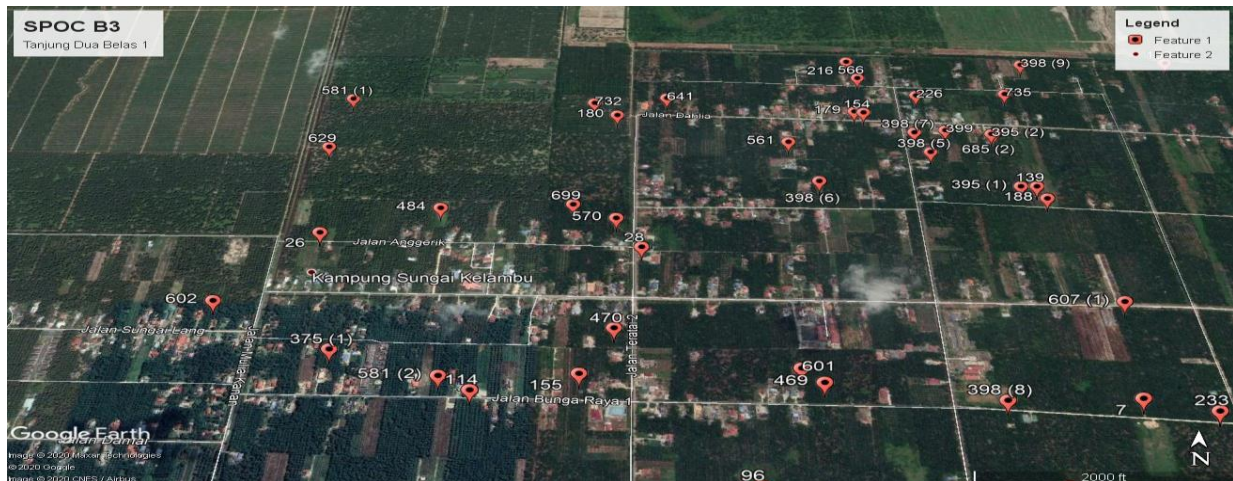
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Map 10



Map 11





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### 4. CERTIFICATION ASSESSMENT

#### 4.1. Surveillance audit (ASA 13)

The objective of the audit is to assess the activities of MPOB Cawangan SPOC B3 Jugra are in compliance with MS 2530-2: 2013 Part 2: General principles for independent smallholders' requirements.

##### 4.1.1. Surveillance audit:

There are 736 smallholders joined the certification during surveillance audit (ASA 13).

The total number of smallholders 353 remain the same during surveillance audit.

During this surveillance audit, 383 of smallholders join the program.

The surveillance audit is conducted on 20/07/2020 to 24/07/2020 that include inspection of the smallholders farms, interviews, conduct stakeholders' consultation and review of the findings raised in the last audit.

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

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

During the onsite the following were verified.

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

During the previous surveillance audit, there are 1 Major and 1 Minor 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 smallholders' farms, conduct interviews, review and verify documents that are established, corrected and implemented appropriately by the SPOC team. The corrective measures implemented could be verified as appropriate.

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

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

#### 4.2. Stakeholders' Consultation

TUV NORD (Malaysia) Sdn. Bhd., has published the public notification on 19/06/2020 as to accommodate stakeholder's consultation meeting for SPOC B1 Telok Panglima Garang to provide comments. As at audit date on 20/07/2020 there are no comments received.

Invitation letters are sent on 19/06/2020 to invite relevant stakeholders to attend a local stakeholders' consultation on 20/07/2020 to gather information from the local communities in accordance to §7, 3.2 of the Certification Procedure requirements.

