



MSPO CERTIFICATION SUMMARY REPORT

QUEK BROTHERS PLANTATION COMPANY

SURVEILLANCE 01

Onsite Audit Date: 26/08/2020 – 27/08/2020

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MSPO Certification Summary Report

Company Name: Quek Brothers Plantation Company
Certifying Unit: Quek Brothers Plantation Company
Client Number: 92-108
Audit Type: ASA 01
Mode of Audit: Onsite



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Abbreviations

CHRA	Chemical Health Risk Assessment
CPO	Crude Palm Oil
CSR	Corporate Social Responsibility
DOE	Department of Environment
EFB	Empty Fruit Bunch
EIA	Environment Impact Assessment
FFB	Fresh Fruit Bunch
GAP	Good Agricultural Practice
GPS	Global Positioning System
ISCC	International Sustainability & Carbon Certification
ISO	International Standard Organisation
MSPO	Malaysia Sustainable Palm Oil
NC	Non Conformity
OSH	Occupational Safety and Health
P&C	Principle and Criteria
PK	Palm Kernel
POME	Palm Oil Mill Effluent
PPE	Personal Protective Equipment
RSPO	Roundtable Sustainable Palm Oil
RTE	Rare, Threatened and Endangered Species
SA8000	Social Accountability 8000
SIA	Social Impact Assessment
SOP	Standard Operating Procedure
WHO	World Health Organization
MPOB	Malaysian Palm Oil Board
MPOCC	Malaysia Palm Oil Certification Council
SDS	Safety Data Sheet
QBPC	Quek Brothers Plantations Company

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1. INTRODUCTION

Quek Brothers Plantation Company has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct ASA01 surveillance audit for its oil palm estates according to MS 2530-3:2013 Part 3 General principles for Oil Palm Plantations and Organised Smallholders.

1.1. Objective

The objective of this surveillance audit is to assess the Quek Brothers Plantations Sdn Bhd with 1 estate by an independent certification body with the aim for compliance of the standards.

1.2. Scope

The certification is based on the documentation developed by the Quek Brothers Plantations Sdn Bhd.

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 based on MS 2530-3:2013 Part 3 General principles for Oil Palm Plantations and Organised Smallholders.

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 out of the guidelines applied was checked.

1. Malaysian Sustainable Palm Oil Part 3: General Principles for Oil Palm Plantations and Organised Smallholders audit guidance;
2. Palm Oil Supply Chain Traceability Requirements

1.3. Appointment and qualification of team members

The audit team appointed consists of 1 team leader and 1 team members. The audit team members contributed to the review of documents, the assessment of the project activity and to the preparation of this report.

Qualification of the Lead Auditor: Sheron Pui Ling Wui

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;	Bachelor in Medical Science

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Requirement	Qualifications
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)	4 years working experience in QA, QMS and internal audit, and 2.5 years working experience in MSPO audit experience.
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 or any other local language.	Able to communicate in Bahasa Malaysia, Mandarin 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 18001 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 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	Zul Hairi Bin Abu Hassan	Graduate in Diploma in Plantation Industry Management.	Yes
	Jasmandy Bin Syahrul	Graduate in B. Sc. (Hons) Plantation Technology and Management	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)	Zul Hairi Bin Abu Hassan	9 years working experience in oil palm plantations.	Yes
	Jasmandy Bin Syahrul	9 years of working experience in oil palm plantations	Yes
Successfully completed MS 2530 series of standards training	Zul Hairi Bin Abu Hassan	Successfully completed MS2530 series of standards training.	Yes
	Jasmandy Bin Syahrul	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.	Zul Hairi Bin Abu Hassan	Qualified and appointed as auditor for MSPO scheme.	Yes
	Jasmandy Bin Syahrul	Auditor in training.	Yes

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Requirement	Assessor	Qualification	Compliance
A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia or any other local language.	Zul Hairi Bin Abu Hassan	Able to communicate in Bahasa Malaysia and English.	Yes
	Jasmandy Bin Syahrul	Able to communicate in Bahasa Malaysia and English.	Yes
Field working experience in the palm oil sector, or demonstrable equivalent	Zul Hairi Bin Abu Hassan	Qualified and appointed as auditor for MSPO scheme.	Yes
	Jasmandy Bin Syahrul	9 years of working experience in oil palm plantations	Yes
Good Agricultural Practices (GAP), and Integrated Pest Management (IPM), pesticide and fertilizer use	Zul Hairi Bin Abu Hassan	9 years working experience in oil palm plantations.	Yes
	Jasmandy Bin Syahrul	9 years of working experience in oil palm plantations	Yes
Health and safety auditing on the farm and in processing facilities, for example ISO 45001 or Occupational, Health & Safety Assurance System	Zul Hairi Bin Abu Hassan	Successfully completed ISO 45001:2018 Lead Auditor course.	Yes
	Jasmandy Bin Syahrul	Successfully completed IMS 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	Zul Hairi Bin Abu Hassan	Successfully completed Basic SA 8000 training.	Yes
	Jasmandy Bin Syahrul	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)	Zul Hairi Bin Abu Hassan	Successfully completed ISO 14001:2015 Lead auditor course and auditor for MSPO scheme.	Yes
	Jasmandy Bin Syahrul	Successfully completed IMS ISO 14001:2015 Lead Auditor course.	Yes

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2. METHODOLOGY

The audit approach consists of the following steps:

- Contract review;
- Appointment of team members and technical reviewer;
- 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
- Final approval, certification decision and issuance of certificate.

Annual Surveillance 01:

Annual surveillance 01 is conducted on 26/08/2020 to 27/08/2020 covers the following activities but not limited to below:

Onsite:

- Onsite visit, observations and inspections of estate facilities and field activities;
- Interview operation personnel and field workers for understanding for the work assigned;
- Reviewed revised and updated documentation established and implemented;
- Operating records;
- Training records;
- Reports established;
- Stakeholders consultation meeting;
- Review and closed out of non-conformance raised during stage 1 audit;
- Assessment reporting;

On-site Assessment

The audit of the estates is conducted according to the MS 2530-3:2013 Part 3 General principles for Oil Palm Plantations and Organised Smallholders.

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The methodology for collection of objective evidence included physical site inspections, observation of tasks and processes, interviews of stakeholders, communities, staff, workers and their families, review of documentation and data. Checklists and questionnaires were used to guide the collection of information. The comments made by external stakeholders are taken into account in the assessment.

For the annual surveillance audit 01, Quek Brothers Plantations Company has 1 estate. Therefore, no selection required.

Table 2-1: List of Estate Selected

Name of Estate	Coordinates
Quek Brothers Plantation Company	E117.9728°, N 5.9150°

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 raised and action plan to be submitted within 30 days from closing date of audit for review and acceptance. Implementation of Minor NC will be review and verify in the next audit.

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3. ORGANISATION INFORMATION

Quek Brothers Plantation Company is an oil palm plantation company located at Batu 12, Jalan Labuk, KG Jawa Satu, Rancangan, Sungai Manila, Sandakan, Sabah.

