

# MSPO CERTIFICATION SUMMARY REPORT

**SPOC B3 JUGRA**

**SURVEILLANCE 21**

**Onsite Audit Date: 14/08/2023 – 17/08/2023**

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Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC B3 Jugra

Client Number: 92-067

Audit Type: Annual Surveillance 21

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

## 1. INTRODUCTION

MPOB has commissioned TÜV NORD (Malaysia) Sdn Bhd to conduct annual 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) Pekebun Kecil, Malaysia Palm Oil Board
2. Guidelines for Development of a Standard Operating Procedure for Oil Palm Cultivation on Peat.

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

The audit team appointed consists of the team leader and 2 team members. The team contribute to the review of documents, assessment of the project activity and preparation of the report.

#### Qualification of the Lead Auditor: Khairul Anwar Bin Ismail

Requirement	Qualifications
Post-secondary education, college or university diploma / degree in one of the following	Graduate in Agricultural Science
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;	

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Requirement	Qualifications
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)	5 years working experience in oil palm plantations
Successfully completed MPOCC endorsed lead auditor training	Successfully completed MS 2530 series standards for Lead Auditors.
Carried out at least three (3) MSPO or equivalent sustainability certification audits as Lead Auditor-in-training with a minimum of fifteen (15) man-days under the supervision of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes within the last two (2) years.	Qualified as Lead auditor for MSPO scheme.
Field working experience in the palm oil sector, or demonstrable equivalent	5 years working experience in oil palm plantation.
Good Agricultural Practices (GAP) and Integrated Pest Management (IPM), pesticide and fertilizer use	5 years working experience in oil palm plantation.
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Successfully completed IMS ISO 9001 Lead Auditor course.
Health and safety auditing on the farm and in processing facilities Or Successfully completed Occupational, Health & Safety Management System ISO 45001 standard	Successfully completed IMS ISO 45001 Lead Auditor course.
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Successfully completed SA 8000 Basic training.
Environmental and ecological auditing or experience with organic agriculture. or Successfully completed Environmental Management Systems ISO 14001 standard	Successfully completed IMS ISO 14001 Lead Auditor course.
Completed High Conversation Value assessment	Attended and completed the HCV-HCS for producers online course.

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Requirement	Qualifications
Able to communicate in Bahasa Malaysia, English and / or any other local language.	Able to communicate in Bahasa Malaysia and English.

### Qualification of Team Member(s)

Requirement	Name 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	Ariff bin Lokman	Graduate in Plantation Industry and Management	Yes
	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)	Ariff bin Lokman	7 years working experience in oil palm plantation	Yes
	Mohamad Norhisham bin Mohd Salleh	5 years working experience in oil palm plantations.	Yes
Successfully completed MPOCC endorsed lead auditor / auditor trainings	Ariff bin Lokman	Successfully completed MS2530 series of standards for Lead Auditors	Yes
	Mohamad Norhisham bin Mohd Salleh	Successfully completed MS2530 series of standards for Lead Auditors.	Yes
Carried out 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.	Ariff bin Lokman	Qualified as auditor based on audit log.	Yes
	Mohamad Norhisham bin Mohd Salleh	Qualified as auditor based on audit log.	Yes

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Requirement	Name Assessor	Qualification	Compliance
Field working experience in the palm oil sector or demonstrable equivalent	Ariff bin Lokman	7 years working experience in oil palm plantations.	Yes
	Mohamad Norhisham bin Mohd Salleh	5 years working experience in oil palm plantations.	Yes
Good Agricultural Practices (GAP) and Integrated Pest Management (IPM), pesticide and fertilizer use	Ariff bin Lokman	7 years working experience in oil palm plantations.	Yes
	Mohamad Norhisham bin Mohd Salleh	5 years working experience in oil palm plantations.	Yes
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Ariff bin Lokman	Successfully completed IMS ISO 9001, ISO 14001 and ISO 45001 LA course.	Yes
	Mohamad Norhisham bin Mohd Salleh	Successfully completed ISO 9001, ISO 45001:2018 Lead Auditor course.	Yes
Health and safety auditing on the farms processes and activities Or Successfully completed Occupational, Health & Safety Management System ISO 45001 standard	Ariff bin Lokman	Successfully completed IMS ISO 9001, ISO 14001 and ISO 45001 LA course.	Yes
	Mohamad Norhisham bin Mohd Salleh	Successfully completed ISO 45001:2018 Lead Auditor course.	Yes
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Ariff bin Lokman	Successfully completed SA 8000 Basic training	-
	Mohamad Norhisham bin Mohd Salleh	Successfully completed SA 8000 Basic training	Yes
Environmental and ecological auditing or experience with organic agriculture. or Successfully completed Environmental Management Systems ISO 14001 standard	Ariff bin Lokman	Successfully completed IMS ISO 9001, ISO 14001 and ISO 45001 LA course.	Yes
	Mohamad Norhisham bin Mohd Salleh	Successfully completed IMS ISO 14001:2015 LA course.	Yes

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Requirement	Name Assessor	Qualification	Compliance
Completed High Conversation Value assessment	Ariff bin Lokman	Attended and completed the HCV-HCS for producers course.	-
	Mohamad Norhisham bin Mohd Salleh	Attended and completed the HCV-HCS for producers course.	Yes
Able to communicate in Bahasa Malaysia, English and / or any other local language.	Ariff bin Lokman	Able to communicate in both Bahasa Malaysia and English	Yes
	Mohamad Norhisham bin Mohd Salleh	Able to communicate in both Bahasa Malaysia and English	Yes



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## 2. METHODOLOGY

The audit approach consists of the following steps:

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

### Surveillance Audit:

The surveillance audit carried out onsite on 14/08/2023 – 17/08/2023 covering the following activities but not limited to below:

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

### Onsite Assessment

The audit of the smallholders is carried out according to the MS 2530-2:2013 Part 2 General Principles for Independent Smallholders.

