



# MSPO CERTIFICATION SUMMARY REPORT

## SPOC C8 RAUB & BENTONG

ANNUAL SURVEILLANCE 01

Date: 29-31/10/2019

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# MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board  
Certifying Unit: SPOC C8 Raub & Bentong  
Client Number: 92-051  
Audit Type: Annual Surveillance 1

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## ABBREVIATIONS

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

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## 1. INTRODUCTION

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

### 1.1. Objective

The objective of this audit is to assess the MPOB Cawangan SPOC C8 Raub & Bentong of as group manager managing the independent smallholders by an independent certification body. The aim of this surveillance audit is assessed on the compliance of the standard by MPOB Cawangan SPOC C8 Raub & Bentong.

### 1.2. Scope

The certification is based on the documentation established by MPOB Cawangan SPOC C8 Raub & Bentong 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 use as part of the assessment; the compliance of the requirements out of the guidelines applied was checked.

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

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

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

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

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

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Requirement	Qualifications
iii) Engineering, Process Technology; iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	7 years working experience in oil palm plantations.
Successfully completed MS 2530 series of standards training	Successfully completed MS2530 series of standards training
Conducted at least three (3) MSPO or equivalent sustainability certification audits as Lead Auditor-in-training with a minimum of fifteen (15) man-days under the supervision of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes within the last two (2) years.	Conducted more than 20 man days as MSPO lead auditor.
A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia, English and/ or any other local language.	Able to communicate in Bahasa Malaysia and English.
Field working experience in the palm oil sector, or demonstrable equivalent	7 years working experience in oil palm plantation.
Good Agricultural Practices (GAP), and Integrated Pest Management (IPM), pesticide and fertilizer use	7 years working experience in oil palm plantation.
Health and safety auditing on the farm and in processing facilities, for example ISO 45001 or Occupational, Health & Safety Assurance System	Successfully completed IMS ISO 9001, 14001 and 45001 Lead Auditor course.
Worker welfare issues and social auditing experience, for example with SA8000 or related social or ethical accountability codes	Successfully completed SA 8000 Basic training and Auditor MSPO and Auditor in training for RSPO scheme.
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 9001, 14001 and 45001 LA 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 Applied Science (Major in Plantation Industry and management)	Yes
	Chan Shi Lie (Trainee auditor)	Graduate in Technology Media (Major in Broadcasting)	
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 plantation.	Yes
	Chan Shi Lie (Trainee auditor)	6 years working experience in oil palm plantations.	
Successfully completed MS 2530 series of standards training	Zul Hairi Bin Abu Hassan	Successfully completed MS2530 series of standards training.	Yes
	Chan Shi Lie (Trainee auditor)	Successfully completed MS 2530 series of standards training	
Conducted a minimum six (6) on-site audits for a total of at least 20 man-days of audit experience as an auditor-in-training under the direction and guidance of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes.	Zul Hairi Bin Abu Hassan	Conducted more than 6 on site audit with more than 20 man days.	Yes
	Chan Shi Lie (Trainee auditor)	Auditor in training	
A good knowledge in handling and evaluating sources of information	Zul Hairi Bin Abu Hassan	Bahasa Malaysia and English.	Yes

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Requirement	Assessor	Qualification	Compliance
and data. Able to communicate in Bahasa Malaysia, English and / or any other local language.	Chan Shi Lie (Trainee auditor)	Bahasa Malaysia, English and Mandarin.	
Field working experience in the palm oil sector, or demonstrable equivalent	Zul Hairi Bin Abu Hassan	9 years working experience in oil palm plantation.	Yes
	Chan Shi Lie (Trainee auditor)	6 years working experience in oil palm plantation.	
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 plantation.	Yes
	Chan Shi Lie (Trainee auditor)	6 years working experience in oil palm plantation.	
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
	Chan Shi Lie (Trainee auditor)	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	
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 SA 8000 Basic training and auditor for RSPO and MSPO schemes.	Yes
	Chan Shi Lie (Trainee auditor)	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)	Zul Hairi Bin Abu Hassan	Successfully completed ISO 14001 LA course and auditor for RSPO and MSPO scheme.	Yes
	Chan Shi Lie (Trainee auditor)	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	

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## 2. METHODOLOGY

The audit approach consists of the following steps:

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

### Surveillance 1 Audit:

Surveillance 1 audit is conducted on 29/10/2019 to 31/10/2019 covers the following activities but not limited to below:

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

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

### On-site Assessment



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

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

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

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

The group of smallholders consists of 500 new members and 50 old members.

Based on the formula, the sample size  $S = \sqrt{500} = 22.36$  for new members and  $\sqrt{50} = 7.07$  for old members. Therefore, the total of new members are 23 and old members are 8 round up to the next integral. Thus, a total of 31 smallholders were selected for the onsite assessment and inspection listed in Table 2-1 below:

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

Name of independent smallholders	Specific Address / site
Norazila Binti Yusof	Kg Ulu Sungai, Batu Malim 27610 Raub, Pahang
Mohamad Bin Bakar	Kg Ulu Sungai, Batu Malim 27610 Raub, Pahang
Ibrahim Bin Abdullah	Kg Lanar Ulu Sungai, 27610 Raub, Pahang
Zainal Abidin Bin Abas	7, Lorong 1, Taman Perdana, 27000, Jerantut, Pahang
Mokhtar Bin Omar	Kg Baru Berchang, 27200 Kuala Lipis, Pahang
Amir Bin Mohamad Jan	No 5, Kg Sungai Miak, Batu 10, Jalan Kuala Lumpur, 28700 Bentong, Pahang
Othman Bin MD Jam	Kg Sungai Jahit, 27600, Dong, Raub, Pahang.
Azmal Bin Mat Ali	Lot 8852, Kg Tanah Bercangkul Gali Tengah 27400 Raub, Pahang
Abdullah Bin Chik	Rumah Depan Klinik, Kampung Jelu Baru, 27400 Raub, Pahang
Idris Bin Mustafa	Kg Melayu Sempalit, Raub, Pahang
Mohd Azeman Bin Hassan	No 13, Jalan Sultan Ahmad Shah, Lurah Bilut, Bentong, Pahang
Abdullah Ghafar Bin Lebai Talib	Kg Bukit Gajah, 28740 Bentong, Pahang
Rahmah Bin Bachik	No 8, Kg Shafie Manchis, 28730 Bentong, Pahang

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Name of independent smallholders	Specific Address / site
Ramli Bin Ahmad	No 6 Rmk Kg Shafie Manchis 28730 Bentong, Pahang
Abu Bakar Bin Long	No 7 Kampung Hayat, Simpang Pelangai 28740 Bentong
Johar A/L Dupon	Kg Hulu Pareh, 28600 Karak, Pahang
Sihal A/L Embong	Kg Hulu Pareh, 28600 Karak, Pahang
Alim A/L Dupun	Kg Hulu Pareh, 28600 Karak, Pahang
Seman A/L Dupon	Kg Hulu Pareh, 28600 Karak, Pahang
Fatimah Binti Ahmad	Kg Sungai Rambai, Chenua, Sega, 27660 Raub, Pahang
Muhamad Bin Isa	Lot 10852, Kg Lembah Jaya Simpang Pelangai, 28740 Bentong, Pahang
Chu Kok Wai	No 261 Kampung Sg Ruan, 27500 Raub, Pahang
Lam Kin Mun	No 447, Sg Ruan, 27500 Raub, Pahang
Loke Muey	No 33 Jalan Hutan Bubuk 5, Taman Overseas Union, 58200 Kuala Lumpur
Foo Chou Kuan	No 159, Lorong 4, Site C, 45400 Sekinchan
Foong Tong Weng	No 27 Jalan Ph 2/5, Taman Puchong Hartamas, 47100 Puchong
Lee Weng	No 100, Kg Sg Klau, 27630, Raub, Pahang
Lau Then Seng	No 381 Taman Hamidi, Sg Klau, 27630 Raub, Pahang
Low Kam Seng	No 195 Kg Baru Jerkoh, 27300 Benta, Pahang
Low Kam Fatt	No. 396, Kampung Sg Klau, 27630 Raub, Pahang
Chua Tong Kong	No 112-B Kampung Cheroh 27620 Raub, Pahang