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The topics of discussion are as below:

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

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

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

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

Item	Subject discussed	Audit team finding	Comments or Feedback to SPOC
1	Any information from Group Manager for MSPO audit?	Stakeholders are aware regarding the MSPO awareness and able to demonstrate understanding of social, environment and safety & health	No action required
2	Social issues	Interviewed stakeholders are local communities. Therefore, no input on this topic	No action required
3	Understanding of Land Title – Native, Customary Land, Freehold, Leased, Land application (LA)	Interviewed stakeholders are not local communities. Therefore, no input on this topic.	No action required
4	Economy / Livelihood Is there any impact on livelihood after the introduction of MSPO?	There is no impact to livelihood after the introduction of MSPO.	No action required
5	Does MSPO largely benefits the local communities?	Interviewed stakeholders are not local communities. Therefore, no input on this topic.	No action required
6	Any environment awareness provided by SPOC	Interviewed stakeholders are not local communities. Therefore, no input on this topic.	No action required
7	Any wildlife awareness by SPOC	Interviewed stakeholders are not local communities. Therefore, no input on this topic.	No action required

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8	FFB quality	Interviewed stakeholders are not local communities. Therefore, no input on this topic	No action required
9	Are there any plantation or mill management practices that affect you?	Interviewed stakeholders are not local communities. Therefore, no input on this topic	No action required
10	Do you consider any management conflict with the MSPO principles and criteria?	Stakeholders informed there is no conflict in between SPOC B3 Jugra group management and MSPO requirement.	No action required
11	Do you have any suggestions for SPOC management?	Interviewed stakeholders are not local communities. Therefore, no input on this topic	No action required
12	Any suggestions	No suggestion.	No action required

### 4.3. Summary of Assessment

#### Principle and Criteria Assessment Summary

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

#### Principle 1: Management Commitment & responsibility

Indicator	Summary of Assessment	Compliance
4.1.1.1	<p>SPOC B3 Jugra established MSPO policy, document no: MSPO/SSCC/POLISI-01 signed by Group Manager dated 10/05/2019.</p> <p>The following statements are in the policy:</p> <ul style="list-style-type: none"> <li>• Commitment and responsibility of SPOC B3 Jugra.</li> <li>• Transparent in giving information to applicable stakeholders.</li> <li>• Traceability in documents.</li> <li>• Compliance to local, national and universal legal requirement.</li> <li>• Zero burning and good agricultural practices.</li> </ul> <p>The policy is publicly display at office notice board and copy of MSPO policy is available in smallholder's individual file.</p> <p>Interviewed smallholders aware and understood the MSPO policy.</p>	Yes
4.1.2.1	<p>SPOC B3 Jugra established continual improvement plan, Senarai Impak Social, Persekitaran &amp; Pelan Tindakan. Document no: MSPO/SPOC/L-04/ISP, issue no 2, revision 2, dated 01/06/2020.</p> <p>The table include topic on activity, social impact and improvement plan.</p>	No

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	<b>Major Non-conformity 01:</b> CIP does not indicate the monitoring of land use conversion.	
4.1.2.2	SPOC B3 Jugra distribute Warta Sawit to smallholders during Taklimat Pensijilan MSPO dated 28/08/2019.  Those who did not attended the briefing will receive a copy during LKN (GAP) visit.  Interviewed smallholders confirmed they received the Warta Sawit when attend training.	Yes

Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	SPOC B3 Jugra adopted MPOB Manual Prosedur Kerja (MPK) Pensijilan Minyak Sawit Mampan Malaysia (MSPO) document no: MPK-rev 03, dated 01/06/2020.  MPK has include:  The procedure describes traceability process. The weighbridge tickets from smallholders are collected and recorded by SPOC Group Manager.  SPOC B3 Jugra Group manager monitor smallholders FFB sales and delivery using the BRL.	Yes
4.2.1.2	SPOC B3 Jugra established form for sales and production record document no: MSPO/SPOC/GP-01/PEK, dated 01/06/2020.  Group Manager keep records of smallholders FFB sales to respective collection centre or mills.  Interviewed smallholders has confirmed FFB sales and delivery records are available and are kept.	Yes

Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	SPOC B3 Jugra established Senarai Keperluan Undang-undang (Semenanjung Malaysia), document no: MSPO/SPOC/L-01/SKU, version 3, dated 01/06/2020.  Example of laws listed: <ol style="list-style-type: none"> <li>1. Factory and Machinery Act 139, 1967.</li> <li>2. Employment Act 265, 1955.</li> <li>3. Occupational Safety and Health Act 514, 1994.</li> <li>4. Pesticides Act 147, 1974.</li> <li>5. Minimum Wage Order 2020.</li> </ol>	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
	Briefing on legal compliance was conducted on 03/01/2020. Interview with smallholders confirmed they are aware and understand legal requirement applicable to them.	
4.3.2.1	Type of land title for smallholders are either leased hold or freehold issued by Jabatan Tanah dan Galian Negeri Selangor. Stated in the land title either industry, oil palms, or for agricultural purposes. Sighted letter of reminder from GM SPOC B3 Jugra to smallholders regarding changing of land use right dated July 2020.	Yes
4.3.3.1	SPOC B3 Jugra Orang Asli members customary land issued by Jabatan Kemajuan Orang Asli (JAKOA). JAKOA letter Pengesahan Kebun Kelapa Sawit indicate land ownership by Orang Asli smallholders.	Yes
4.3.3.2	Maps showing smallholders land ownership for Orang Asli issued by JAKOA. Sighted letter Pengesahan Kebun Kelapa Sawit di dalam Kampung Orang Asli Sungai Judah dated 26/06/2019	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	SPOC B3 Jugra adopted MPOB guidelines Complaint and Grievance, document no: MSPO/SPOC/SOP-01/AR, no issue: 02, dated 01/06/2020. Briefing on complaint and grievance procedure was conducted on field visit / LKN, dated 03/01/2020. Records book review there are no complaints up to the date of surveillance audit. Interview smallholders informed they are aware of complaint and grievance procedure.	Yes
4.4.1.2	SPOC B3 Jugra adopted MPOB guidelines Complaint and Grievance, document no: MSPO/SPOC/SOP-01/AR, no issue: 02, dated 01/06/2020. Sighted the SOP has mention time line to resolve disputes within 14 days. In the situation where the complaint cannot be resolve by the SPOC within 14 days, point 2.8 in the SOP states 'If the complaint are beyond the GM control, it will be refer to MPOB headquarters'. During audit, there are no grievance recorded from smallholders or stakeholders involved. There are no complaints as at audit date.	Yes
4.4.2.1	SPOC B3 Jugra has adopted MPOB's Workers Safety and Health Guideline doc no: MSPO/SPOC/GP-02/KKP, no issue: 03, dated 01/06/2020.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	SPOC B3 Jugra has established Training Programme year 2020 which includes training and LKN plan until December 2020.  LKN was conducted to smallholders. The training includes awareness on SOP on Safety and Health.	
4.4.3.1	SPOC B3 Jugra adopted MPOB guideline Employment Terms, document no: MSPO/SSCC/SMP-01, rev-01, dated 01/06/2020.  Example of requirement listed: 1. Workers must having valid work permit. 2. No permitted to hired children below 15 years old and young workers between 15-18 years old. 3. The payment rate are agreeable by both parties. 4. Workers must always focus on safety aspect during conducting.  Interview with smallholders indicates that they are aware and communicate with casual workers regarding pay rate.	Yes
4.4.3.2	SPOC B3 Jugra established MSPO Policy. The policy states on SPOC are against the practice of discrimination by exercising the right of equality in providing opportunities and services regardless of race and ethnicity, political views and nationality.  SPOC B3 Jugra conducted LKN that includes awareness on MSPO Policy.  Interview with smallholders indicates that they understand and support equal opportunity in their work environment	Yes
4.4.3.3	SPOC B3 Jugra adopted Employment Terms, document no: MSPO/SSCC/SMP-01, rev-01, dated 01/06/2020.  Interview with smallholders confirms that they are using contractors for their field activities such as harvesting, pruning, manuring and chemical spraying.	Yes
4.4.3.4	There are no living quarters observed during site visit to smallholders field.	Yes
4.4.3.5	SPOC B3 Jugra established syarat mengupah pekerja di Kebun Sawit, document number MSPO/SPOC/SMP-01 (rev-01), dated 01/06/2020. Stated in the requirement; 1. Not permitted to employ children below 15 year old. 2. Not permitted to employ young under the age of 15 to 18 years old.  LKN which include awareness on legal requirement on hiring workers was conducted to smallholders.	Yes
4.4.4.1	SPOC B3 Jugra established Training Programme 2020.  Example of programme conducted: 1. MSPO Training and briefing. 2. Lawatan Khidmat Nasihat (LKN).	Yes