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

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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 number of selected independent smallholders are based on example table of ACB – OPMC Issue 2 dated 04/09/2020.

The group of smallholders consists of 64 new members and 848 old members. The total number of smallholders for this audit are 912.

As per MPOB requirements the risk factor of 1.5 shall be applied. Therefore, the sample size  $S = 1.5\sqrt{912} = 45.30$  round up to the next integral 46.

As per OPMC 2 issue 2, from the sample size, the number of the new members are  $46 \times 75\% = 34$  and number of existing members are  $46 \times 25\% = 12$ .

The list of smallholders selected for the onsite assessment and inspection listed in Table 2-1 below:

Table 2-1: List of Sample Smallholders

Name	GPS Coordinates
<b>Existing Members</b>	
Amran Bin Abd Manan	N 2.840750, E 101.439000
Hong Choon Huat	N 2.844417, E 101.438417
Lim Bee Huat	N 2.831333, E 101.447556
Lee Seng Lee	N 2.830556, E 101.446917
Raja Ahmad Nadhir Bin Raja Othman	N 2.850000, E 101.437028
Cynthia Victoria Duraisingam	N 2.832222, E 101.517056
Kandar Bin Sadiman	N 2.786972, E 101.572250
Tan Que Lim	N 2.823778, E 101.521361
Ang Ah Huat	N 2.825944, E 101.509833
Ang Piew@Ang Ah Bah	N 2.825306, E 101.510000
Teo Sing Tong	N 2.862417, E 101.575111
Cheong Siok Choo	N 2.824639, E 101.523583

Name	GPS Coordinates
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New members	
Zulkihan Bin Musiran	N 2.788200, E 101.578000
Gan Kim Looi	N 2.776000, E 101.575300
Lim Siew Eng	N 2.778782, E 101.571674
Yap Ooi Sek	N 2.774963, E 101.567354
Rusli Bin Muhammad Ishak	N 2.769200, E 101.546200
Tawarni Bin Khamis	N 2.813987, E 101.387081
Esah Anak Tungkah	N 2.818223, E 101.372698
Pidarus Binti Tandang	N 2.818779, E 101.372912
Johan Bin Lamin	N 2.819875, E 101.372913
Sabri Bin Asin	N 2.822723, E 101.375478
Kantum Anak Quen	N 2.815446, E 101.375461
Hasmah A/P Halon	N 2.814382, E 101.376461
Edah Binti Lame	N 2.812501, E 101.379273
Bahkion Bin Bitong	N 2.814142, E 101.386746
Mastura Anak Aman	N 2.815624, E 101.385918
Janum Binti Tandang	N 2.830001, E 101.375275
Bayah Anak Maseh	N 2.817315, E 101.380199
Zaiton A/P Mancheh	N 2.815426, E 101.375194
Esah Anak Papah	N 2.813269, E 101.379237
Lamli Anak Laban	N 2.814235, E 101.385989
Zurina Binti Idris	N 2.815690, E 101.382828
Azizan Bin Idris	N 2.814123, E 101.391924

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Idris Bin Lamin	N 2.823452, E 101.373011
Lima Bin Akin	N 2.823691, E 101.374646
Amran Bin Duri	N 2.822580, E 101.375024
Ta't Anak Jaafar	N 2.821804, E 101.375249
Yang A/P Khamis	N 2.819015, E 101.375741
Misah Anak Mengkol	N 2.818110, E 101.375661
Juli Anak Laban	N 2.817604, E 101.375340
Uji Binti Bongkol	N 2.817873, E 101.376257
Mohammad Bin Ayeob	N 2.818103, E 101.376860
Daud A/L Husin	N 2.816986, E 101.380382
Samsiah Binti Lamin	N 2.815187, E 101.380092
Samri Anak Duri	N 2.818533, E 101.379376

### 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.

## 3. ORGANISATION INFORMATION

MPOB Cawangan SPOC B3 Jugra, is a branch of MPOB located at Lembaga Minyak Sawit Malaysia (MPOB) No.6 Persiaran Institusi Bandar Baru Bangi 43000 Kajang Selangor, 2.9667248 N, 101.7424740 E 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 Kuala Langat as shown in the below maps.