The details of the Quek Brothers Plantation Company estate as below:

Name of Estate	Location	Coordinates
Quek Brothers	Batu 12, Jalan Labuk, KG Jawa Satu, Rancangan SG. Manila, Sandakan	E117.9728°, N 5.9150°

3.1. Production volume

Name of Estate	Area (Ha)		Production FFB Jan – Dec 2019 (mt)	Production FFB Jan – July 2020 (mt)	Projected FFB Production (mt) (Aug 2020 to Dec 2020)
	Total*	Production**			
Quek Brothers Plantation Company	67.10	67.00	964.26	533.83	300
Total	67.10	67.00	964.26	533.83	300

*includes productive and non-productive area (infrastructures, conservation, HCV, housing & office compound use, set aside area etc.)

**Immature + Mature Area

Planting Program for Each Estate

Year / estate	Quek Brothers Plantation (ha)	Remark
1984 - 1999	67.10	First planting
Total Mature	61.03	
2018	6.07	First Replanting
Total Immature	6.07	
Total	67.10	

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3.2. Replanting program for each estate

Year of replanting	Planted area (ha) in each estate	Total area to be replanted (ha)
2020	6.07	6.07
2021	6.07	6.07
2022	6.07	6.07
Total	18.21	18.21

3.3. Map of Company Location and Estate

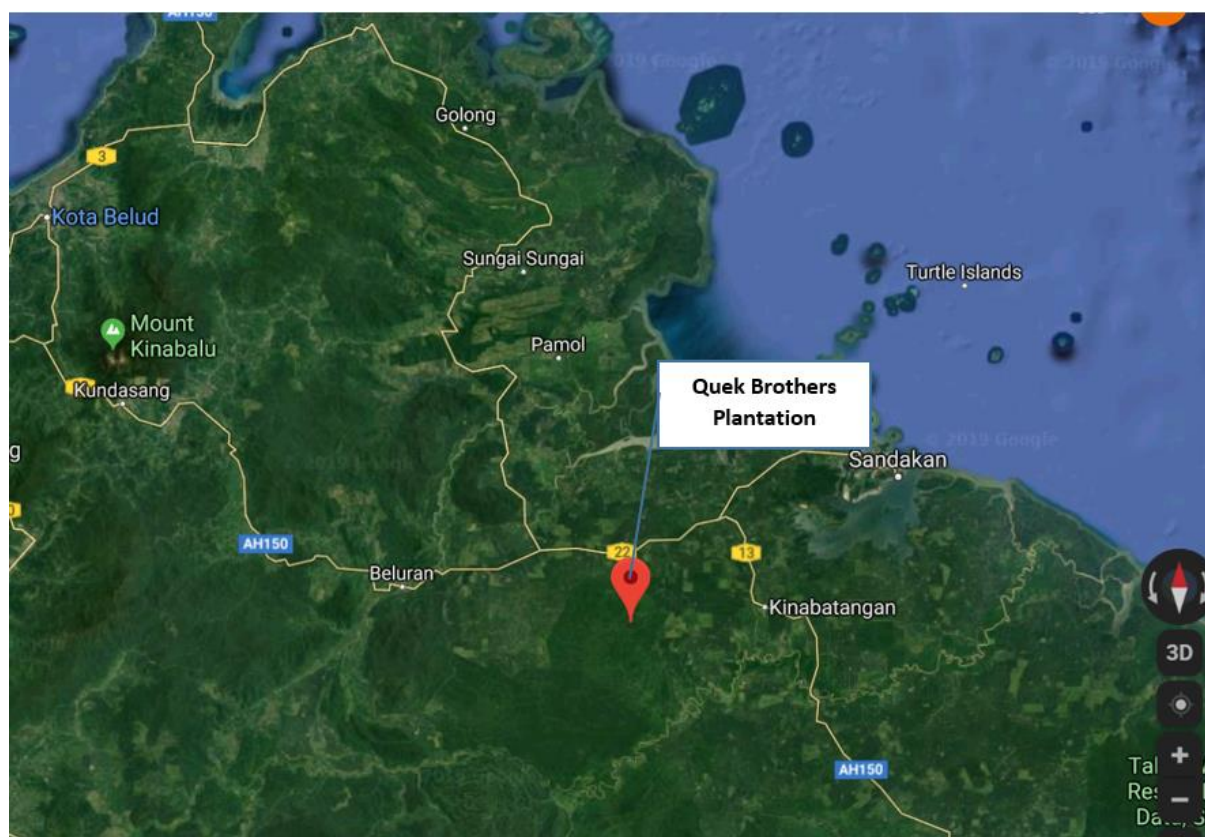


Figure 1: Quek Brothers Plantation Company Sabah estate map

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4. CERTIFICATION ASSESSMENT

4.1. Annual Surveillance 01

The objective of the audit is to assess the activities of the estates are in compliance with MS 2530-3:2013 Part 3 General principles for Oil Palm Plantations and Organised Smallholders.

4.1.1. Annual Surveillance 01:

The Surveillance 01 audit is conducted on 26/08/2020 to 27/08/2020 covering the Quek Brothers Plantations Sdn Bhd estate.

During the onsite surveillance audit, there are 1 Major, 0 Minor, 6 Opportunities for Improvement (OFI) are raised. The Major non-conformances raise during the audit are closed out by means of documents review that are establish, revised and implemented appropriately and preventive actions taken.

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

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

The audit findings if any, raised in this audit refer to Section 4.6 of this report.

4.2. Stakeholders' Consultation

TUV NORD (Malaysia) Sdn. Bhd has published the public notification on 16/07/2020 as to accommodate stakeholder's consultation meeting for Quek Brothers Plantations Company to provide comments. As at audit date on 26/08/2020 there are no comments received.

Invitation letters are sent on 24/07/2020 to invite relevant stakeholders to attend a local stakeholders' consultation on 26/08/2020 to gather information from the local communities in accordance to §7, 3.2 of the Certification Procedure requirements.

The topics of discussion are as below:

1. Introduction of MSPO certification.
2. Development of oil palm plantations
3. Community service and support provided
4. Wildlife management and wildlife corridor
5. Type of wildlife sighted at the plantations and wildlife corridor.
6. Local communities' development.

The following relevant Principles & Criteria of the applied standard are discussed during the stakeholders' consultation:

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1. Principle 2 Criteria 2 Indicator 1: Consultation and Communication with stakeholders:
The stakeholders could confirm they have attended meetings with the company on MSPO certification.
2. Principle 4 Criteria 2 Indicator 3 & 4: A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint
The stakeholders' advice they are informed a logbook and form is available at the office to lodge any complaints or suggestions.
3. Principle 4 Criteria 3 Indicator 1: Contribute to local development in consultation with the local communities.
The local communities could confirm the company has provide assistance and support to communities.
4. Principle 6 Criteria 4 Indicator 1: Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information
The contractors who provides maintenance and service could confirm they are briefing on MSPO requirements.