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

Indicator	Summary of Assessment	Compliance
	LKN has been conducted on 03/01/2020. The assessment has covered monitoring on GAP and other important elements in MSPO.	

### Principle 5: Environment, natural resources, biodiversity and ecosystem services

Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>SPOC B3 Jugra adopted MPOB SOP, Manual Prosedur kerja MSPO Kelompok Minyak Sawit Mampan (SPOC), Senarai Impak Sosial, Persekitaran &amp; Pelan Tindakan document number: MSPO/SPOC/L-04/ISP, issue no: 3, revision no: 3, effective date 01/06/2020.</p> <p>Environment impact had been identified and included in the SOP.</p> <p>Example:</p> <p>Activity: Biodiversity conservation.</p> <p>Environmental impact: Creating an economic and sustainable areas as well as habitat places for flora / fauna</p> <p>SPOC B3 Jugra Group manager informed smallholder on the environmental impact during the LKN visit dated 03/01/2020.</p> <p>Smallholders understand and aware of the environmental impact.</p> <p>During site inspection, there are no sign of blanket spraying and manuring near the buffer zone area.</p>	Yes
4.5.2.1	There are no application of renewal energy sixed on field for SPOC B3 Jugra.	Yes
4.5.3.1	<p>SPOC B3 Jugra adopted MPOB SOP Senarai Sisa Racun dan Domestik', document no: MSPO/SPOC/L-03/SRD, issue no: 3, revision no: 0, dated 01/06/2020.</p> <p>The SOP described that there are 2 types of wastes generated by agricultural or non-agricultural activities.</p> <p>Example list of wastes generated and source:</p> <ol style="list-style-type: none"> <li>1. Empty chemicals containers from chemical spraying activities.</li> <li>2. Used fertilizer bags from manuring activities.</li> </ol> <p>SPOC B3 Jugra established 'Rekod Pengurusan Bahan Buangan' to list and monitor amount of waste generated from smallholders field latest updated on 15/07/2020.</p> <p>Interviewed with smallholders informed awareness of protection on environment.</p> <p>Empty chemical containers are kept in safe location after triple rinsing and marked with red paint.</p>	Yes
4.5.3.2	SPOC B3 Jugra adopted MPOB SOP Pengurusan Bahan Buangan Terjadual, document no: MSPO/SPOC/SOP-03/BT, issue no: 3, revision no: 3 and dated 01/06/2020.	Yes