**Figure 1:** Smallholders location for SPOC B3 Jugra



**Figure 2:** Smallholders location for SPOC B3 Jugra



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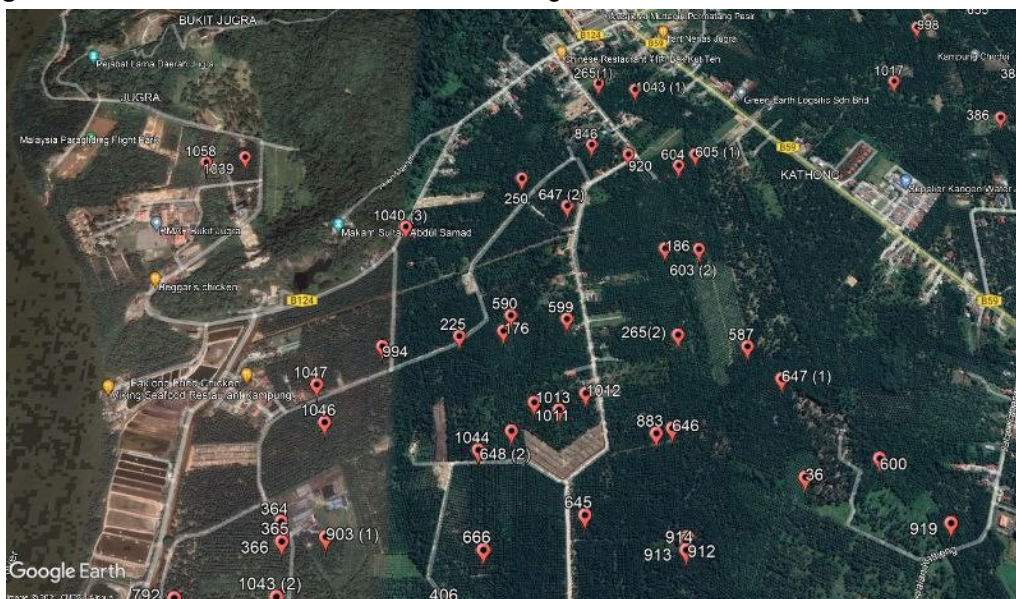
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**Figure 3:** Smallholders location for SPOC B3 Jugra



**Figure 4:** Smallholders location for SPOC B3 Jugra



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**Figure 5:** Smallholders location for SPOC B3 Jugra



**Figure 6:** Smallholders location for SPOC B3 Jugra



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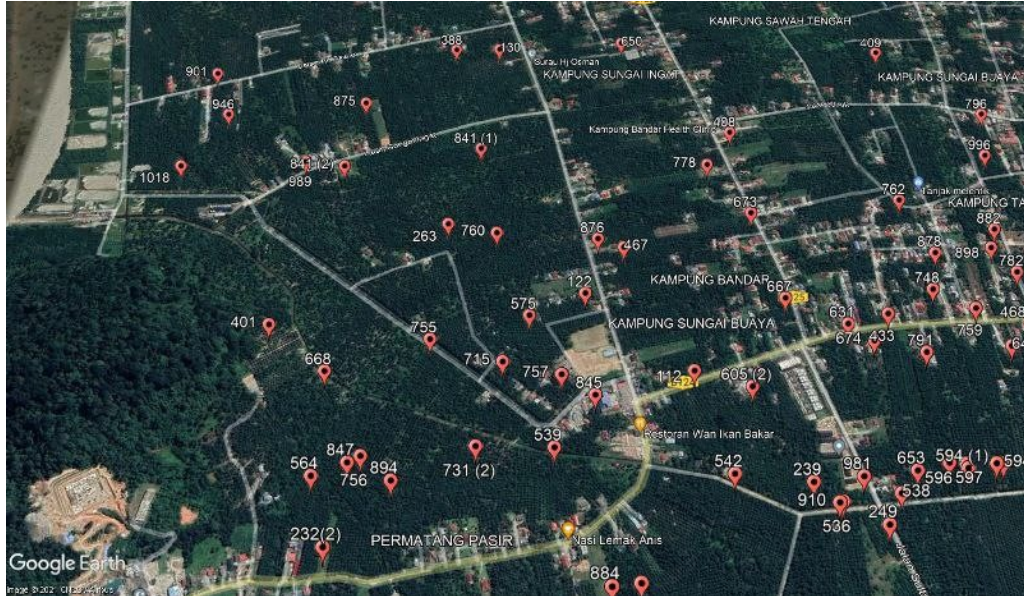
Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC B3 Jugra

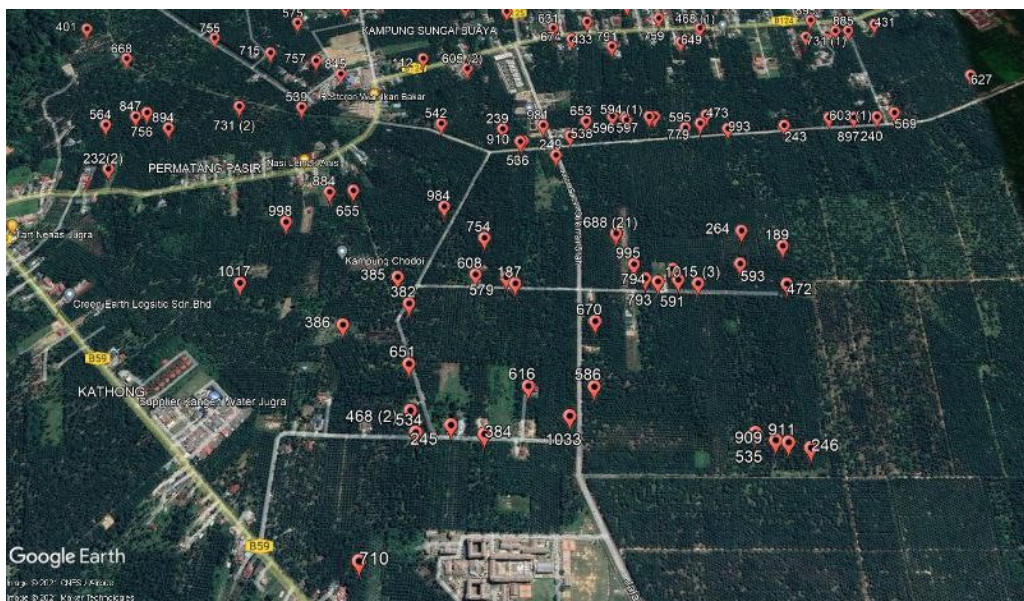
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**Figure 7:** Smallholders location for SPOC B3 Jugra