There no issues raised during the stakeholder's consultation in terms of tenure and/or use rights, social or environmental aspects of management and operations that need to be addressed by the certified unit. 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

Items	Subject discussed	Audit team findings	Company response and proposed action to be taken
1	Any information from Company as regards to the MSPO audit?	Stakeholder is aware of the MSPO, stakeholder feedback company provide the information during stakeholders meeting.	Positive comments.
2	Social issues	No local communities attended. Therefore no input.	No further action required.
3	Type of land title – Country Leased, Provisional Leased, Native title, Customary Land	No issues raised by the stakeholder.	No further action required.
4	Economy / livelihood Is there any impact on livelihood after the introduction of MSPO?	Participant commented with MSPO certification will improve livelihood of workers.	Positive comments.

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Items	Subject discussed	Audit team findings	Company response and proposed action to be taken
5	Does MSPO largely benefits the local community?	Stakeholder is not local communities, therefore no comments on this topic.	No further action required.
6	Environmental understanding	Stakeholder understand on environmental conservation.	No further action required.
7	Awareness towards species, habitats, and high conservation values	Stakeholders are not local communities, therefore no comments on this topic	No further action required.
8	Are there any plantation management practices that affect you?	Stakeholders are not local communities, therefore no comments on this topic.	No further action required.
9	Do you consider any management is in conflict with the MSPO principles and criteria?	Stakeholders commented there should be no conflict by the management topic.	Positive comment
10	Do you have any suggestions for management?	No suggestion from stakeholders attended.	No further action required.

4.3. Summary of Assessment

Principle and Criteria Assessment Summary
<p>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 with all criterions will be assessed. Evidences are sought for conformity with the MSPO 2530-3. The summary of the assessment 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</p>

Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
4.1.1.1	<p>QBPC established MSPO policy dated 03/03/2019 signed by Director.</p> <p>The copy of the policy is displayed at the notice board and available in English and Bahasa Malaysia language.</p> <p>Briefing on the MSPO policy conducted on 23/03/2020 to all the workers.</p> <p>Site interview informed that the workers understand the policy established.</p>	Yes
4.1.1.2	<p>QBPC established MSPO policy dated 03/03/2019 states the commitment for continual improvement.</p>	Yes

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	The policy has listed the key commitment towards the achievement of continual improvement.	
4.1.2.1	QBPC established a schedule for internal audit for 2020 dated 02/02/2020. An internal audit was conducted on 28/07/2020 with 4 non-conformities raised. The timeframe to close the findings are reviewed and will be closed in August 2020.	Yes
4.1.2.2	QBPC established SOP Internal Audit dated 25/06/2019 describes the flow of the internal audit process. The internal audit result has identified weak and strong points. Example of weak point: Insufficient chemical tray	Yes
4.1.2.3	The results of the internal audit are presented during the management review meeting on 05/08/2020.	Yes
4.1.3.1	Management review meeting conducted on 05/08/2020. Review of minutes of management review meeting includes internal audit result and plantation matters.	Yes
4.1.4.1	QBPC established Continuous Improvement Plan dated 15/08/2020. CIP topics include: <ul style="list-style-type: none"> ● Chemical Store ● Fertilizer Store ● Workers Quarters ● Block Marking 	Yes
4.1.4.2	QBPC established SOP for Identification and Implementation of New Information and Technique of New Industry Standards and Technology dated 27/06/2020. The procedure states that any new practices and technology will be recorded and monitored. No new technique or new technology is used as audit date.	Yes
4.1.4.3	QBPC established SOP for Identification and Implementation of New Information and Technique of New Industry Standards and Technology include training to be conducted prior to the implementation of any new practices or technology.	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>QBPC established list of stakeholders, updated 11/08/2020 include NGOs, government agencies, contractors, suppliers, neighboring estates, collecting center.</p> <p>QBPC conduct external stakeholders meeting on 11/08/2020.</p> <p>Agenda discuss as follow:</p> <ul style="list-style-type: none"> • Company policies • Social issue • Environmental, zero burning and wildlife • PPE COVID-19 and SOP visitor • Complaint & grievance / request form • Communication & consultation • Feedback or suggestion 	Yes
4.2.1.2	<p>QBPC established list of publicly available document, updated 08/01/2020.</p> <p>Example of publicly available documents:</p> <ul style="list-style-type: none"> • Stakeholders list • Company policies • Company map • Licenses 	Yes
4.2.2.1	<p>QBPC established Consultation and communication procedure, dated 09/08/2019.</p> <p>The procedure was communicated to stakeholders on 07/06/2020 for internal stakeholders and on 11/08/2020 for external stakeholders.</p>	Yes
4.2.2.2	<p>QBPC appoints Estate Manager as person in-charge to handle communication and consultation with internal and external stakeholders.</p>	Yes
4.2.2.3	<p>QBPC established list of stakeholders updated 08/01/2020 include NGOs, government agencies, contractors, suppliers, neighboring estates, collecting center.</p> <p>Review on the stakeholder information, there is no request for information from stakeholders and this was confirmed with Estate Manager. The positive feedback from surrounding estate is good cooperation and relationship.</p>	Yes
4.2.3.1	<p>QBPC established SOP for traceability dated 09/08/2019.</p> <p>List of documents involved in traceability:</p>	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
	<ul style="list-style-type: none"> • Delivery chit • Weighbridge ticket • Monthly FFB records. 	
4.2.3.2	<p>QBPC conduct monthly checks of the traceability documents by the estate mandore and verify by estate in charge.</p> <p>Monthly delivery FFB send to collecting center has review and sighted update 12/08/2020.</p> <p>QBPC conducted Internal audit on 28/07/2020 that include traceability system. There are no findings for traceability.</p>	Yes
4.2.3.3	<p>QBPC established SOP for traceability, dated 09/08/2019.</p> <p>Person in charge as describe in the traceability SOP is Estate Manager.</p>	Yes
4.2.3.4	<p>QBPC established SOP for traceability, dated 09/08/2019.</p> <p>The Traceability SOP describe, the records are kept for a period of 5 years.</p> <p>FFB delivery note from estate and mill weighbridge ticket.</p> <p>Review on the records such as delivery chit to mill.</p> <p>Unique identification number is the delivery chit is stated in the mill weighbridge ticket.</p>	Yes

Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	<p>QBPC established legal register dated 05/03/2019 updated 05/07/2020.</p> <p>The list of license and permits updated 03/03/2020.</p> <p>Example of legal register:</p> <ul style="list-style-type: none"> • Malaysia Palm Oil Board Act 1988 (Act 582) • Prevention and Control of Infectious Disease Act 1988 <p>Example permits & licenses:</p> <ul style="list-style-type: none"> • MPOB license validity period 01/12/2019 – 30/11/2020 • Trading license validity period 16/12/2019 – 30/12/2020 	Yes
4.3.1.2	<p>QBPC established legal register dated 05/03/2019 and updated on 05/07/2020.</p> <p>Example:</p> <ul style="list-style-type: none"> • Malaysia Palm Oil Board Act 1988 (Act 582) 	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
	<ul style="list-style-type: none"> Prevention and Control of Infectious Disease Act 1988 All applicable laws, regulations and guidelines kept as soft copies.	
4.3.1.3	QBPC established legal register 05/03/2019 updated 05/07/2020. Example of updated is Prevention and Control of Infectious Disease Act 1988.	Yes
4.3.1.4	QBPC appoint estate manager as PIC for monitoring and updating legal documents, regulations and licenses dated 29/04/2019.	Yes
4.3.2.1	QBPC established land titles summary dated 03/03/2020. QBPC land titles are country lease issue by Sabah Land Authority. Type of activity: Agriculture purpose Land title tenure: 99 years	Yes
4.3.2.2	Land titles issued by Sabah Land Authority states QBPC is the landowner. Land activity states agriculture purpose and land tenure is 99 years.	Yes
4.3.2.3	Land titles include map stating the total are with boundary stone numbering. During site verification, boundary marker is marked with a boundary stone and red wooden stick.	Yes
4.3.2.4	No dispute from previous owners since the land titles are country lease issued by Sabah Land Authority.	Yes
4.3.3.1	QBPC land titles are country lease issued by Sabah Land Authority. No customary land titles listed in the summary of land titles.	Yes
4.3.3.2	There is no customary land leased or owned by QBPC. Therefore, no maps established.	Yes
4.3.3.3	There is no customary land leased or owned by QBPC. Therefore, no FPIC or negotiated documents established.	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	QBPC established SIA report dated 09/07/2020. The SIA includes a summary of positive and negative impacts as well as time-bound to monitor the completion. Example: Positive: 24 hours free water and electricity	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	Negative: Old oil palm are too tall as harvester difficult to do harvesting work.	
4.4.2.1	<p>QBPC established a complaint and grievance procedure dated 29/04/2019 and displayed at the estate notice board.</p> <p>Procedure states:</p> <ul style="list-style-type: none"> All complaints must be writing in forms All complaints to be recorded and review by the management 	Yes
4.4.2.2	<p>The established procedure states that the company will respond to the complaint received within 7 working days.</p> <p>Review on complaint file and box, there is no complaint received from January 2020 up to the audit date.</p>	Yes
4.4.2.3	QBPC established complaint and grievance form and made available at the office estate.	Yes
4.4.2.4	<p>Briefing on the procedure conducted on 15/08/2019 to all workers.</p> <p>Sighted the training plan, briefing on the procedure will be held on 28/11/2020.</p> <p>Interviewed with workers informed they are aware of the complaint procedure.</p>	Yes
4.4.2.5	Review on complaint file and box, there is no complaint received from 2019 up to the audit date.	Yes
4.4.3.1	QBPC provides job opportunity to local communities for transporting FFB to mill.	Yes
4.4.4.1	<p>QBPC established Occupational Safety & Health Policy dated 29/04/2019 signed by Director.</p> <p>The policy states that “to provide a safe and healthy working environment for all employees.”</p> <p>The policy is available at estate notice board.</p> <p>The internal stakeholder meeting conducted on 07/06/2020 includes safety and health policy.</p> <p>The external stakeholder meeting conducted on 11/08/2020 includes safety and health policy.</p>	Yes
4.4.4.2	<p>a</p> <p>The safety and health policy is available at estate notice boards.</p> <p>Worker are briefed on the S&H policy on 07/06/2020.</p> <p>The external stakeholder meeting conducted on 11/08/2020 includes safety & health policy.</p>	Yes

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Indicator	Summary of Assessment	Compliance
b	<p>QBPC established HIRARC dated 12/12/2019 by work area for each activity.</p> <p>HIRARC table include: activity, hazards, risk and effects, existing control, risk assessment after control, PIC.</p> <p>Example:</p> <p>Activity: Harvesting/chisel.</p> <p>Hazard: Possible mishap while transporting tool to field.</p> <p>Risk and effect: Cut or injuries.</p> <p>Existing control: Chisel/sickle cover, regular training to workers.</p>	Yes
c i	<p>QBPC established training plan for year 2020 is established dated 01/08/2020 include awareness training provided to chemical handler.</p> <p>Example:</p> <ol style="list-style-type: none"> 1. Records of training on PPE and chemical handling conducted on 29/10/2019 for workers. 2. Safe work practices for harvesting, manuring and chemical premix plan conduct on 29/11/2020. 3. OSH policy briefing conducted on 23/02/2020 for workers and contractors. 	Yes
c ii	<p>SDS is available at chemical, fertilizer and diesel stores.</p> <p>Example:</p> <ol style="list-style-type: none"> 1. Glyphosate 41% 2. Kenpo 888 <p>SDS available in English and Bahasa Malaysia.</p>	Yes
d	<p>Records of PPEs issuance are maintained.</p> <p>Type of PPE for activity in accordance to CHRA and HIRARC assessment indicated in activities that require appropriate PPE.</p> <p>Site interview with harvesters informed, the awareness regarding the usage of PPE for work and Covid-19</p> <p>PPE issuance records are available and any issuance monitored and ensure works are provided with proper PPEs</p> <p>Example:</p> <ul style="list-style-type: none"> • Safety helmet • Rubber boots 	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<ul style="list-style-type: none"> • Medical face mask • Rubber gloves 	
e	<p>QBPC adopt the SDS for handling of chemical and storage.</p> <p>SDS states:</p> <p>Section 4: Emergency relief measures</p> <p>Remove contaminated clothing. Wash the skin place contaminate with chemical 15 minute and get medical attention.</p> <p>Section 6: Steps reduce accident.</p> <p>Used PPE, google, glove, boots</p> <p>CHRA Assessment conducted on 22/06/2019.</p> <p>All chemicals have original labelling and in original packaging.</p>	Yes
f	Estate manager is as in charge of safety and health.	Yes
g	<p>QBPC has 2 workers that below DOSH requirement of 40 workers. Therefore, not required to conduct regular quarterly meeting.</p> <p>QBPC has conducted last meeting on 21/07/2019. Review on meeting programme, next meeting on safety and health is on 28/11/2020.</p> <p>Review on accident and injury record, there are no accidents reported in year 2020.</p> <p>Sighted JKKP record submitted dated 20/01/2020 for year 2019.</p>	Yes
h	<p>QBPC established procedure accident and emergency response plan dated 02/05/2019.</p> <p>The ERP is display at the notice board with contact number for any emergency.</p> <p>Interview workers informed, they aware of emergency procedure and instructions.</p> <p>QBPC established Covid-19 SOP dated 07/06/2020.</p> <p>Briefing on Covid-19, accident and emergency response plan to all workers date 07/06/2020.</p>	Yes
i	<p>The estate in-charge and mandore are trained in first aid on 23/06/2019.</p> <p>First aid kits available sighted at housing quarters, chemical store and estate operation activities.</p>	Yes
j	QBPC established record book for accident and injuries.	Yes