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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>The SOP describe:</p> <ul style="list-style-type: none"> <li>To conduct triple rinsing for each empty chemical container before disposed.</li> <li>To put marking on empty chemical container for chemical mixing purposes.</li> <li>All wastes disposal shall follow the Peraturan Kualiti Alam Sekitar (Bahan Terjadual) 2005 Akta Kualiti Alam Sekitar.</li> </ul> <p>During the site visit, smallholders understand that empty chemical containers reused after triple rinsing.</p>	
4.5.4.1	<p>SPOC B3 Jugra adopted MPOB SOP Garis Panduan Zon Penampan Sungai, document number: MSPO/SPOC/GP-03/ZPS, dated 01/06/2020.</p> <p>The procedure describe:</p> <ul style="list-style-type: none"> <li>Guideline for buffer zone length.</li> <li>Non permitted activities are chemical spraying and manuring.</li> <li>Flow chart on buffer zone establishment.</li> </ul> <p>MSPO awareness training and LKN conducted includes GAP.</p> <p>Example:</p> <ul style="list-style-type: none"> <li>Preservation on soft grass and chemical spraying techniques.</li> <li>Proper frond stacking.</li> <li>Conservation on riparian areas.</li> </ul> <p>Observation at buffer zone areas no sign of chemical or fertilizer applied.</p> <p>Interviewed smallholders informed they understand and aware chemical spraying and manuring activities are prohibited at the buffer zone area.</p>	Yes
4.5.4.2	<p>SPOC B3 Jugra smallholders create collecting pit and culvert on their farm to harvest rain mainly for spraying or washing purpose.</p>	Yes
4.5.5.1	<p>SPOC B3 Jugra adopted MPOB SOP, Manual Prosedur kerja MSPO Kelompok Minyak Sawit Mampan, Senarai Impak Sosial, Persekitaran &amp; Pelan Tindakan. Doc no: MSPO/SPOC/L-04/ISP, no. Issue: 3, no. revision: 3, effective dated 01/06/2020.</p> <p>The SOP describes:</p> <p>Environmental impact and action plan:</p> <ul style="list-style-type: none"> <li>Conservation of biodiversity, establishment of sustainable area in barren land / marginal land to be habitable flora and fauna.</li> <li>New land development in the jungle area, extinction of habitat of flora / fauna. Assimilation between animal and villages (monkey / wild boar).</li> </ul> <p>SPOC B3 Jugra has obtained the list of wildlife from Jabatan Perlindungan Liar dan Taman Negara (Perhilitan) Semenanjung Malaysia as below:</p>	Yes



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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<ul style="list-style-type: none"> <li>Appendix IV Selected Images of Totally Protected Species (Mammals) Under Wildlife Protection Act, 1972.</li> <li>Senarai Hidupan Liar</li> </ul> <p>Example of wildlife are wild boar, wildfowls.</p> <p>SPOC B3 Jugra office displayed the wildlife poster obtain from Jabatan Perlindungan Hidupan Liar dan Taman Negara (Perhilitan).</p> <p>Interview with smallholders indicates that they understand the requirements for no hunting of any wildlife.</p>	
4.5.6.1	<p>SPOC B3 Jugra adopted MPOB SOP Garis Panduan Amalan Pembakaran Sifar, document no: MSPO/SPOC/GP-04/APS, issue no: 3, revision no: 3, dated 01/06/2020.</p> <p>The guideline statement that smallholders are prohibited to practise open burning for replanting or new planting.</p> <p>There is no open burning observed at sampled smallholder's farm.</p>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>SPOC B3 Jugra adopted MPOB Manual Pekebun Kecil, updated on 01/06/2020. The manuals serves as procedure which includes:</p> <ol style="list-style-type: none"> <li>Procedure on harvesting, spraying chemical and manuring.</li> <li>Procedure on buffer zone, open burning.</li> </ol> <p>Visit to sample smallholders confirmed there are practises against the GAP requirement.</p> <p><b>Major Non-conformity:</b></p> <p>SPOC B3 Jugra established MPK 2020 updated 01/06/2020. However,</p> <ol style="list-style-type: none"> <li>Blanket spraying observed during onsite visit not accordance to MPK Lampiran 10. Since this is a repeated finding, the NC is upgraded to a major non-compliance.</li> <li>Poor upkeep maintenance</li> <li>MSPO application form document no: Borang MSPO point no.3 is not sufficiently filled example senarai semak dokumen. The additional information such as planting cycle, planting material, and soil type could be included.</li> </ol>	No
4.6.1.2	<p>Visual identification for each of smallholders visited was available. The information stated on signage are:</p> <p>Smallholders name, lot number, hectareage, GPS coordinate, and year planting</p>	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.2.1	<p>SPOC B3 Jugra adopted MPOB 'Economic and financial viability plan' Doc No: MSPO/SPOC/GP-01/PEK, Effective date: 01/06/2020, Rev. No: 3.</p> <p>The plan include topics as follow:</p> <ul style="list-style-type: none"> <li>• Good Agricultural Practice.</li> <li>• Manuring procedure</li> <li>• Chemical spraying procedure.</li> <li>• Farm activities records</li> <li>• Analysis on average smallholders yield on monthly and yearly basis.</li> </ul> <p>Example of budget:</p> <p>Application on changing land use right dated 01/07/2020 by GM SPOC B3 Jugra and approved by MPOB Headquarter.</p>	Yes
4.6.3.1	Smallholders having information on FFB price via communication with FFB dealers and mill. They are using phone call, WhatsApp group, MPOB website or daily FFB price displayed by FFB dealers and mill premises.	Yes