**Figure 8:** Smallholders location for SPOC B3 Jugra



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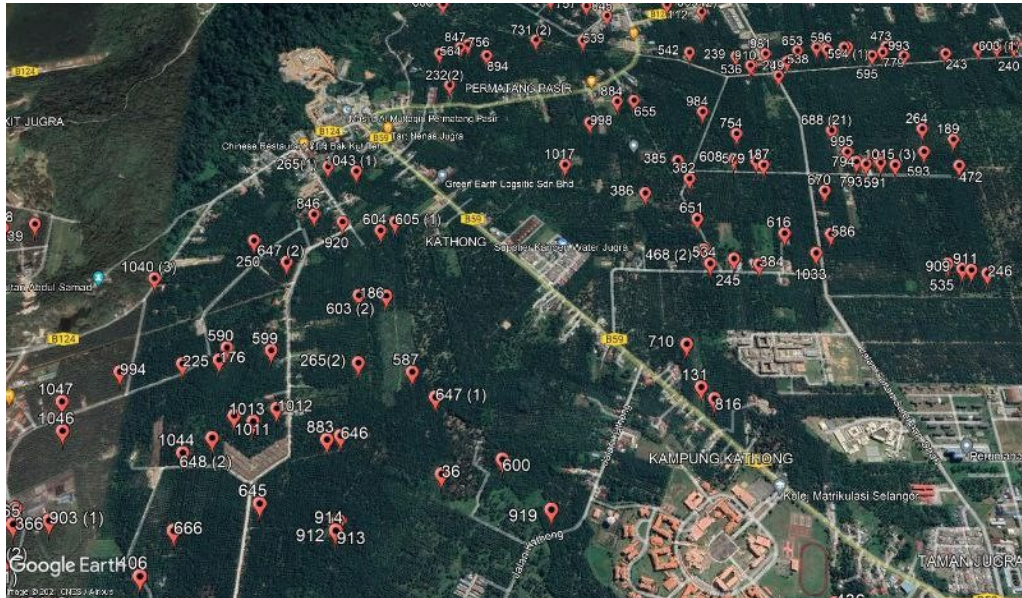
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**Figure 9:** Smallholders location for SPOC B3 Jugra



**Figure 10:** Smallholders location for SPOC B3 Jugra

## 4. CERTIFICATION ASSESSMENT

### 4.1. ASA 21

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:

The surveillance audit is carried out on 14/08/2023 to 17/08/2023.

The number of smallholders in this surveillance audit are 912.

The number of smallholders 848 remain the same for this surveillance audit.

The number of smallholders joined during this surveillance audit are 64.

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 but not limited to below:

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. Health and safety
6. Group Manager management system
7. Best practice – farm management including fertilising, chemical spraying and harvesting.

During this surveillance 21 audit, there are 1 Major non-compliance and 1 OFI raised.

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

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

### 4.2. Stakeholders' Consultation

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

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

Therefore, there is no physical stakeholders consultation carried out for this surveillance audit.

TUV NORD (Malaysia) Sdn. Bhd., has published the audit notification on 12/07/2023 to announce the audit of the certified unit. As at audit date on 14/08/2023 there are no comments received.

### 4.3. Summary of Assessment

Principle and Criteria Assessment Summary	
<p>The assessment team carried out 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 applied MSPO 2530-2. The summary of the assessment is as below, where the "Findings/Comments" column reflects the findings in accordance with each indicator or evidences and when non conformity is found. Summary of the non-conformity can be found below in section 4.6.</p>	

Principle 1: Management Commitment & responsibility																
Indicator	Summary of Assessment			Compliance												
4.1.1.1	<p>SPOC B3 Jugra adopted MPOB MSPO Policy, doc no: MSPO/SSCC/POLISI-01, revision 3, updated 01/04/2023.</p> <p>Document review on smallholders individual file, MSPO policy is include in MSPO application form signed by SPOC B3 Jugra Group Manager and smallholders.</p> <p>Field interviews with sampled smallholders informed they have been briefed on the MSPO policy.</p>			Yes												
4.1.2.1	<p>SPOC B3 Jugra adopted MPOB list of social and environmental impact and action plan, document no: MSPO/SPOC/L-04/ISP, issue no: 4, revision no: 4, effective date: 01/04/2023.</p> <p>The table includes type of impact, activity, social and environmental impact and action plan.</p> <table><tr><th>Type</th><th>Activity</th><th>Impact</th><th>Action Plan</th></tr><tr><td>Social</td><td>Manuring, spraying</td><td>Theft of fertilizer and pesticide</td><td>Stored in the designated store.</td></tr><tr><td>Environment</td><td>Manuring, spraying</td><td>Polluting water source if activities carried out near the waterways</td><td>Avoid activities near the waterways.</td></tr></table> <p>Field visits and interviews with sampled smallholders informed they have stored the fertilizers &amp; pesticides in designated stores and installed gates at the entrance to prevent stealing of fertilizer, pesticide and FFB.</p>			Type	Activity	Impact	Action Plan	Social	Manuring, spraying	Theft of fertilizer and pesticide	Stored in the designated store.	Environment	Manuring, spraying	Polluting water source if activities carried out near the waterways	Avoid activities near the waterways.	Yes
Type	Activity	Impact	Action Plan													
Social	Manuring, spraying	Theft of fertilizer and pesticide	Stored in the designated store.													
Environment	Manuring, spraying	Polluting water source if activities carried out near the waterways	Avoid activities near the waterways.													
4.1.2.2	<p>SPOC B3 Jugra distribute latest “Bil. 80 (1) / January - April 2023” to smallholders during MSPO briefing on 21/02/2023 and 06/08/2023.</p> <p>Those who did not attended the briefing will receive a copy during LKN (GAP) visit.</p>			Yes												

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	Field interviews with sampled smallholders informed they obtained new information from group manager and received the Warta Sawit when attend training.	

Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>SPOC B3 Jugra adopted MPOB Guidelines for Economic and Financial Power Plans “Garis Panduan Pelan Daya Ekonomi dan Kewangan, document no MSPO/SSCC/GP-01/PEK, issue no.: 5, rev: 5 dated 01/04/2023.</p> <p>The traceability procedure describe smallholders provided with Buku Rekod Ladang (BRL) to record FFB sales.</p> <p>Field interviews with sampled SPOC B3 Jugra smallholders informed FFB production, fertilizer and chemical application recorded in the BRL.</p> <p>Review the BRL of smallholders with information of FFB production.</p> <p>SPOC B3 Jugra Group Manager maintain record of FFB sales in smallholders’ individual file.</p>	Yes
4.2.1.2	<p>SPOC B3 Jugra group manager maintain records of FFB production and sales of each smallholder.</p> <p>Document review verify, SPOC B3 Jugra maintain records of FFB sales and weighbridge ticket in smallholders’ individual file.</p> <p>Field interviews with sampled smallholders informed FFB sales receipts and weighbridge tickets are maintained.</p>	Yes

Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	<p>SPOC B3 Jugra adopted MPOB Senarai Keperluan Undang-Undang (Semenanjung Malaysia), document no: MSPO/SPOC/L-01/SKU, version: 5, dated 01/04/2023.</p> <p>Example of laws listed:</p> <ol style="list-style-type: none"> <li>1. Akta 139: Akta Kilang dan Jentera 1967;</li> <li>2. Akta 265: Akta Pekerjaan 1955;</li> <li>3. Akta 149: AKta Racun Makhluk Perosak 1974;</li> <li>4. Akta 342: Akta Pencegahan dan Pengawalan Penyakit Berjangkit 1988;</li> <li>5. Perintah Gaji Minimum (Pindaan 2022).</li> </ol> <p>Briefing on legal compliance was carried out on 06/08/2023.</p> <p>Document review on sampled MPOB license verified the validity until 31/08/2027.</p>	Yes



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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
	Field interviews with sampled smallholders informed they are aware on legal requirement.	
4.3.2.1	<p>Type of land title for SPOC B3 Jugra smallholders are either leased hold or freehold issued by Jabatan Tanah dan Galian Negeri Selangor.</p> <p>Stated in the land title either industry, oil palms, or for agricultural purposes.</p> <p>Example for free hold title / Geran Mukim:</p> <p>Smallholders No. 1035 (Kamsiah Bte Abdullah);</p> <p>Title No.: 2254;</p> <p>Lot No.: 629;</p> <p>Land area: 2.0234 Hectare;</p> <p>Land tenure: Held in perpetuity by the owner;</p> <p>Land use: For oil palm cultivation only;</p> <p>Registered date: 27/03/2002.</p> <p>Document review, SPOC B3 Jugra established CIP dated 24/05/2023 include monitoring of the land use conversion. The status of land use conversion is in progress on approval from Pejabat Tanah &amp; Galian (PTG) Selangor.</p>	Yes
4.3.3.1	<p>SPOC B3 Jugra Orang Asli member's customary land issued by Jabatan Kemajuan Orang Asli (JAKOA).</p> <p>JAKOA letter Pengesahan Kebun Kelapa Sawit confirmed land ownership by Orang Asli smallholders.</p>	Yes
4.3.3.2	<p>Maps showing smallholders land ownership for Orang Asli issued by JAKOA. Sighted letter Pengesahan Kebun Kelapa Sawit di dalam Kampung Orang Asli Busut Baru dated 03/01/2022.</p>	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	<p>SPOC B3 Jugra adopted MPOB Guidelines Complaint and Grievance, document number MSPO/SPOC/SOP-01/AR, issue 04, revision 05 dated 01/04/2023.</p> <p>The SOP describes;</p> <ol style="list-style-type: none"> <li>1. The flow chart in the SOP describes grievance and complaint process is to be resolved within 14 days;</li> <li>2. Group manager is in charge in handling the complaint and grievances;</li> <li>3. Grievance and complaint records are archived and maintained.</li> </ol> <p>Document review on 'Taklimat MSPO' report verified the complaint and grievances procedure has been briefed to smallholders dated 21/02/2023 and 06/08/2023.</p>	Yes