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Indicator	Summary of Assessment	Compliance
	No accident and injuries reported on year 2020 until the audit date. Annual report JKKP8 form for year 2019 submitted to DOSH on 20/01/2020.	
4.4.5.1	QBPC established Good social practice policy dated 29/04/2019 signed by Director. The policy is displayed at estate notice board. The policy states to ensure employees are treated with dignity and respect Good social practice policy are briefed to external stakeholders on 11/08/2020 and internal stakeholders on 07/06/2020. Interview with workers informed they are aware on the Good Social Practice policy.	Yes
4.4.5.2	QBPC established Good social practice policy dated 29/04/2019. Policy states: <ul style="list-style-type: none"> To respect all company employee regardless of their race, gender and religion. Field visit and interview with workers no discrimination practices in estate.	Yes
4.4.5.3	QBPC pays workers according to Minimum Wage Order (Amendment) 2020 of RM1,200.00 / month or RM46.15 / day and piece rate base on task work. QBPC provide a copy of contract agreement and pay slip to workers. Review worker's payslip wage paid according to Minimum Wage Order (Amendment) 2020 or agreed piece rate. Interviewed with Estate Manager informed during the MCO period, workers are paid RM46.15/day. The pay slip of workers review, workers paid in line with contract agreement.	Yes
4.4.5.4	QBPC engage contractor for FFB transport to deliver the FFB to collecting centre. The payment made by the contractor to the workers are based on agreeable rate per tonne of FFB transported.	Yes
4.4.5.5	QBPC established list of workers dated 02/08/2020 consist workers details such as worker name, country of origin, gender, date of birth, date of entry, job description, wages, period of employment.	Yes
4.4.5.6	QBPC established worker contract for every worker recruited. QBPC provide fair contract duly signed by both parties.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>The works are briefed on the working contract terms and conditions, wage, type of work and copy is provided.</p> <p>During site interview with workers informed, they have been briefed on the contract agreement terms and conditions and received a copy after signed by both parties.</p>	
4.4.5.7	<p>QBPC established "Masa Kerja di Ladang" and displayed at estate notice.</p> <p>Working hours is available and QBPC use the morning muster call to record workers reporting for work.</p> <p>Working hours:7.00 am to 3.00 pm</p> <p>Resting hours: 11.00 to 12.00 pm</p> <p>Interview with workers informed they aware on the working hours and overtime work.</p>	Yes
4.4.5.8	<p>QBPC established the 'Masa Kerja Di Ladang' and displayed at the estate notice board.</p> <p>The working hours is from 7.00 am to 3.00 pm with time rest 11.00 am to 12.00 pm.</p> <p>During field visit workers feedback, they understand the working hours and overtime time.</p>	Yes
4.4.5.9	<p>QBPC pay worker's wage in accordance to Minimum Wage Order (Amendment) 2020 which is RM46.15/day or agreed task piece rate.</p> <p>Example:</p> <p>Spraying activities: RM 20 per Ha</p> <p>Review on the worker's payslip and monthly payroll records include worker's wage and payment rate. A copy of payslip provided to workers.</p> <p>Interview with the workers informed they understand on the wage and overtime rate.</p>	Yes
4.4.5.10	<p>QBPC provides benefit to workers such as hand phone incentives and motorcycle allowance.</p>	Yes
4.4.5.11	<p>QBPC adopted the industry best practise for workers housing quarters.</p> <p>Site observation on the worker living quarters has basic amenities such as water and electricity.</p>	Yes
4.4.5.12	<p>QBPC established the "Good Social Practices Policy" dated 29/04/2019 signed by Director.</p> <p>The policy states:</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<ul style="list-style-type: none"> To provide working environmental working environmental that is free from sexual harassment and violence for both workers and visitor. To prevent sexual harassment and violence against women workers and other community. <p>The policy is displayed at estate notice board.</p> <p>Briefing on Good Social Practices conducted on 11/08/2020 for external stakeholders and plan for internal stakeholders on 07/06/2020.</p> <p>No complaint lodged for related issue.</p>	
4.4.5.13	<p>QBPC established the "Good Social Practice Policy" dated 29/04/2019 signed by Director.</p> <p>The policy states:</p> <ul style="list-style-type: none"> Respect employees that have right and freedom to form or join trade union. <p>There is no union form by workers in QBPC.</p> <p>The internal stakeholders meeting is the platform for workers to raise any concerns on training, social, wages and benefits on 07/06/2020.</p> <p>Training programme established includes social policy will be conduct on November 2020.</p>	Yes
4.4.5.14	<p>QBPC established the "Good Social Practice Policy" dated 29/04/2019.</p> <p>The policy states:</p> <ul style="list-style-type: none"> We shall ensure that no child or young person are employed pursuant to children and young persons (employment) Act 1966. <p>Reviewed on the workers list, all workers are above 18 years old and QBPC did not hired young person or children.</p>	Yes
4.4.6.1	<p>QBPC established training program year 2020 dated 01/08/2020.</p> <p>Training conducted:</p> <ul style="list-style-type: none"> 14/8/2019 MSPO briefing 29/10/2019 chemical handling 23/02/2020 company policy <p>Training program for policy, company SOP, safety, environmental and best practice will conduct on 28/11/2020 and 29/11/2020.</p>	Yes
4.4.6.2	<p>QBPC established training program year 2020 dated 01/08/2020.</p> <p>The training need analysis is established based on job description.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.6.3	<p>QBPC established the annual training program for year 2020 dated 01/08/2020.</p> <p>Training program includes company policies, company SOP, health, safety environment and social.</p>	Yes

Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>QBPC established Environmental Policy dated 29/03/2019 signed by Director.</p> <p>The policy point 1 states complying with all applicable environmental laws and regulations.</p> <p>The policy is available at estate notice board.</p> <p>Environmental policy briefing for all workers conducted on 23/02/2020.</p>	Yes
4.5.1.2	<p>a QBPC established Environmental Policy dated 29/03/2019 signed by Director.</p> <p>The policy states company committed to minimizing the environmental impact of its operation and understand the importance of conserving natural resources.</p>	Yes
	<p>b QBPC established Environmental Aspect and Impacts Assessment dated 17/06/2020.</p> <p>The assessment include all operations such as maintenance, harvesting, store, etc.</p> <p>Example: Activity: Chemical application Aspect: Over spraying of chemicals Impact: Effect water and soil quality Control: Minimize of chemical usage such as selective weeding and regular maintenance of spray equipment Risk: Moderate</p>	Yes
4.5.1.3	<p>QBPC established Environmental Aspect and Impacts Assessment dated 17/06/2020 include negative impact and promote the positive.</p> <p>Example positive impact: Activity: Manuring application by using bowl and reduce usage of plastic bag Aspect: Reduce plastic bag usage.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	Impact: Reduce pollution to environment.	
4.5.1.4	<p>QBPC established EIA dated 17/06/2020 for promoting of positive impacts and improvement plan.</p> <p>Example: Recycling of empty pesticide containers. Expected outcome: Reduction of wastes Monitoring: Triple rinsing empty containers for spraying used. PIC: Estate in charge.</p>	Yes
4.5.1.5	<p>QBPC established training program dated 18/02/2020 includes topic policies, environmental, etc. Briefing of policies to workers conducted on 23/02/2020.</p>	Yes
4.5.1.6	<p>Document review and interview with workers informed no environment meeting conducted for year 2020.</p> <p>Major NC: QBPC do not conduct regular meetings with employees to discuss on environmental topics.</p>	No
4.5.2.1	<p>QBPC established baseline for electricity usage record from Sabah Electricity Sdn Bhd (SESB) and Diesel Usage record. Review the baseline values for year 2017 to year 2019.</p> <p>The baseline is a guideline to monitor and compare against the actual usage.</p> <p>Usage of electricity from the grid is closely monitored on monthly basis. Record of electricity usage in estate for year 2019 and year 2020 is within the baseline.</p> <p>Usage of diesel record monitor on monthly basis for FFB transport from contractor. The record of diesel for year 2020 is within the baseline.</p> <p>QBPC do not have genset, tractor or lorry available. Therefore, no diesel usage for genset, tractor or lorry is established.</p> <p>The electricity usage for housing and store.</p>	Yes
4.5.2.2	<p>QBPC has established 3 years baseline value for electricity usage for the housing and store.</p> <p>QBPC does not have genset or farm tractor, diesel usage only applicable for FFB lorry. The 3 years baseline is review from year 2017 to year 2020 only for contractor FFB transport.</p> <p>Records of monthly usage is compared against the baseline value.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.2.3	QBPC does not practice renewable energy for the estate.	Yes
4.5.3.1	QBPC established Waste Management Plan dated 20/04/2020. Waste generated is identified on type of waste such as solid, liquid and gases All waste products and sources of pollution identified is documented in the establish table.	Yes
4.5.3.2	a QBPC established Waste Management Plan dated 20/04/2020 identifying the source and disposal method. Example: Waste identifications: Rotten bunches Source: Palm or harvesting area Location: Fields Disposition method: Mulching	Yes
	b QBPC identify wastes generated that could be reduce, reuse or re-cycle. Example: Waste: Fertilizer bag Source: Manuring activity Method: Recycle for loose fruit collection Site verification at field confirmed the practice is implemented.	Yes
4.5.3.3	QBPC established SOP Chemical Mixing, Chemical Storage, Chemical Application dated 29/04/2019 describe on premix of chemical, safety storage and application handling. In additional, QBPC adopted SDS as SOP for chemical disposal. All empty chemical containers are properly marked and re-used for chemical spraying.	Yes
4.5.3.4	QBPC established SOP for Disposal of Chemical dated 29/04/2019. The SOP describes triple rinse all the empty chemical containers before reuse. No disposal of empty chemical containers by QBPC as the containers re-used back for chemical spraying after triple rinse. The SOP displayed at the notice board. During visit at chemical store sighted empty chemical containers are rinsed, mark (X) in red color and reused for spraying activities.	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.3.5	<p>QBPC dispose domestic wastes collected by local town council. Some domestic wastes can be recycled and use as fertilizer for vegetable and fruit trees planted by employees.</p> <p>There is no landfill established for disposal of domestic waste.</p>	Yes
4.5.4.1	<p>QBPC has established Waste Management Plan dated 20/04/2020 includes the type of wastes identified.</p> <p>Example:</p> <p>Gaseous waste: Vehicles</p> <p>Action: Engine off during loading of FFB</p> <p>Solid Waste: Empty chemical container</p> <p>Action: Triple rinse and reused for spraying activity.</p> <p>Liquid waste: Spillage of mixing pesticides</p> <p>Action: Collect back to drum</p>	Yes
4.5.4.2	<p>QBPC established Waste Management Plan dated 20/04/2020 includes action plan to reduce the pollutants and emissions</p> <p>Example:</p> <p>Activity: Smoke emission from FFB lorry.</p> <p>Action plan: To off engine during loading FFB process.</p>	Yes
4.5.5.1	<p>a QBPC water source is from the Sabah State Water Department and rainwater harvesting.</p> <p>Water source from Sabah State Water Department is for operation use and domestic consumption.</p> <p>Rainwater harvest is only for domestic use for washing only.</p>	Yes
	<p>b QBPC do not have streams, rivers or waterways within the estate. Therefore, no monitoring established for incoming or outgoing water.</p>	Yes
	<p>c Chemical container washing and rinsing water is recycle for pre-mix usage.</p> <p>Water usage is monitored through monthly bill received from Sabah State Water Department.</p> <p>The water usage baseline are established from year 2018 and year 2019. Review the water usage within the baseline.</p> <p>Piping system are in good condition during inspection at housing and facilities area.</p>	Yes
	<p>d QBPC estate map review confirm there is no river, stream or buffer zone within the estate.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	Interview with the workers feedback that they are aware and understood that spraying and fertilizing activities are prohibited to be carry out on the buffer zone area.	
	e QBPC site visit observed there is no river, stream or buffer zone. . Therefore, no management plan to restore vegetation in riparian zone established.	Yes
	f During site visit at housing and facilities areas, there are no bore wells used for water supply.	Yes
4.5.5.2	There are no bunds or weirs or dams constructed in QBPC. This is confirmed during field visit.	Yes
4.5.5.3	Rainwater harvesting practices is implemented at the workers housing area. Rainwater collected for domestic washing.	Yes
4.5.6.1	a QBPC established Environmental Policy dated 29/03/2019 signed by Director states on commitment of wildlife protection. QBPC established wildlife management plan dated 08/09/2019 to monitor wildlife. The record is displayed on estate notice board and workers are briefed on 23/02/2020. During site interview worker aware on wild life shall be protected and feedback to management when there is wild life sighted in the estate. Site visit confirm the signage of no hunting or capturing of protected wildlife is installed.	Yes
	b QBPC monitor wildlife in and surrounding the estate. QBPC established monitoring checklist of biodiversity dated 01/08/2019 for worker to fill up once observed any wildlife in the estate. The list is displayed at notice board. Example of wildlife record in checklist: Wild boar. There are no wildlife sighted within the estate during field visit.	Yes
4.5.6.2	a QBPC established the plan 'Memerangi Pemburuan Haram' dated 01/07/2020. The plan include the Wildlife Department guideline such as hunting protected animal penalty. The plan is displayed on notice board. During site interview, workers understand on wildlife conservation. They informed any wildlife sighted to feedback to estate management.	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>b QBPC established Environment Policy dated 29/03/2019 states company committed to minimizing the environmental impact of its operations and understands the importance of conserving natural resource.</p> <p>Point 1 Complying with all applicable environmental laws and regulation.</p> <p>Point 7 No hunting of wildlife is encouraged inside the plantation.</p> <p>The pictorial wildlife list is displayed at notice board.</p> <p>Signage of no hunting has been installed at estate to make sure that no illegal hunting. There is no human-wildlife conflict evidence in the estate.</p> <p>Workers are brief on wildlife conservation dated 23/02/2020.</p>	Yes
4.5.6.3	<p>QBPC establish monitoring records to monitor wildlife in and around the estates.</p> <p>Monitoring record dated 01/08/2020 is review.</p> <p>Example: Wildfowl.</p>	Yes
4.5.7.1	<p>QBPC established Environment Policy dated 29/03/2019 signed by Director.</p> <p>The policy state implement zero burning on all oil palm cultivation activities, there will be no open burning in the estate.</p> <p>During site verification at field operation, buffer zone and labor quarters no open burning activities found.</p>	Yes
4.5.7.2	<p>QBPC follow the field handbook, vol. 2, series number: ISBN 981-04-1433-1 as a guideline to treat crop with diseased.</p> <p>QBPC practice felled or chipped down oil palm when there is any diseased occur.</p> <p>There are no serious palm diseases sighted during the field visits that require burning. Therefore, no special approval application for open burning from the relevant authorities.</p>	Yes
4.5.7.3	<p>QBPC has establish Environment policy dated 29/03/2019 signed by Director.</p> <p>There are no application documents sighted for controlled burning.</p> <p>During on site verification no open burning activities found.</p>	Yes
4.5.7.4	<p>QBPC adopt field handbook for immature oil palm, volume 2 series number: ISBN 981-04-1433-1 as a guideline to conduct new planting and replanting practices.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	During field visits, the replanted area in year 2020 where palms are felled and chipped. No sign of burning observed	