### Non-conformance:

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

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

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## 3. ORGANISATION INFORMATION

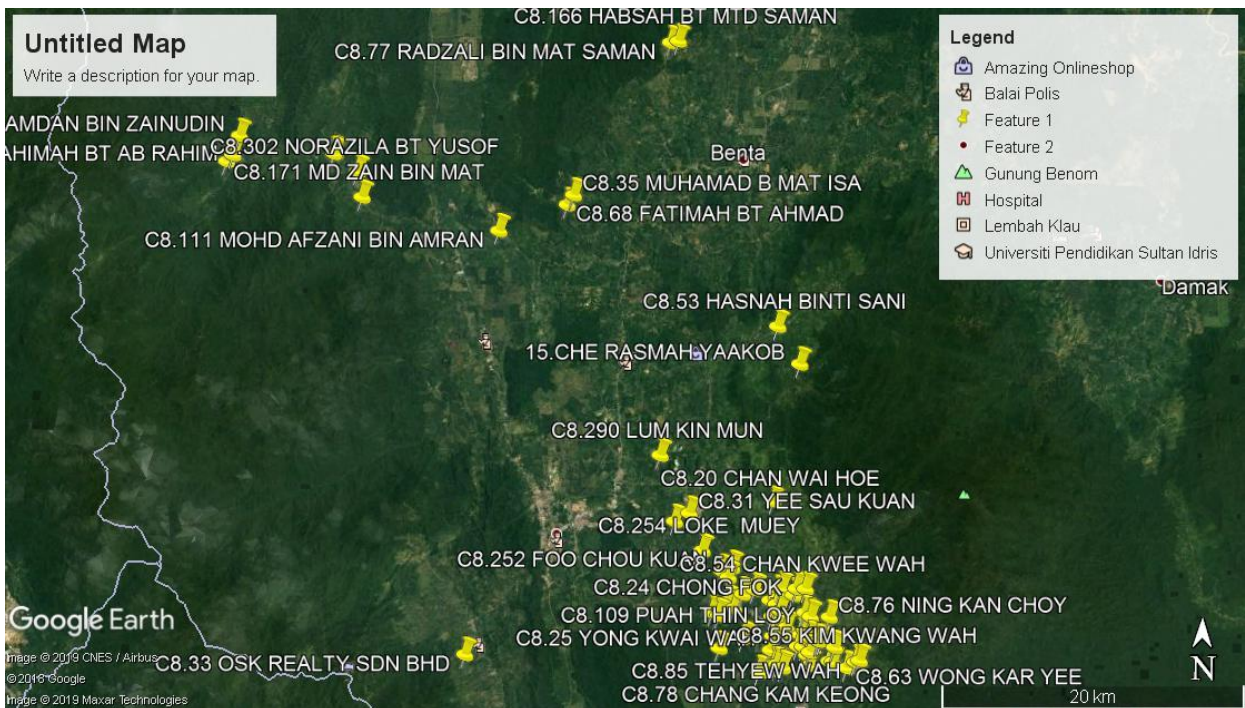
MPOB Cawangan SPOC C8 Raub & Bentong, is a branch of MPOB located at Raub Pahang, N 3°47'23" E 101°51'23" to provide technical support as well as develop the independent smallholders' scheme around the Raub district.

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

The SPOC office is located at N0 30, Tingkat 1, Pusat Perniagaan Raub, 27600, Raub, Pahang.

The locations for the smallholders are in Raub & Bentong as shown in the below maps.

Map 1:

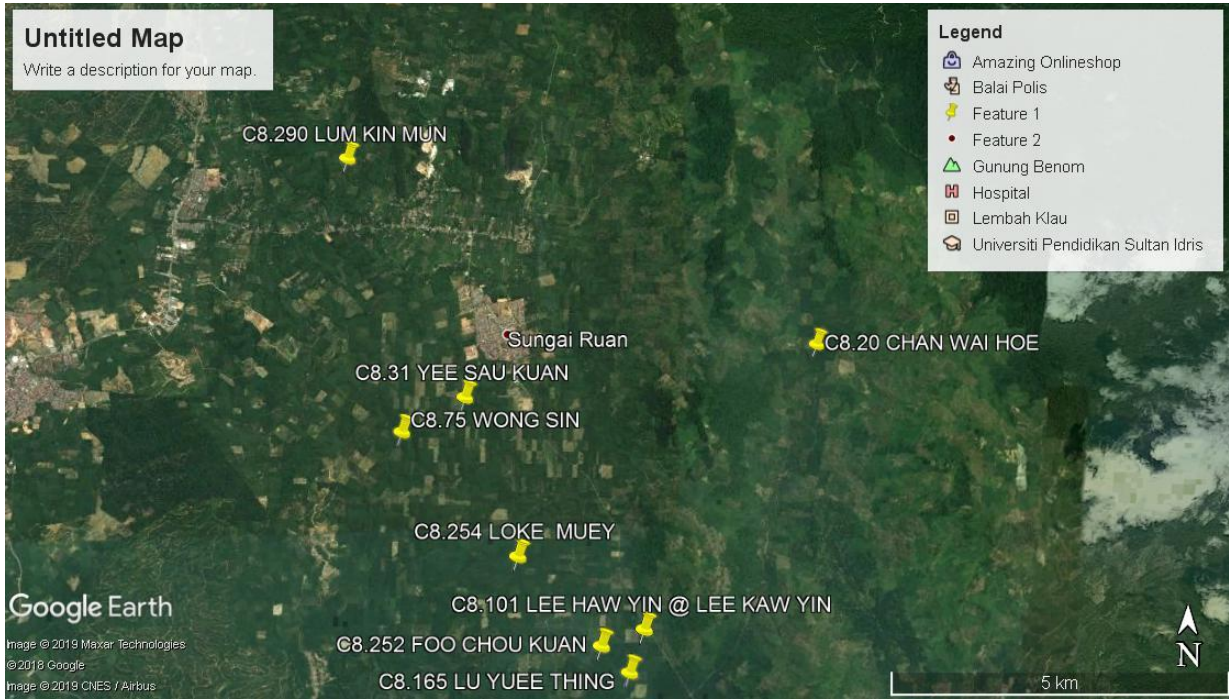


Map 2:

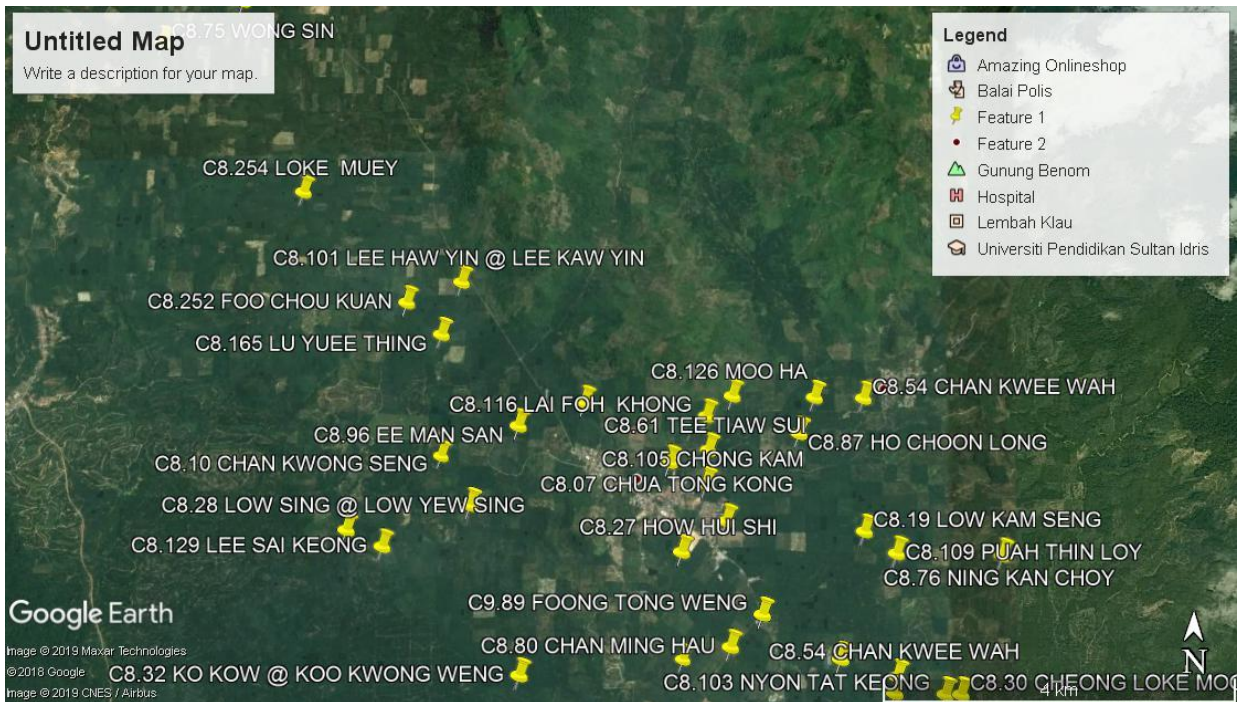


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Map 3:

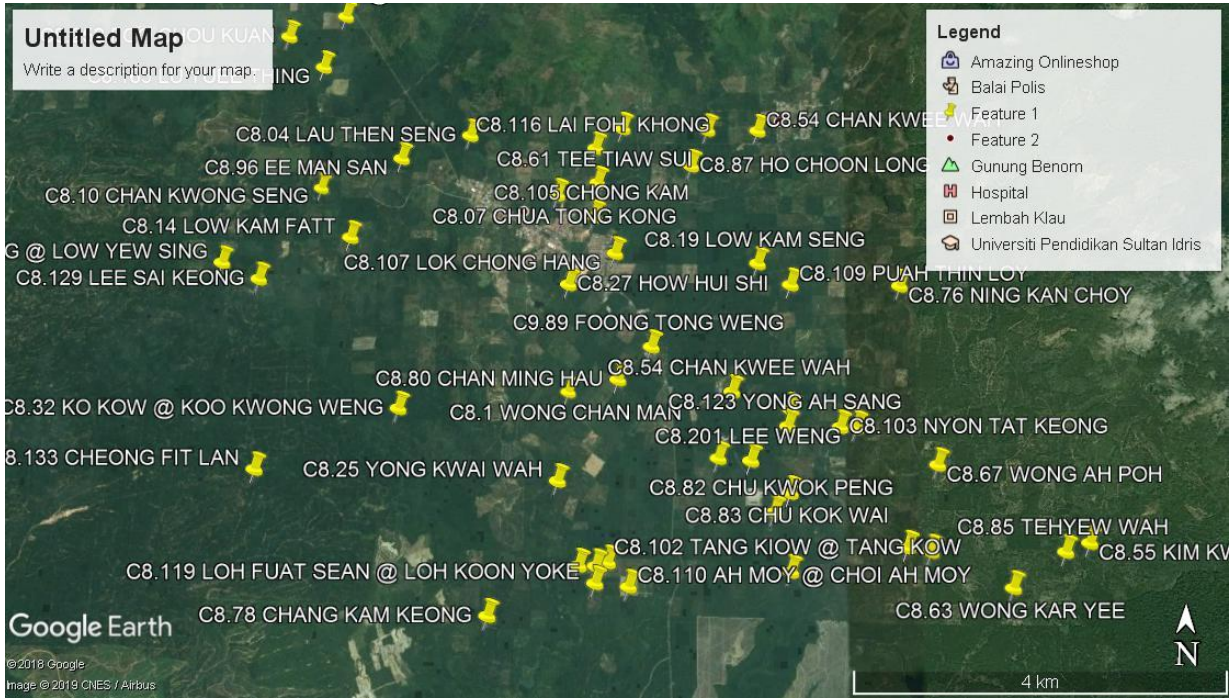


Map 4:



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Map 5:

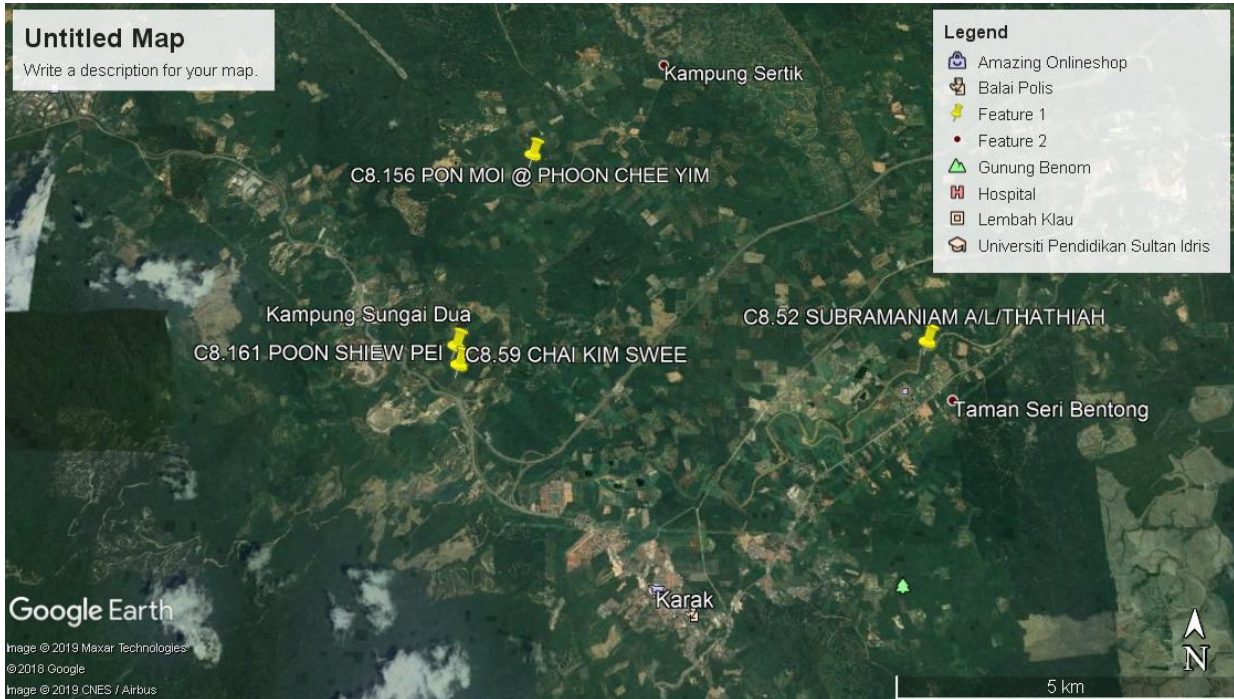


Map 6:

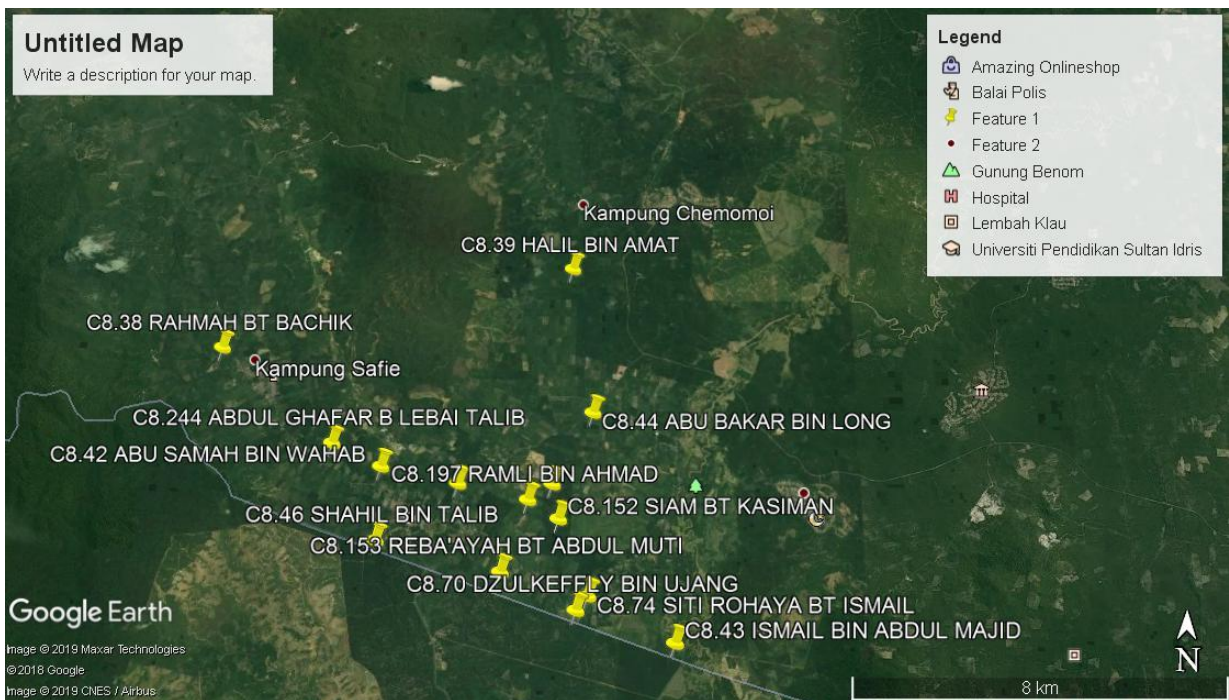


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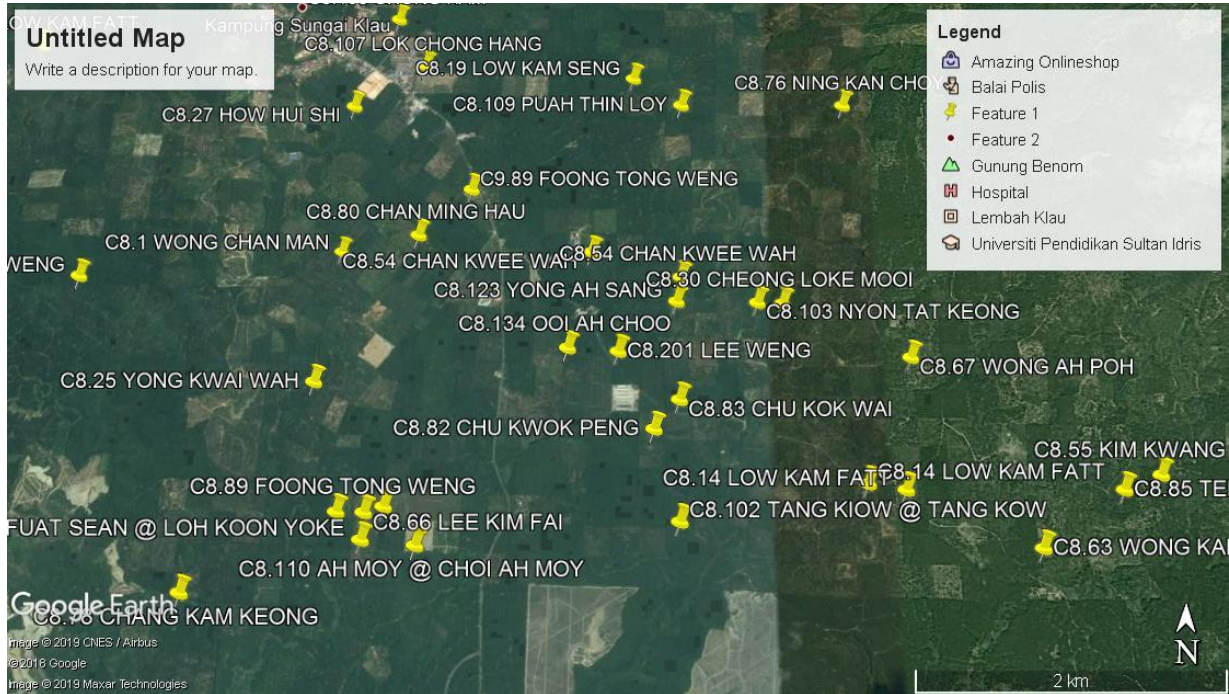
Map 7:



Map 8:

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## 4. CERTIFICATION ASSESSMENT

### 4.1. Surveillance 1 audit:

The objective of the audit is to assess the activities of MPOB Cawangan SPOC C8 Raub & Bentong in compliance with MS 2530-2: 2013 Part 2: General principles for independent smallholders’.

#### 4.1.1. Surveillance 1 audit:

There are 500 smallholders joined the certification during surveillance 1 audit.

The total number of smallholders 50 remain the same during surveillance 1 audit.

The surveillance 1 audit is conducted on 29/10/2019 to 31/10/2019 that include inspection of the smallholders farms, farms boundary, interviews, conduct stakeholders’ consultation and review of the findings raised in the last audit.

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

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

During the onsite the following were verified.

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

During the stage 2 certification audit, there are 1 Major or 1 Minor or 2 OFI raised.

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

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

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

### 4.2. Stakeholders’ Consultation

TUV NORD (Malaysia) Sdn. Bhd has published the public notification on 27/09/2019 as to accommodate stakeholder’s consultation meeting for SPOC C8 Raub & Bentong to provide comments. As at audit date on 29/10/2019 there are no comments received.

Invitation letters are sent on 27/09/2019 to invite relevant stakeholders to attend a local stakeholders’ consultation on 29/10/2019 to gather information from the local communities in accordance to §7, 3.2 of the Certification Procedure requirements.