<b>Principle 4: Social Responsibility, health, safety and employment conditions</b>		
Indicator	Summary of Assessment	Compliance
4.4.1.2	<p>SPOC B3 Jugra adopted MPOB Guidelines Complaint and Grievance, document number MSPO/SPOC/SOP-01/AR, issue 04, revision 02 dated 01/04/2023.</p> <p>Review the SOP stated timeline to resolve disputes within 14 days.</p> <p>Stated in the SOP person in charge is Group Manager. The Group Manager is assigned for:</p> <ol style="list-style-type: none"> <li>1. Accepting the grievances;</li> <li>2. Analyzed and investigate on issue raised.</li> </ol> <p>Any complaint outside the scope of the group manager it will refer to other parties or MPOB HQ.</p> <p>Field interviews with sampled smallholders informed they have been briefed on complaint and grievance process and timelines to resolve the complaints dated 21/02/2023 and 06/08/2023.</p>	Yes
4.4.2.1	<p>SPOC B3 Jugra adopt MPOB Guidelines Occupational Safety &amp; Health, document number MSPO/SPOC/GP-02/KKP, issue: 4, revision: 0 effective date: 01/04/2023.</p> <p>SOP describes:</p> <ol style="list-style-type: none"> <li>1. Responsibility of GM and smallholders regarding safety and health;</li> <li>2. Procedure and type of PPE used for harvesting, manuring and spraying.</li> </ol> <p>Document review on safety and health training has been carried out on 21/02/2023 and 06/08/2023.</p> <p>Field interviews with sampled smallholders informed they have been briefed on importance of safety and health during working in field.</p> <p>Example:</p> <p>Wearing of PPE for chemical spraying activity: Apron, face mask, goggle, safety boot, rubber hand glove and safety helmet.</p>	Yes
4.4.3.1	<p>SPOC B3 Jugra adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-02 updated 01/04/2023.</p> <p>The form has includes payment rates for operational activities such as harvesting, chemical spraying, manuring and pruning.</p> <p>Field interviews with sampled smallholders informed, they are working by themselves or assisted by family members in carrying out field operations.</p>	Yes
4.4.3.2	<p>SPOC B3 Jugra adopted MPOB MSPO application form with a statement "provide equal opportunity and treatment regardless of race, colour, sex, religion, political affiliation, nationality, social origin and shall not engage in or support discriminatory practices.</p> <p>SPOC B3 Jugra adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-02 updated 01/04/2023.</p> <p>The form describe:</p>	Yes

<b>Principle 4: Social Responsibility, health, safety and employment conditions</b>		
Indicator	Summary of Assessment	Compliance
	<p>Against any form of discrimination, and implying human right in terms of opportunities, disregards of races, gender, religion, political affiliation, and nationality.</p> <p>There are no complaints related to discrimination during documents review.</p> <p>Field interviews with sampled smallholders informed no discrimination occurs.</p>	
4.4.3.3	<p>SPOC B3 Jugra adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-02 updated 01/04/2023.</p> <p>The form has includes payment rates for operational activities such as harvesting, chemical spraying, manuring and pruning.</p> <p>Field interviews with sampled smallholders informed, they are working by themselves or assisted by family members in carrying out field operations.</p>	Yes
4.4.3.4	<p>Field visit of sampled smallholders SPOC B3 Jugra, confirmed no on-site living quarters provided.</p>	Yes
4.4.3.5	<p>SPOC B3 Jugra adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-02 updated 01/04/2023.</p> <p>The form describe:</p> <p style="padding-left: 40px;">Not to employ young workers below the age of 15-18 years old for working in dangerous and heavy work.</p> <p>Field interviews with sampled smallholders informed they have been briefed on legal restriction on hiring child workers dated 21/02/2023 and 06/08/2023.</p>	Yes
4.4.4.1	<p>SPOC B3 Jugra established training programme year 2023. The training programme include 'Taklimat MSPO, GAP and LKN visit'.</p> <p>Document review on training record year 2023 verified there is training carried out for smallholders.</p> <p>Example:</p> <p>Title: Taklimat MSPO;</p> <p>Date 21/02/2023 and 06/08/2023.</p> <p>Field interviews with sampled smallholders informed they have attended MSPO training. Smallholders are able to demonstrate understanding on farm management.</p>	Yes

<b>Principle 5: Environment, natural resources, biodiversity and ecosystem services</b>		
Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>SPOC B3 Jugra adopted MPOB List of Social and Environmental Impact and Action Plan, document number MSPO/SSCC/I-04/ISP, revision 04, issue 04 dated 01/04/2023.</p> <p>Example of environmental impact and action plan:</p>	Yes

Principle 5: Environment, natural resources, biodiversity and ecosystem services											
Indicator	Summary of Assessment	Compliance									
	<p>Activity: Chemical spraying</p> <p>Environmental impact: Empty chemical containers</p> <p>Action Plan: Empty chemical container to be triple rinse, punctured and stored.</p> <p>During document review, environmental training has been carried out on 21/02/2023.</p>										
4.5.2.1	<p>There is no renewal energy use by SPOC B3 Jugra smallholder's farm.</p> <p>Field visit to smallholder's farm and interview with sampled smallholders informed they are not using any renewable energy at farm.</p>	Yes									
4.5.3.1	<p>SPOC B3 Jugra adopted MPOB List of Scheduled and Domestic Wastes MSPO/SPOC/L-03/BTSD rev 05 effective date 01/04/2023.</p> <p>Example:</p> <table border="1"> <thead> <tr> <th>Agricultural input</th><th>Waste produced</th><th>Impact</th></tr> </thead> <tbody> <tr> <td>Herbicides</td><td>Empty chemical containers</td><td> <p>Breeding ground for mosquito if the empty chemical container not stored properly.</p> <p>Polluting water sources if the empty chemical container left in the field or near the waterways.</p> </td></tr> <tr> <td>PPE (Personal Protection Equipment)</td><td>Used PPE</td><td>Pollution on water source.</td></tr> </tbody> </table> <p>During document review, briefing on waste management and disposal carried out on 21/02/2023.</p>	Agricultural input	Waste produced	Impact	Herbicides	Empty chemical containers	<p>Breeding ground for mosquito if the empty chemical container not stored properly.</p> <p>Polluting water sources if the empty chemical container left in the field or near the waterways.</p>	PPE (Personal Protection Equipment)	Used PPE	Pollution on water source.	Yes
Agricultural input	Waste produced	Impact									
Herbicides	Empty chemical containers	<p>Breeding ground for mosquito if the empty chemical container not stored properly.</p> <p>Polluting water sources if the empty chemical container left in the field or near the waterways.</p>									
PPE (Personal Protection Equipment)	Used PPE	Pollution on water source.									
4.5.3.2	<p>SPOC B3 Jugra adopted MPOB SOP for Scheduled Waste Management, doc no: MSPO/SPOC/SOP-03/BT rev 05 effective date 01/04/2023.</p> <p>The SOP describes:</p> <ol 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 scheduled waste shall be disposal according to the Environmental Quality (Scheduled waste) Regulations, 2015.</li> </ol> <p>During document review of "Rekod Pengurusan Bahan Buangan Terjadual 2023" established by SPOC B3 Jugra dated 14/04/2023 for monitoring of scheduled waste generated such as empty chemical containers and fertilizer bags.</p> <p><b>Non-conformity 01:</b></p>	No									



Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Site visit to smallholders' field, sighted empty chemical containers and fertilizer bags was found scattered in the field. There are no marking or punched on the empty chemical containers to indicate the container to be reused or disposed.</p> <p>The issue has been raised as OFI last year and elevated as non-conformity from previous audit.</p>	
4.5.4.1	<p>SPOC B3 Jugra adopt MPOB guidelines River Buffer Zone, doc no: MSPO/SPOC/GP-03/ZPS, rev 05 dated 01/04/2023.</p> <p>SOP states it is the responsibility of smallholders to take care of environmental at the buffer zone from polluting by a chemical.</p> <p>Document review of advisory visit (LKN) reports dated 08/02/2023, displayed the briefing include the agenda of chemical spraying techniques.</p> <p>Document review of MSPO application form, displayed the GAP assessments carried out on 21/02/2023 includes;</p> <ol style="list-style-type: none"> <li>Has a buffer zone for gardens near rivers/seas/forests.</li> </ol> <p>Field visit at smallholders farms, displayed the farm conditions is maintain with frond stacking and buffer zone established at field.</p> <p>Interview with sampled smallholders, informed chemical application is not allowed at buffer zone area.</p>	Yes
4.5.4.2	<p>SPOC B3 Jugra smallholders practice rain harvesting for chemical mixing usage using culvert.</p> <p>Document review of MSPO application form, displayed the GAP assessment carried out on 21/02/2023 includes;</p> <ol style="list-style-type: none"> <li>Practicing soil and water conservation (mud reservoir/mulch/soft grass cover/ground cover legumes/terrace/no flat spray/non-poisoning in the water flow area).</li> </ol> <p>During field visit at smallholders farms, observed the rain water collection using culvert.</p> <p>Interview with sampled smallholders, informed they practice rain harvesting by using culvert</p>	Yes
4.5.5.1	<p>SPOC B3 Jugra establish list of wildlife in and around Kuala Langat district.</p> <p>Document review of list of wildlife;</p> <p>Example:</p> <p>Wild fowls, monkeys, wild boars</p> <p>Document review of advisory visit (LKN) reports dated 21/02/2023 displayed the briefing include the agenda of wildlife to smallholders.</p> <p>Interview with sampled smallholders informed they observe monkey, wild boar and wild fowls in their farm.</p>	Yes
4.5.6.1	<p>SPOC B3 Jugra adopted MPOB Guidelines Zero Burning Practices, doc. No. MSPO/SPOC/GP-04/APS, rev 05, effective date 01/04/2023.</p>	Yes

Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Document review of advisory visit (LKN) reports dated 21/02/2023 &amp; 06/08/2023, displayed the briefing include the agenda of zero burning practices to smallholders.</p> <p>Field visit at smallholder's farms, observed no sign of open burning.</p> <p>Interview with sampled smallholders, informed they understand open burning is prohibited.</p>	

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>SPOC B3 Jugra conduct GAP briefing and LKN for harvesting, manuring, chemical application and PPE usage.</p> <p>Document review of advisory visit (LKN) reports dated 21/02/2023 &amp; 06/08/2023, displayed the briefing include the agenda of GAP on harvesting, manuring, chemical application and PPE usage.</p> <p>Example:</p> <ol style="list-style-type: none"> <li>1. Proper stacking of fronds.</li> <li>2. Good maintenance of harvesting path.</li> <li>3. Proper palm pruning.</li> </ol> <p>Onsite visit at smallholders fields, displayed good practice of frond stacking at farms.</p> <p>Interview with sampled smallholders informed they aware on good agricultural practices on their farms to meet MPOB guidelines</p>	Yes
4.6.1.2	<p>SPOC B3 Jugra establish visual identification for each smallholder with information of smallholders' name, lot number, GPS coordinates, lot size and year of planting.</p> <p>Field visit to smallholder's farms observed visual identification which includes information of smallholders' name, lot number, GPS coordinates, lot size and year of planting.</p>	Yes
4.6.2.1	<p>SPOC B3 Jugra establish Guideline Economic and Financial Plan, MSPO/SPOC/GP-01/PEK, rev 05, dated 01/04/2023.</p> <p>SPOC B3 Jugra involved on Trek Komoditi Zon Tengah (2023) dated 06/08/2023. Budget allocation are provided by Ministry of Plantation and Commodities.</p>	Yes
4.6.3.1	<p>SPOC J3 Jugra monitors FFB pricing on monthly basis through input from selected ramp / dealers for fair price.</p> <p>Document review of smallholders payment receipts, displayed the FFB price obtain from selected ramp / dealers.</p>	Yes