Principle 7: Development of new planting		
Indicator	Summary of Assessment	Compliance
4.7.1.1	<p>SPOC B3 Jugra smallholders database is review with 1<sup>st</sup> planting in 1989 and latest replanting in year 2019.</p> <p>There are no new planting for old members and new members.</p> <p>Therefore, no data captured.</p>	Yes
4.7.2.1	<p>SPOC B3 Jugra smallholders database is review with 1<sup>st</sup> planting in 1989 and latest replanting in year 2019.</p> <p>There are no new planting for old members and new members.</p> <p>Therefore, no soil type available.</p>	Yes
4.7.3.1	<p>SPOC B3 Jugra smallholders database is review with 1<sup>st</sup> planting in 1989 and latest planting in year 2019.</p> <p>There are no new planting for old members and new members.</p> <p>Therefore, no data for type of terrain available.</p>	Yes

#### 4.4. Status of Non-Conformities Previously Identified

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

### 4.5. Detail of Audit Findings in last Audit

AUDIT OUTCOME		
During last Audit	1	MAJOR Non-Conformities
	1	MINOR Non-Conformities

Non Conformity Number < 01 >						
<b>Indicator # and Description:</b>	4.4.3.3 Independent smallholders shall ensure that worker's pay and conditions meet legal standards as per mutual agreements. (MAJOR)					
<b>Location:</b>	SPOC B3 Jugra smallholders					
<b>Description of Finding / Objective Evidence:</b>						
Base on field interview and smallholder file review, smallholder no 17 had hired permanent workers for field operation. Terma penggajian is available however there is no evidence that payment made to the worker as per terma penggajian.						
<b>Classification</b>	<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor				
<b>Raise by:</b>	Sheron, Pui Ling Wui	<b>Date Raise:</b>	21/08/2019			
<b>Deadline for implementation</b>	20/10/2019					
<b>Root Cause Analysis (by company):</b>						
Tiada resit pembayaran gaji.						
<b>Correction (by company):</b>						
Telah berjumpa dengan pekebun kecil untuk menyediakan pembayaran gaji dan slip salinan pembayaran gaji perlu disimpan.						
<b>Corrective / Preventive Action (by company)</b>						
Sentiasa bekerjasama dengan pekebun kecil untuk mendapatkan resit pembayaran gaji.						
<b>Review of Correction &amp; Corrective / Preventive Action</b>						
Form terma penggajian pekerja was available. The form dated 03/10/2019 has included pay rates for operational activities and has been sign by smallholders and workers as acknowledgement. Thus, based on evidence provided, the major non-conformity was closed.						

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Non Conformity Number < 01 >	
<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 Auditor:</b> Sheron Pui ling Wui	<b>Date of Closure:</b> 09/10/2019
<b>Review of Implementation</b>	
Review on smallholder's files and field observation confirmed smallholders are using contractors for field activities such as harvesting, manuring and spraying. There are no permanent workers hired by smallholders.	
<b>Name of Auditor:</b> Mohamad Norhisham Bin Mohd Salleh	<b>Date of Review:</b> 23/07/2020