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>QBPC adopted best practice procedure from Field Handbook Oil Palm Series Volume 1, 2 & 3 which includes Nursery, Immature and Mature activities.</p> <p>QBPC has established SOP for chemical spraying, manuring, slashing and harvesting.</p> <p>Established training plan indicates the training for harvesting, manuring and chemical spraying will be conducted on 29/11/2020.</p>	Yes
4.6.1.2	<p>QBPC adopt Field Handbook Oil Palm Series Volume 2 Immature dated 1999, doc no. ISBN: 981-04-1433-1 as guidelines for planting at slopes.</p> <p>During site observation indicates terrace constructed and cover crops planted along the spoil and face of the slope to reduce soil erosion.</p>	Yes
4.6.1.3	QBPC established block marker states the phase and block number, year of the first planting, year of replanting, number of trees and type of material.	Yes
4.6.2.1	QBPC has established 5 years business plan from 2020 to 2024. The plan includes the sales of FFB, administration and operation expenditure, CIP and replanting cost.	Yes
4.6.2.2	QBPC established 5 years replanting program updated on 30/07/2020 from 2018 to 2022.	Yes
4.6.2.3	<p>QBPC established a long-term plan and financial projection from 2020 to 2024.</p> <p>The plan includes:</p> <ul style="list-style-type: none"> • Planting material to be used • FFB projection • Production cost per metric tonne • FFB Price forecast/MT 	Yes
4.6.2.4	The management plan implemented with the goals and objectives is monitored by monthly basis for profit and loss.	Yes
4.6.3.1	<p>QBPC purchase chemical, fertilizer and operation tool from supplier where the pricing is verbally obtain from the supplier.</p> <p>Example:</p>	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	Sighted invoice indicates total amount to be paid and date of purchase.	
4.6.3.2	QBPC make a payment for purchase of the chemical and fertilizer based on the verbally agreed price and terms of payment. Review on invoice, total amount to be paid, date of invoice issued and invoice number are available.	Yes
4.6.4.1	QBPC engaged external party for FFB transportation to collecting center. The contract includes statement the contractor has to comply MSPO Principles requirements.	Yes
4.6.4.2	QBPC established contract agreement with contractor to deliver FFB duly agreed and signed by both parties.	Yes
4.6.4.3	Contract agreement for FFB transport include a statement Accept MSPO approved auditors to verify assessment thorough physical inspection.	Yes
4.6.4.4	QPBC payment to contractors based on progress report monitored by the summary records and approved by the Estate Manager prior to issue payment.	Yes

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Principle 7: Development of new planting		
Indicator	Summary of Assessment	Compliance
4.7.1.1	Planting statements, estate map and land title are reviewed. The 1 st planting starts in year 1984 and latest replanting in year 2020. Therefore, no new planting and replanting at high biodiversity value area in the estate.	Yes
4.7.1.2	Planting statement, estate map and land title are reviewed. The 1 st planting starts in year 1984 and latest replanting in year 2020 only 6.07 Ha. Therefore, no PMM or EIA established.	Yes
4.7.2.1	Planting statement, estate map and land title are reviewed there is no peat land in QBPC. Observation during onsite visit, there are no peat land found.	Yes
4.7.3.1	Planting statement, estate maps and land title are reviewed. There is no new planting in QBPC. Therefore no SEIA conducted.	Yes
4.7.3.2	Planting statement, estate map and land title are reviewed. There is no new planting in QBPC. Therefore, no SEIA conducted.	Yes
4.7.3.3	Planting statement, estate map and land title are reviewed. There is no new planting in QBPC. Therefore, no SEIA conducted	Yes
4.7.3.4	There are no smallholders scheme in QBPC certification. Therefore, not applicable.	Yes
4.7.4.1	Planting statement, estate map and land title are reviewed. There is no new planting in QBPC. Therefore, no soil and topographic map establish	Yes
4.7.4.2	Planting statement, estate map and land title are reviewed. There is no new planting in QBPC. Therefore, no soil and topographic map establish	Yes
4.7.5.1	Planting statement, estate map and land title are reviewed. There is no new planting. Therefore, no system for identifying people entitle to compensation for calculating and distributing fair compensation establish.	Yes
4.7.5.2	Planting statements, estates maps and land titles are reviewed. There are no new plantings. Therefore not applicable.	Yes
4.7.5.3	Planting statement, estate map and land title are reviewed. There is no new planting. Therefore, no compensation claim documented and made publicly available.	Yes

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4.7.6.1	Planting statement, estate map and land title are reviewed. There are no new plantings, therefore no FPIC conducted. Observation during onsite visit, there no new planting being crosschecked in field.	Yes
4.7.6.2	Planting statement, estate map and land title are reviewed. There are no new plantings, therefore no management plan establish to maintain scared sites. Observation during onsite visit, there no new planting being crosschecked in field.	Yes
4.7.6.3	Planting statement, estate map and land title are reviewed. There are no new plantings, therefore, no compensation establish. Observation during onsite visit, there no new planting being crosschecked in field.	Yes
4.7.6.4	Planting statement, estate maps and land titles are reviewed. There are no new plantings, therefore, no compensation establish. Observation during onsite visit, there no new planting being crosschecked in field.	Yes
4.7.6.5	Planting statement, estate maps and land titles are reviewed. There are no new planting, therefore, no mechanism establish. Observation during onsite visit, there no new planting being crosschecked in field.	Yes
4.7.6.6	Planting statement, estate maps and land titles are reviewed. There are no new plantings, therefore, no compensation establish. Observation during onsite visit, there no new planting being crosschecked in field.	Yes
4.7.6.7	Planting statement, estate maps and land titles are reviewed. There are no new plantings, therefore, no compensation plan established. Observation during onsite visit, there no new planting being crosschecked in field.	Yes
4.7.6.8	Planting statement, estate maps and land titles reviewed and there are no new planting. Therefore, no impact to local communities. Observation during onsite visit, there no new planting being crosschecked in field.	Yes

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4.4. Status of Non-Conformities Previously Identified

	The stage 1 audit findings have been reviewed, in particular to assure appropriate corrective actions 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.
	Not applicable. No non-conformity raised in previous audit.
<p><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></p> <p><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></p>	

4.5. Detail of Audit Findings in last audit

AUDIT OUTCOME		
During last Audit	0	MAJOR Non-Conformities
	1	MINOR Non-Conformities