<b>Principle 7: Development of new planting</b>		
Indicator	Summary of Assessment	Compliance
4.7.1.1	Document review on list of smallholders and planting statements verified no new planting in SPOC B3 Jugra.  The first planting is in year 1980 and the latest replanting is in year 2021. There are no new plantings for existing and new members in year 2023. Thus, there is no assessment on high biodiversity area	Yes
4.7.2.1	Document review on list of smallholders and planting statements verified no new planting in SPOC B3 Jugra.  The first planting is in year 1980 and the latest replanting is in year 2021. There are no new plantings for existing and new members in year 2023. Therefore, no soil survey or topography is required.	Yes
4.7.3.1	Document review on list of smallholders and planting statements verified no new planting in SPOC B3 Jugra.  The first planting is in year 1980 and the latest replanting is in year 2021. There are no new plantings for existing and new members in year 2023. Therefore, no data for type of terrain available.	Yes

#### 4.4. Use of Marks and/or Any Other References to Certification

The audit team leader has reviewed and confirmed that there are no usage/ of mark/logo in Malaysia Palm Oil Board (MPOB) operation or any on/off-products claim.

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

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

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

<b>AUDIT OUTCOME</b>		
During last audit	0	<b>MAJOR Non-Conformities</b>
	0	<b>MINOR Non-Conformities</b>

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

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

ONSITE AUDIT OUTCOME		
During this audit	1	<b>MAJOR Non-Conformities</b>
	0	<b>MINOR Non-Conformities</b>

Non Conformity Number < 1 >			
<b>Indicator # and Description</b>	4.5.3.2 Independent smallholders shall ensure that waste from the smallholdings is disposed of appropriately. Smallholders shall adopt local and national legislation to dispose of hazardous chemicals and their containers.		
<b>Location:</b>	Field		
<b>Description of Finding / Objective Evidence:</b>			
Site visit to smallholders' field, sighted empty chemical containers and fertilizer bags was found scattered in the field. There are no marking or punched on the empty chemical containers to indicate the container to be reused or disposed.			
The issue has been raised as OFI last year and elevated as non-conformity from previous audit.			
<b>Classification</b>	<input checked="" type="checkbox"/> Major		<input type="checkbox"/> Minor
<b>Raise by:</b>	Mohamad Norhisham Bin Mohd Salleh	<b>Date Raise:</b>	18/08/2023
<b>Deadline for implementation</b>			
<b>Root Cause Analysis (by company):</b>			
Garden owners do not dispose of solid waste perfectly (reuse/dispose of).			
<b>Correction (by company):</b>			
Have met with smallholders and conducted training related to solid waste management and disposal			
<b>Corrective / Preventive Action (by company)</b>			
Waste management and disposal training will be done periodically			
<b>Review of Correction &amp; Corrective / Preventive Action</b>			
Review on objective evidences indicates action plan and training on Scheduled Wastes has been conducted on 22/08/2023. Training materials, pictures and attendance list are provided.			
Based on documents provided it is sufficient to close the major non-conformity.			
<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> Mohamad Norhisham Bin Mohd Salleh		<b>Date of Closure:</b> 07/09/2023	
<b>Review of Implementation</b>			
<b>Name of Lead Auditor / Auditor:</b>		<b>Date of Review:</b>	

## MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC B3 Jugra

Client Number: 92-067

Audit Type: Annual Surveillance 21

Mode of Audit: Onsite

Nr.	Indicator	Description	Location	Opportunity for Improvement
1.	4.4.1.1	Independent smallholders shall be able to respond to complaints that are raised by their neighbours or other stakeholders.	Field	SPOC B3 Jugra could improve the smallholders complaint & grievances awareness.

Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC B3 Jugra

Client Number: 92-067

Audit Type: Annual Surveillance 21

Mode of Audit: Onsite

**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 912 independent smallholders according to MS 2530-2:2013 Part 2, General Principles for Independent Smallholders.

From the review of the standard operating procedures, guidelines, relevant forms, work flow charts established and implemented; the subsequent background investigation and interviews carried out 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 General Principles for Independent Smallholders.

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

Total certified number of independent smallholders: 912

Total certified acreage of smallholders: 1,231.8231 Ha

Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC B3 Jugra

Client Number: 92-067

Audit Type: Annual Surveillance 21

Mode of Audit: Onsite

**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.

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 with this summary report as an 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 demonstrated state of development and maturity that the certification to be

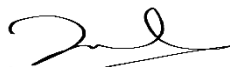
	Recommended for Certification
<b>X</b>	Recommended for Continuity of Certification
	Recommended for Suspension of Certification

Puchong, 04/09/2023



Khairul Anwar Bin Ismail  
TUV NORD (Malaysia) Sdn Bhd  
Audit Team Leader

Puchong, 08/09/2023



Zulkifli Bin Kamarol Zaman  
TUV NORD (Malaysia) Sdn Bhd  
Certifier / Approver

**MSPO Certification Summary Report**

Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC B3 Jugra

Client Number: 92-067

Audit Type: Annual Surveillance 21

Mode of Audit: Onsite

**7. LIST OF STAKEHOLDERS**

No stakeholders' consultation carried out in accordance to ACB – OPMC 4 Issue 2 dated 04/09/2020, Stakeholder Consultation Requirements Section 6: Consultation during audit, §6.1: During the stage 2 and recertification audit. Therefore, no stakeholders listed.



## MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board

Certifying Unit: SPOC B3 Jugra

Client Number: 92-067

Audit Type: Annual Surveillance 21

Mode of Audit: Onsite

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

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

An audit is a procedure based on the principle of random sampling and cannot cover each detail of the management system. Therefore, nonconformities 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 regards to the management system.

### Annex / Enclosures

Annex /  
corresponding audit documentation

- ☒ P&C Audit Report / Checklists
- ☒ Audit Plan