The topics of discussion are as below:



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

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

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

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

Item	Subject discussed	Audit team findings	Company response and proposed action to be taken
1	Any information from Group Manager [thereafter known as GM] as regards to MSPO audit?	Stakeholders confirmed the MSPO audit through the invitation letter received.	Positive comment
2	Social issues	Stakeholders are not local communities. Therefore, no input on this topic.	No action required.
3	Understanding of Land Title – Native Customer Land, Freehold, Leased (Grant), Land application (LA)	Stakeholders attended the meeting are not local communities. Therefore, no input on this topic.	No action required.
4	Economy / Livelihood Is there any impact on livelihood after the introduction of MSPO?	Stakeholders are not local communities. Therefore, no input on this topic.	No action required.
5	Does MSPO largely benefits the local community?	Stakeholders are not local communities. Therefore, no input on this topic.	No action required.
6	Understanding of environmental.	Stakeholders are not local communities. Therefore, no input on this topic.	No action required.
7	Awareness towards species, habitats, and high conservation values?	Stakeholders are not local communities. Therefore, no input on this topic.	No action required.

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8	FFB quality	Stakeholders are not local communities. Therefore, no input on this topic.	No action required.
9	Do you consider any management is in conflict with the MSPO principles and criteria?	Stakeholders are not local communities. Therefore, no input on this topic.	No action required.
10	Do you have any suggestions for management?	No suggestion.	No 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 all criterions will be assessed. Evidences are sought for conformity with the MSPO 2530-2. The summary of the assessment is as below, where the "Findings/Comments" column reflects the findings in accordance with each criteria and indicator or evidences and when non conformity is found. Summary of the non-conformity can be found below</p>

Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
4.1.1.1	<p>SPOC C8 Raub &amp; Bentong established MSPO Policy Document number: MSPO/SSCC/POLISI-01 dated 06/05/2019 signed by. Group Manager.</p> <p>The policy statements:</p> <ul style="list-style-type: none"> <li>- Commitment and responsibility of SPOC.</li> <li>- Openness in giving information to stakeholders.</li> <li>- Documentation for traceability.</li> <li>- Compliance to the local laws, national, international laws, and regulations.</li> <li>- Contribution to local sustainability development.</li> <li>- Resolving complaints and grievances in transparent manner.</li> <li>- Working environment, worker's safety and health aspects.</li> <li>- Preserve environment, natural resources, biodiversity and ecosystem.</li> <li>- Protect rare and endangered species, and high biodiversity value habitats.</li> <li>- Zero open burning and good agricultural practice.</li> <li>- Compliance to new planting for palm oil.</li> </ul>	Yes

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	<p>- Respect the human right, prohibit discrimination and provide equality of opportunities regardless race, sex, religion, political opinion and nationality.</p> <p>The policy is available at SPOC office noticeboard and smallholders individual files.</p>	
4.1.2.1	<p>SPOC C8 Raub &amp; Bentong established continual improvement plan, Senarai Impak Social, Persekitaran &amp; Pelan Tindakan. Document number: MSPO/SSCC/L-04/ISP issue no 1, date effective: 04/11/2018.</p> <p>Example:</p> <p><b>Social Impact:</b></p> <p>Aktiviti: Pembukaan kawasan kebun, membaja, meracun dan menuai.</p> <p>Impak Sosial: Memberi peluang pekerjaan kepada penduduk di kawasan penempatan sekitar ladang.</p> <p>Pelan Tindakan: Amalan berterusan</p> <p><b>Environmental impact:</b></p> <p>Aktiviti: Meracun.</p> <p>Impak Sosial: Pelupusan bahan buangan berjadual (tong racun kosong).</p> <p>Pelan Tindakan: Pembasuhan 3 kali, ditebuk lubang dan disimpan di tempat khas.</p> <p>Action: Amalan diteruskan</p>	Yes
4.1.2.2	<p>SPOC C8 Raub &amp; Bentong provide smallholders Warta Sawit Bil. 71 (1)/ Jan – Apr 2019 during MSPO training and LKN visit.</p> <p>SPOC C8 Raub &amp; Bentong conducted MSPO training as part of disseminating information to the smallholders.</p> <p>Site interview confirmed smallholders received the Warta Sawit and attended MSPO training.</p>	Yes

Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>SPOC C8 Raub &amp; Bentong establish BRL logbook for smallholders to record sales of FFB and other expenses.</p> <p>Records to be fill up in the BRL for traceability are as follows;</p> <ul style="list-style-type: none"> <li>- Rekod Penjualan BTS</li> <li>- Rekod Penggunaan Baja/Racun</li> <li>- Rekod Perbelanjaan</li> </ul> <p>SPOC C8 Raub &amp; Bentong established Carta Aliran Rekod Penyata Pendapatan dan Perbelanjaan Pekebun Kecil.</p>	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
	The flow chart describes: <ul style="list-style-type: none"> <li>- Pekebun kecil menghantar BTS ke pusat timbang atau kilang.</li> <li>- Pegawai Tunas merekod hasil jualan setelah pekebun kecil menerima bayaran dari pusat timbang atau kilang berdasarkan salinan resit dan tiket timbang.</li> <li>- Segala hasil jualan dan perbelanjaan direkod di dalam penyata pendapatan dan perbelanjaan pekebun kecil seperti upah menuai, meracun membaja dan mengangkut.</li> <li>- Semua dokumen yang direkod perlu difailkan</li> </ul>	
4.2.1.2	SPOC C8 Raub & Bentong established sales and production record, document number: MSPO/SSCC/GP-01/PEK.  During on site interviewed with smallholders weighbridge tickets for the month of January – September 2019 are available and recorded in BRL	Yes

Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	SPOC C8 Raub & Bentong established lists of leg documents number: MSPO/SSCC/L-01/SKU, no. Issue 02, no. revision 2 and effective date on 10/07/2019.  Example legal documents: <ol style="list-style-type: none"> <li>1. Akta 514: Akta Keselamatan dan Kesihatan Pekerja 1994</li> <li>2. Akta 716: Akta Pemuliharaan Hidupan Liar 2010 - Peraturan-peraturan Pemuliharaan Hidupan Liar (Fi lesen, Permit dan Permit Khas)</li> <li>3. Akta 732: Akta Majlis Perundingan Gaji Negara 2011: Perintah Gaji minimum 2018</li> </ol> SPOC C8 Raub & Bentong provide training on 25/04/2019 include legal requirement, wildlife and environment.  Smallholders are aware and understand that illegal hunting and open burning is prohibited and against the law.	Yes
4.3.2.1	SPOC C8 Raub & Bentong smallholders land titles type are: <ul style="list-style-type: none"> <li>• Geran mukim</li> <li>• Pajakan mukim</li> <li>• Customary Land</li> </ul> There is no land dispute as confirmed by smallholders during site interviewed.	Yes
4.3.3.1	SPOC C8 Raub & Bentong smallholders land titles are 3 types:	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
	<ul style="list-style-type: none"> <li>• Geran mukim</li> <li>• Pajakan mukim</li> <li>• Customary Land</li> </ul> <p>Freehold and leased titles are issue by land local authority Pejabat Tanah Raub.</p> <p>Letter of confirmation land status issued by JAKOA for customary land.</p>	
4.3.3.2	Maps indicates the ownership of land with size and location.	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	<p>SPOC C8 Raub &amp; Bentong established SOP Aduan dan Rungutan document number: MSPO/SSCC/SOP-01/AR, issue no: 2, revision 1, effective on 10/03/2019.</p> <p>The SOP describe 'Memantau dan memastikan aduan dan rungutan yang diterima daripada pihak berkepentingan diselidik dan diambil tindakan dalam tempoh yang telah ditetapkan dengan efektif.</p> <p>Interview during site visit, smallholders understand the procedure to lodge complaint to SPOC Group manager.</p>	Yes
4.4.1.2	<p>SPOC C8 Raub &amp; Bentong established SOP Aduan dan Rungutan document number: MSPO/SSCC/SOP-01/AR, issue no: 2, revision 1, effective on 10/03/2019.</p> <p>The SOP described:</p> <ol style="list-style-type: none"> <li>1. Resolve disputes within 14 days.</li> <li>2. If the complaint is beyond the GM to resolve, refer to HQ.</li> </ol> <p>Review on grievance records no complaint lodged.</p> <p>Interview with smallholders they understand and aware of the procedure.</p>	Yes
4.4.2.1	<p>SPOC C8 Raub &amp; Bentong adopted Manual Prosedur Kerja MSPO: Garis Panduan Keselamatan dan Kesihatan Pekerjaan, document number: MSPO/SSCC/GP-02/KKP, issue no: 2, revision no: 0, dated 10/07/2019.</p> <p>The SOP describe "tanggungjawab semua pihak dalam perkara berkaitan keselamatan dan kesihatan pekerjaan serta tatakerja selamat di kebun kelapa sawit.</p> <p>SPOC C8 Raub &amp; Bentong conducted safety and health training on 24/04/2019 include information from Department of Occupational Safety &amp; Health (DOSH).</p> <p>During site verification and interviewed smallholders inform they are aware on safe work practices.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	Sampled smallholders explained that prior to commence any spraying and fertilizing work activity, they will used rubber hand glove, rubber boot, apron and face mask for safety precaution purposed.	
4.4.3.1	<p>SPOC C8 Raub &amp; Bentong Group Manager established Form for hiring to meet wages requirement.</p> <p>Form “Terma Penggajian Pekerja” require the record of:</p> <ol style="list-style-type: none"> <li>1. Menuai Buah Tandan Segar:</li> <li>2. Membaja:</li> <li>3. Meracun:</li> <li>4. Pemangkasan Pelepah:</li> </ol> <p>The form “Terma Penggajian Pekerja” has describe to be observed during hiring process:</p> <ol style="list-style-type: none"> <li>1. Mempunyai permit kerja bagi pekerja asing.</li> <li>2. Tidak sama sekali membenarkan/ mengupahkan kanak-kanak di bawah umur 15 tahun.</li> <li>3. Tidak sama sekali membenarkan/ mengupah orang muda di bawah umur 15 -18 tahun untuk membuat kerja berat dan merbahaya di kawasan kebun sawit.</li> <li>4. Tidak mengamalkan sikap diskriminasi terhadap agama, kaum, jantina, warna kulit, kewarnegaraan dan politik.</li> <li>5. Pembayaran upah adalah mengikut jenis kerja yang dilakukan seperti yang telah disyorkan oleh pengurus SPOC.</li> <li>6. Kadar bayaran mestilah dipersetujui oleh pekebun kecil dan pekerja.</li> <li>7. Setiap bayaran yang dilakukan hendaklah direkodkan di dalam buku rekod ladang dan ditandatangani oleh pekerja.</li> <li>8. Pekerja perlu mengutamakan aspek-aspek keselamatan dan kesihatan semasa menjalankan kerja-kerja di dalam kebun.</li> </ol> <p>Site interviewed with smallholders confirmed prior commence of work, casual worker and smallholder will have mutual verbal agreement on task rate.</p>	Yes
4.4.3.2	<p>SPOC C8 Raub &amp; Bentong Group manager conducted training on MSPO policy for smallholder dated 26/02/2019 include statement ‘Menentang amalan diskriminasi dengan mengamalkan hak kesamarataan dalam memberi peluang dan layanan tanpa mengira bangsa, jantina, agama, fahaman politik dan kewarganegaraan’ to improve the awareness of smallholders on equal opportunity and practice no discrimination.</p> <p>There are no complaints related to discrimination found during documents review.</p> <p>Site visit interviews smallholders are aware of the policy on discrimination.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.3.3	<p>Form 'Terma Perjanjian Pekerja', document number MSPO/SSCC/TPP-01 is established. Form "Terma Penggajian Pekerja" with below points to take note during hiring:</p> <ul style="list-style-type: none"> <li>Pembayaran upah adalah mengikut jenis kerja yang dilakukan seperti yang disyorkan oleh pengurus SPOC.</li> <li>Kadar bayaran mestilah dipersetujui oleh pekebun kecil dan pekerja.</li> </ul> <p>Dokumen senarai Harga Upah berdasarkan kerja harian di kebun:</p> <ul style="list-style-type: none"> <li>Menuai</li> <li>Membaja</li> <li>Meracun</li> <li>Pemangkasan</li> </ul> <p>Site interviewed with smallholders inform harvesting, fertilizing and spraying activities are either carried out by own, assist by family member or hiring casual worker.</p> <p>Smallholders who hire casual worker inform a verbal agreement on task rate for type of work that is verbally agreed by both parties prior commence work.</p>	Yes
4.4.3.4	<p>During on site observation and interviewed with smallholders confirmed there are no workers quarters. Smallholders are operated on family basis or hiring casual worker.</p>	Yes
4.4.3.5	<p>SPOC C8 Raub &amp; Bentong established document 'Syarat Mengupah Pekerja di Kebun Sawit' document number MSPO/SSCC/SMP-01, rev-01 dated 10/07/2019.</p> <p>The document states 'Tidak sama sekali membenarkan / mengupah kanak – kanak di bawah umur 15 tahun untuk bekerja' and 'tidak sama sekali membenarkan / mengupahkan orang muda di bawah umur 15-18 tahun untuk membuat kerja berat dan merbahaya di kawasan kebun sawit'.</p> <p>There is no hiring of children as worker from interview with group manager and smallholders. No child labour found during field visit.</p>	Yes
4.4.4.1	<p>SPOC C8 Raub &amp; Bentong conducted Kursus Pensijilan Minyak Sawit Mampan Malaysia (MSPO) dated 24/04/2019, 25/04/2019 and 16/10/2019 training to smallholders on topics as below:</p> <ul style="list-style-type: none"> <li>Introduction to MSPO.</li> <li>Safety and health.</li> <li>GAP.</li> <li>Wildlife preservation.</li> <li>Environment.</li> </ul>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	SPOC C8 Raub & Bentong Group manager established Kalendar Aktiviti Program Tahunan Pensijilan MSPO for year 2019 dated 01/08/2019.	
	Taklimat MSPO Bersama peserta March 2019 – October 2019	
	Program pengurusan kebun peserta SPOC January 2019 – December 2019	

Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>SPOC C8 Raub &amp; Bentong established Senarai Impak Sosial, Persekitaran &amp; Pelan Tindakan. Document number: MSPO/SSCC/L-04/ISP, no issue: 2, revision no: 2, date effective 10/07/2019.</p> <p>Example:</p> <p>Activity: Pembukaan kebun untuk tanaman baru/tanam semula.</p> <p>Impact to environment: Pencemaran udara akibat pembakaran terbuka sisa tanaman.</p> <p>Pencemaran air akibat pembuangan sisa tanaman ke dalam saliran air.</p> <p>SPOC C8 Raub &amp; Bentong Group Manager conducted environmental training as part of GAP awareness on 24/04/2019 and 25/04/2019.</p> <p>During site interview with smallholders confirmed they understand and aware of the environmental impact and do not practice blanket spraying/</p>	Yes
4.5.2.1	Onsite observation confirmed no renewable energy used by smallholders.	Yes
4.5.3.1	<p>SPOC C8 Raub &amp; Bentong established SOP 'Senarai Sisa Racun dan Domestik', document number: MSPO/SSCC/L-03/SRD, no issue: 2, revision no: 0 date effective 10/07/2019.</p> <p>The SOP objective 'Memantau dan memastikan proses pengurusan dan perlupusan bahan buangan terjadual bagi individual yang bertanggungjawab dapat dilaksanakan dengan teratur, cekap dan selamat</p> <p>List of chemical wastes:</p> <ol style="list-style-type: none"> <li>1. Empty chemical containers.</li> <li>2. Empty fertilizer bag.</li> </ol> <p>List of domestic wastes:</p> <ol style="list-style-type: none"> <li>1. Bekas makanan</li> <li>2. Sisa makanan dan minuman</li> <li>3. Botol plastik</li> </ol> <p>Sighted latest records for month of October 2019.</p>	Yes



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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	Empty chemical containers after triple rinsing reused for spraying activity and empty fertilizer bags for loose fruit collection.	
4.5.3.2	<p>SPOC C8 Raub &amp; Bentong established 'Pengurusan Bahan Buangan Terjadual', document number: MSPO/SSCC/SOP-03/BT, no issue: 2, revision no: 2 date effective 10/07/2019.</p> <p>SOP describe 'memantau dan memastikan proses pengendalian dan perluan bahan buangan terjadual bagi individu yang bertanggungjawab dapat dilaksanakan dengan teratur, cekap dan selamat.</p> <p>Smallholders interviewed confirmed empty chemical container use as water container for chemical mixing purposes</p> <p><b>Major Non Conformity 1:</b></p> <p>Observation at 4 of the selected smallholders found empty chemical containers are scatter around. There is no label and punctured on the containers to indicate either to be reused or disposed. This is not in accordance to SOP Pengurusan Bahan Buangan Terjadual document no: MSPO/SSCC/SOP-03/BT, revision 2, dated 10/07/2019.</p>	Major NC 1
4.5.4.1	<p>SPOC C8 Raub &amp; Bentong established SOP 'Garis Panduan Zon Penampungan Sungai', documents number: MSPO/SSCC/GP-03/ZPS, dated 10/07/2019.</p> <p>SOP describes it is the responsibility of smallholders to take care of environmental at the buffer zone from pollution by chemical.</p> <p>Site interviewed confirmed smallholders maintain the water quality and its importance.</p> <p>Buffer zone area are well maintained and no sign of spraying sighted during site visit</p>	Yes
4.5.4.2	<p>Rain harvesting is practice by smallholders to collect rainwater for chemical spraying activity.</p> <p>Site observation there is no drain constructed to retain water in the field..</p>	Yes
4.5.5.1	<p>SPOC C8 Raub &amp; Bentong established Senarai Hidupan Liar SPOC C8 Raub &amp; Bentong Species Binatang yang terdapat di kawasan Negeri Pahang dated 30/08/2019.</p> <p>The list of wildlife differentiated based scheduled:</p> <ol style="list-style-type: none"> <li>1. Scheduled one: Totally protected species.</li> <li>2. Scheduled two: Wildlife protected hunting limited with license.</li> <li>3. Scheduled three: Wildlife required hunting license.</li> </ol> <p>Example of wildlife stated on the list:</p> <ol style="list-style-type: none"> <li>1. Musang.</li> <li>2. Keluang.</li> </ol>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>3. Pangolin</p> <p>Field observation and interviewed smallholders there are no wildlife sighted in their field.</p>	
4.5.6.1	<p>SPOC C8 Raub &amp; Bentong established Guideline for Zero Open burning, document number MSPO/SSCC/GP-04/APS dated 17/10/2019.</p> <p>The SOP describes :</p> <ol style="list-style-type: none"> <li>1. Open burning are unlawful act according to Perintah Kualiti Alam Sekeliling (Aktiviti Yang Diisytiharkan) (Pembakaran Terbuka) (2003).</li> <li>2. Smallholders not permitted for any open burning in their area.</li> <li>3. No open burning allow except permitted by Department of Environment. (DOE).</li> </ol> <p>There is no open burning sighted during field visits. Smallholders are aware of the open burning policy and open burning practices restricted by the policy.</p>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>SPOC C8 Raub &amp; Bentong Group Manager conducted field visit for LKN by using form 'Laporan Lawatan Khidmat Nasihat' or use 'Borang Permohonan Pensijilan Minyak Sawit Mampan Malaysia (MSPO)'.</p> <p>Field observation found smallholders have implemented best practices such as minimize used of chemical, water harvesting practices and frond stacking.</p>	Yes
4.6.1.2	<p>During on site visit at smallholders field, sighted identification signage implemented with details:</p> <ul style="list-style-type: none"> <li>• Nama pemilik</li> <li>• No Lot</li> <li>• Keluasan</li> <li>• Tahun Tanah</li> <li>• Koordinat GPS</li> </ul>	Yes
4.6.2.1	<p>SPOC C8 Raub &amp; Bentong established SOP for "Garis Panduan Pelan Daya Ekonomi Dan Kewangan" no, MSPO/SSCC/GP-01/PEK, issue no: 2, revision 1, dated 10/07/2019.</p> <p>The procedure describe expenses for PPE, storage cabinets and MSPO training for smallholders.</p>	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.3.1	<p>Interviewed smallholders inform they have access to the FFB prices via phone call, WhatsApp group, MPOB portal and FFB price display on mill or dealer's weighbridge.</p> <p>Site observation at collecting center FFB price is display at the notice board.</p>	Yes

Principle 7: Development of new planting		
Indicator	Summary of Assessment	Compliance
4.7.1.1	<p>SPOC C8 Raub &amp; Bentong planting statement is review.</p> <p>The first planting in 1993. The last planting in 2017.</p>	Yes
4.7.2.1	<p>SPOC C8 Raub &amp; Bentong planting statement is review and no new planting found</p> <p>The first planting in 1993 with last planting in 2017.</p> <p>Soil information available in Lawatan Kawasan (LK1) for replanting area.</p> <p>Maklumat Tanah (Land information)</p> <p>Jenis tanah (Soil Type)</p> <ol style="list-style-type: none"> <li>1. Lanar ( Sandy Soil)</li> <li>2. Pendalaman (Mineral Soil)</li> <li>3. Gambut (Peat Soil)</li> </ol> <p>Review on the form Borang pemeriksaan for the replanting in 2018 states the soil type is mineral.</p>	Yes
4.7.3.1	<p>SPOC C8 Raub &amp; Bentong planting statement is review with no new planting.</p> <p>Topography and type of soil included in Lawatan Kawasan (LK 1) for replanting programme.</p> <p>Maklumat Tanah (Land Information)</p> <p>Topografi tanah</p> <ol style="list-style-type: none"> <li>1. Rata (flat)</li> <li>2. &lt;25° beralun (undulating)</li> <li>3. &gt;25° bukit (hilly)</li> </ol> <p>Review on the form Borang pemeriksaan for the replanting in 2018 states the type of land is flat undulated.</p>	Yes