Non Conformity Number 1			
Indicator # and Description	4.4.1.1 Social impacts should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.		
Location:	Estate office		
Description of Finding / Objective Evidence:			
1. The monitoring plan is not established to promote and mitigate the negative. 2. The survey is not comprehensive that the neighbour estate surrounded is not included.			
Classification	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor	
Raise by:	Muhammad Khairul Bin Azizul Hasan	Date Raise:	29/08/2019
Deadline for implementation		Next surveillance audit	
Root Cause Analysis (by company):			
The company did not included all our neighbours to the stakeholders' meeting / briefing on 14 th Aug 2019, only Koperasi Pembangunan Bersatu Sandakan Berhad was invited but they did not send any representative to our stakeholders meeting and they cannot be briefed on the social and other matters concerning the two companies.			
Correction (by company):			

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Non Conformity Number 1	
<p>As Seroi Sdn. Bhd. is the other estate situated across the road, on the eastern side of our estate, we shall write to them (apology for not inviting them to our stakeholders meeting first), explain to them that we are in the process of applying for MSPO certification, and to promote good relationship between the two estates, and how to promote the social and other matters regarding the two estates.</p> <p>In the same way, we shall write to only Koperasi Pembangunan Bersatu Sandakan Berhad as well in the same manner.</p>	
Corrective / Preventive Action (by company)	
<p>Writing to Koperasi Pembangunan Bersatu Sandakan Berhad and Seroi, a form regarding social matters will be attached to these two companies for their feedback. Prepare action plan (attached).</p>	
Review of Correction & Corrective / Preventive Action	
<p>Letter of survey and feedback form to neighbouring estates sent on 05/09/2019 to obtain feedback. The return survey and feedback form by the neighbouring estates are reviewed..</p> <p>Monitoring plan is established to promote and mitigate the negative impact from the survey conducted. The monitoring plan includes identified positive and negative impact, plan to mitigate the negative impact and time frame. The evidence provided is sufficient to close the minor NC. Further verification will be review in next surveillance audit.</p>	
<p>Closed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Site verification : <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>Name of Auditor: Muhammad Khairul Anuar bin Azizul Hasan</p>	<p>Date of Closure: 13/09/2019</p>
Review of Implementation	
<p>Review of SIA dated 09/07/2020 a table included for promote positive impact and mitigate the negative impact.</p> <p>The 'social assessment form' is review, no external stakeholders feedback received.</p> <p>The implementation is implemented appropriately.</p>	
<p>Name of Lead Auditor: Sheron Pui Ling Wui</p>	<p>Date of Review: 27/08/2020</p>

4.6. Detail of Onsite Audit Findings Identified During This Audit

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

ONSITE AUDIT OUTCOME		
During this onsite audit,	1	MAJOR Non-Conformities
	0	MINOR Non-Conformities

Non Conformity Number 1	
<p>Indicator # and Description</p>	<p>4.5.1.6 Management shall organize regular meetings with employees where their concerns about environmental quality are discussed.</p>

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Non Conformity Number 1	
Location:	Quek Brothers Plantation Company
Description of Finding / Objective Evidence:	
QBPC do not conduct regular meetings with employees to discuss on environmental topics.	
Classification	<input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor
Raise by:	Sheron Pui Ling Wui Date Raise: 27/08/2020
Deadline for implementation	26/10/2020
Root Cause Analysis (by company):	
Due to the Covid-19 pandemic, less activity was organised in the estate. Planned meeting on environment with employees was to be scheduled on November 2020 and we are not aware that it was over a year that such was done (last done on 10/7/2019)	
Correction (by company):	
Immediately organise meeting with employees on environment matter and discuss with them and see their feedback.	
Corrective / Preventive Action (by company)	
A meeting on environment matters conducted on 30 th August 2020. A schedule established for company meeting. The management can see clearly when the next schedule was due by looking into this form, this will prevent any meeting/ briefing and training being miss out or overdue.	
Review of Correction & Corrective / Preventive Action	
Review on environmental meeting minutes dated 30/08/2020 with list of attendance the meeting attended by all workers. QBPC established the Environmental Meeting schedule for next six years and will be conduct in yearly basis. The evidence provided is sufficient to close the non-conformity. The implementation will be review during next surveillance audit.	
Closed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Site verification : <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name of Lead Auditor / Auditor: Sheron Pui Ling Wui	Date of Closure: 21/09/2020
Review of Implementation	
Name of Lead Auditor / Auditor:	Date of Review:

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Nr.	Indicator	Description	Location	Opportunity for Improvement
1	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	QBPC	QBPC may improve the planning of internal audit in the internal audit procedure.
2	4.1.4.1	The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company	QBPC	QBPC could consider improve categorization of CIP.
3	4.4.4.2	C) An awareness and training programme which includes the following requirements for employees exposed to pesticides: i) all employees involved shall be adequately trained on safe working practices; and d) The management shall provide the appropriate personal protective equipment (PPE) at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC)	QBPC	i) QBPC may improve training frequency for safe working practices for all operations. d) QBPC may improve the PPE issuance record format.
4	4.4.6.1	All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.	QBPC	QBPC may consider improve training frequency to contractor.
5	4.5.1.2	b) The aspects and impacts analysis of all operations.	QBPC	QBPC may improve the EAIA to include all operations.

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Nr.	Indicator	Description	Location	Opportunity Improvement for
6	4.5.3.1	All waste products and sources of pollution shall be identified and documented.	QBPC	QBPC may improve 'Waste identification' include process dispose of facemask.

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5. CONCLUSION

Quek Brothers Plantations Company has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct annual surveillance audit for its estate according to MSPO 2530-3:2013 Part 3 General principles for Oil Palm Plantations and Organised Smallholders.

There is a Major NC raise and closed out successfully. No Minor non-conformances raised during this audit.

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-Part 3:2013 General Principles for Oil Palm Plantations and Organised Smallholders.

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

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

Total certified number of estates:	1
Total certified production area:	67.00 Ha
Certified FFBs January to December 2019:	964.26 Mt
Certified FFBs January to July 2020:	533.83 Mt
Project FFBs August to December 2020:	300.00 Mt

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6. RECOMMENDATION

The audit team conduct 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.

The structure of the audit is in accordance with the audit plan included in 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 products and/or services 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
X	Recommended for Continuity of Certification
	Recommended for Suspension of Certification

Puchong, 19/10/2020

Sheron Pui Ling Wui
TUV NORD (Malaysia) Sdn Bhd
Audit Team Leader

Puchong, 19/10/2020

Cheong, Chun Yuen (Robert)
TUV NORD (Malaysia) Sdn Bhd
Certifier / Approver

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7. LIST OF STAKEHOLDERS

Table 7-1: List of Interviewed Stakeholders

No.	Organisation
1.	Koperasi Pembangunan Bersatu Sandakan (neighbour estate)

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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 or weaknesses may still exist which were not expressly mentioned by the auditors in the final meeting or in the audit report.

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

Salvo clause:

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

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

Annex / Enclosures

Annex /
corresponding audit documentation

- P&C Audit Report / Checklists
- Audit Plan