Non Conformity Number <02 >	
<b>Indicator # and Description</b>	4.6.1.1 All independent tusmallholders' oil palm farms shall implement best practices such as the MPOB Codes of Practice, Malaysian Standards, ISO Standards and Kod Amalan Baik (GAP) Pekebun Kecil. (MINOR)
<b>Location:</b>	SPOC B3 Jugra
<b>Description of Finding / Objective Evidence:</b>	
Observation on sample smallholders field reveal on GAP requirement was not followed: 1. Application of blanket spraying on field. 2. Poor field condition (field area observed cover with shrubs).	
<b>Classification</b>	<input type="checkbox"/> Major <input checked="" type="checkbox"/> Minor
<b>Raise by:</b>	Mohamad Norhisham Bin Mohd Salleh
<b>Date Raise:</b>	21/08/2019
<b>Deadline for implementation</b>	20/09/2019
<b>Root Cause Analysis (by company):</b>	
1. Semburan menyeluruh pada kebun yang dilawati. 2. Kebun tidak terurus.	
<b>Correction (by company):</b>	
Telah melakukan sesi taklimat pada 28 Ogos 2019 berkenaan dengan Amalan Pertanian Baik.	
<b>Corrective / Preventive Action (by company)</b>	
Lawatan dan khidmat nasihat akan diberikan dari masa ke semasa supaya amalan pertanian baik sentiasa dipatuhi.	
<b>Review of Correction &amp; Corrective / Preventive Action</b>	
SPOC BB Jugra has provided with action plan on 24/09/2019. The action plan includes GAP training which was conducted on 28/08/2019. Verification on implementation to close the minor non-conformity will be conducted on next surveillance audit.	
<b>Closed:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Site verification :</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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Non Conformity Number <02 >	
<b>Name of Lead Auditor :</b> Mohamad Norhisham Bin Mohd Salleh	<b>Date of Closure:</b> 24/09/2019
<b>Review of Implementation</b>	
During onsite visit to audited smallholders, blanket chemical spraying are observed and confirmed through the interview. Since this is a repeated finding, the NC is upgraded to a major non-compliance.	
<b>Name of Lead Auditor :</b> Ariff Bin Lokman	<b>Date of Review:</b> 24/07/2020

### 4.6. Detail of Audit Findings Identified During This Audit

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

ON-SITE AUDIT OUTCOME		
During this onsite audit,	2	MAJOR Non-Conformities
	0	MINOR Non-Conformities

Non Conformity Number < 01 >			
<b>Indicator # and Description</b>	4.1.2.1 The action plan for continual improvement shall be based on the consideration for the main social and environmental impact and opportunities of the independent smallholder's group, such as SPOC. Independent smallholders shall be aware of the need to understand the importance of continuous improvement.		
<b>Location:</b>	Office		
<b>Description of Finding / Objective Evidence:</b>			
CIP does not indicate the monitoring of land use conversion.			
<b>Classification</b>	<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor	
<b>Raise by:</b>	Ariff Bin Lokman	<b>Date Raise:</b>	24/07/2020
<b>Deadline for implementation</b>		23/09/2020	
<b>Root Cause Analysis (by company):</b>			
There is no action plan for continuous improvement on monitoring the changes of smallholders land use conversion.			
<b>Correction (by company):</b>			
SPOC B3 Jugra established action plan for continuous improvement on monitoring the changes for smallholders land use conversion dated 11/08/2020.			
<b>Corrective / Preventive Action (by company)</b>			
SPOC B3 Jugra Group Manager will always use this platform for continuously monitoring the status.			
<b>Review of Correction &amp; Corrective / Preventive Action</b>			

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Non Conformity Number < 01 >	
SPOC B3 Jugra has submitted their continuous improvement plan (CIP) to monitor the land use conversion dated 11/08/2020. Thus, the implementation could be consider as appropriate to close the NC.	
This will be further review in next 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:</b> Ariff Bin Lokman	<b>Date of Closure:</b> 19/08/2020
Review of Implementation	
<b>Name of Lead Auditor / Auditor:</b>	<b>Date of Review:</b>

Non Conformity Number < 02 >	
<b>Indicator # and Description</b>	4.6.1.1 All independent smallholders oil palm farms shall implement best practices such as the MPOB Codes of Practice, Malaysian Standards, ISO Standards and Kod Amalan Baik (GAP) Pekebun Kecil.
<b>Location:</b>	Smallholders field
Description of Finding / Objective Evidence:	
SPOC B3 Jugra established MPK 2020 updated 01/06/2020. However, 1. Blanket spraying observed during onsite visit not accordance to MPK Lampiran 10. Since this is a repeated finding, the NC is upgraded to a major non-compliance. 2. Poor upkeep maintenance 3. MSPO application form document no: Borang MSPO pin.3 is not sufficiently filled example senarai semak dokumen. The additional information such as planting cycle, planting material, and soil type could be included.	
<b>Classification</b>	<input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor
<b>Raise by:</b> Ariff Bin Lokman	<b>Date Raise:</b> 24/07/2020
<b>Deadline for implementation</b>	23/09/2020
Root Cause Analysis (by company):	
Selected smallholders was practices blanket spray and MSPO application form was not sufficiently filled.	
Correction (by company):	
SPOC B3 Jugra has conducted training on spraying techniques and upkeep maintenance dated 12/08/2020. MSPO form is filled accordingly.	
Corrective / Preventive Action (by company)	

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Non Conformity Number < 02 >	
SPOC B3 Jugra continuous training and LKN for smallholders to ensure no repeated issues occur and ensure MSPO application form are sufficiently filled.	
<b>Review of Correction &amp; Corrective / Preventive Action</b>	
Review document submitted, SPOC B3 Jugra Group Manager has visited and conducted Latihan Khidmat Nasihat (LKN) to smallholders on Good Agricultural Practices (GAP) for spraying and upkeep activities dated 12/08/2020. This is to ensure all smallholders are aware on Good Agricultural Practices.	
Review MSPO application forms provided by GM, section 'Senarai Semak Dokumen' are filled accordingly.	
Thus, the implementation could be consider as appropriate to close the NC.	
This will be further review in next 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:</b> Ariff Bin Lokman	<b>Date of Closure:</b> 19/08/2020
<b>Review of Implementation</b>	
<b>Name of Lead Auditor / Auditor:</b>	<b>Date of Review:</b>

Nr.	Indicator	Description	Location	Opportunity for Improvement
Nil	Nil	Nil	Nil	Nil
Nil	Nil	Nil	Nil	Nil

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### 5. CONCLUSION

Malaysia Palm Oil Board has commissioned TÜV NORD (Malaysia) Sdn Bhd to carry out the certification for the Sustainable Palm Oil Cluster (SPOC) for SPOC B3 Jugra consisting of 736 independent smallholders according to MS 2530-2:2013 Part 2, General Principles for Independent Smallholders.

There are two Major NC raised in this audit onsite and closed out successfully.

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

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

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

Total certified number of independent smallholders:	736
Total certified acreage of smallholders:	1,140.15 Ha
Certified FFBs output January to December 2019:	5,645.72 Mt
Certified FFBs output January to Jun 2020:	7,089.42 Mt
Projected FFBs output July to December 2020:	8,910.58 mt



## MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board  
Certifying Unit: SPOC B3 Jugra  
Client Number: 92-067  
Audit Type: ASA 13  
Mode of Audit: Onsite



### 6. RECOMMENDATION

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

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

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

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

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

	Recommended for Certification / Recertification
<b>X</b>	Recommended for Continuity of Certification
	Suspended of Certification

Puchong, 25/08/2020

Ariff Bin Lokman  
TUV NORD (Malaysia) Sdn Bhd  
Audit Team Leader

Puchong, 25/08/2020

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

## MSPO Certification Summary Report

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### 7. List of Stakeholders

**Table 7-1: List of Interviewed Stakeholders**

No.	Organization
1.	Pusat Timbang Sawit Sing Seng Kee
2.	Pusat Timbang Chew Ah Wah

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

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

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore nonconformities 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
- ☐ Additional annexes, number