## 4.4. Status of Non-Conformities Previously Identified

	The stage 1 audit findings of this system have been reviewed, in particular to assure appropriate correction and corrective action HAS implemented to address identified audit
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	findings. Details of the follow up action taken on stage 1 audit findings were recorded in the Stage 1 audit report.
X	The last audit results of this system have been reviewed, in particular to assure appropriate correction and corrective action HAS implemented to address any nonconformity identified.
	The last audit results of this system have been reviewed, in particular to assure appropriate correction and corrective action HAS NOT been implemented effectively. Non-conformity will be re-raised.
	Not applicable. No non-conformity raised in previous audit.
<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	1	MAJOR Non-Conformities
	1	MINOR Non-Conformities

Non Conformity Number <01>			
<b>Indicator and Description</b>	Indicator: 4.2.1.1 The group management shall commit itself to implement and maintain the requirements for traceability.		
<b>Location:</b>	SPOC C8 Raub & Bentong		
<b>Description of Finding / Objective Evidence:</b>			
<p>Weighbridge ticket and BRL had been reviewed on all sampled smallholder. During site visit it was found that two sampled smallholders are not using own license and FFB sells is mixing with others license owners.</p> <ol style="list-style-type: none"> <li>1. Smallholder no.25 have own license but using his wife license during the selling of FFB. When checks on the ramp there is no mechanism to segregate between FFB of smallholder no.25 and his wife. During the weighbridge ticket review, there were no evidence that the volume have been segregated and record were on the wife license.</li> <li>2. Smallholders no 38 used friend license to sell the FFB to the mill. The FFB will be sold through his friend using the friend license without segregated. Review of weighbridge ticket show there were no evidence to segregate the smallholder no 38 and his friend FFB.</li> </ol> <p>Thus, the volume of FFB sell by smallholder was not traceable.</p>			
<b>Classification</b>	<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor	
<b>Raise by:</b>	Terence Ang Wai Sheng	<b>Date Raise:</b>	22/11/2018
<b>Deadline for implementation</b>	21/01/2019		
<b>Root Cause Analysis (by company):</b>			

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<b>Non Conformity Number &lt;01&gt;</b>	
Pekebun kecil tidak mengasingkan buah sawit semasa penjualan bts ke ramp dalam satu transaksi penjualan.	
<b>Correction (by company):</b>	
1. Pengurus kumpulan telah memaklumkan kepada pekebun kecil berkenaan isu penjualan buah sawit pada 23/11/2018. (lampiran 2 dan 3) 2. Rekod pengasingan buah sawit yang dijual diasingkan mengikut bilangan tandan dan juga keluasan tanaman bagi mendapatkan rekod hasil sebenar diwujudkan. (rujuk rampiran 1)	
<b>Corrective / Preventive Action (by company)</b>	
Sesi perjumpaan bersama pekebun kecil dan juga pusat timbang akan diadakan mengikut jadual yang disediakan (lampiran - Kalendar aktiviti tahunan SPOC C8 Raub 2019)	
<b>Review of Correction &amp; Corrective / Preventive Action</b>	
Review document lampiran 3 show the group manager has visited and conduct briefing to smallholder no. 25 and no. 38 regarding no mixing of FFB dated 23/11/2018. Group manager provides lampiran 1 in which are BRL and Laporan Hasil dan Kos Sawit that show segregation of FFB of the stated smallholder.	
Sighted lampiran Kalendar aktiviti tahunan SPOC C8 Raub 2019 shows the training plan for the year 2019 include topic on FFB segregation and MPOB licensing. Evidence received sufficient to close the finding.	
<b>Closed:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Site verification :</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Name of Lead Auditor:</b> Terence Ang Wai Sheng	<b>Date of Closure:</b> 11/01/2019
<b>Review of Implementation</b>	
Weighbridge tickets for the month of September 2019 describe segregation of the FFB for smallholder no 25 and no. 38.	
SPOC C8 Raub & Bentong Kalendar Aktiviti Tahunan includes topic on FFB segregation and MPOB licensing It could be confirme the implementation is appropriate..	
<b>Name of Lead Auditor:</b> Ariff Bin Lokman	<b>Date of Review:</b> 31/10/2019

<b>Non Conformity Number &lt;02&gt;</b>	
<b>Indicator and Description</b>	Indicator: 4.4.4.1 Independent smallholders are encouraged to seek knowledge to increase their competency in oil palm management.
<b>Location:</b>	SPOC C8 Raub & Bentong
<b>Description of Finding / Objective Evidence:</b>	
Training conducted on 11/04/2018 and follow up from Latihan Khidmat Nasihat (LKN) was conducted on 29/10/2018 and 17/07/2018. During the documentation review, it was found that four out of fifty smallholders have not been trained neither in MSPO training nor LKN.	

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Non Conformity Number <02>			
<b>Classification</b>	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor	
<b>Raise by:</b>	Terence Ang Wai Sheng	<b>Date Raise:</b>	22/11/2018
<b>Deadline for implementation</b>	21/01/2019		
<b>Root Cause Analysis (by company):</b>			
Maklumat yang dinyatakan pada lawatan khidmat nasihat tidak jelas.			
<b>Correction (by company):</b>			
Dilampirkan Salinan lawatan khidmat nasihat yang lengkap bagi 4 peserta. (Lampiran 3)			
<b>Corrective / Preventive Action (by company)</b>			
Pengurus kumpulan memberikan maklumat nasihat/ tindakan pengesyoran kepada pekebun kecil dan dinyatakan dalam setiap laporan yang disediakan berpandukan skop kerja yang ditetapkan. (lampiran - Kalendar aktiviti tahunan SPOC C8 Raub 2019)			
<b>Review of Correction &amp; Corrective / Preventive Action</b>			
Sighted training program 'Kalendar Aktiviti Program Tahunan Pensijilan MSPO SPOC C8' for 2019 submitted. Further verification will be conduct in next surveillance audit.			
<b>Closed:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Site verification :</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
<b>Name of Lead Auditor:</b> Terence Ang Wai Sheng	<b>Date of Closure:</b> 11/01/2019		
<b>Review of Implementation</b>			
Training records dated 24/04/2019 to 25/04/2019 and 16/10/2019 to 17/10/2019 with attendance list demonstrate all smallholders attended. The evidence review is sufficient to close the NC.			
<b>Name of Lead Auditor:</b> Ariff Bin Lokman	<b>Date of Review:</b> 31/10/2019		

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

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

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

Non Conformity Number <01>	
<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>	SPOC C8 Raub & Bentong

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Non Conformity Number <01>			
<b>Description of Finding / Objective Evidence:</b>			
Observation at 4 of the selected smallholders found empty chemical containers are scatter around. There is no label and punctured on the containers to indicate either to be reused or disposed. This is not in accordance to SOP Pengurusan Bahan Buangan Terjadual document no: MSPO/SSCC/SOP-03/BT, revision 2, dated 10/07/2019.			
<b>Classification</b>	<input checked="" type="checkbox"/> Major	<input type="checkbox"/> Minor	
<b>Raise by:</b>	Zulhairi Bin Abu Hassan	<b>Date Raise:</b>	31/10/2019
<b>Deadline for implementation</b>		30/12/2019	
<b>Root Cause Analysis (by company):</b>			
4 of sampled smallholder do not comply with the the SOP Pengurusan Bahan Buangan Terjadual document no: MSPO/SSCC/SOP-03/BT, revision 2, dated 10/07/2019.			
<b>Correction (by company):</b>			
SPOC C8 Raub & Bentong conducted training specialized on PPE and appropriate disposed of Schedule Waste to a group of smallholders including the 4 sampled smallholders. (Refer to the Program Report attachment).			
<b>Corrective / Preventive Action (by company)</b>			
The management team will emphasize more on adoption of local and national legislation to dispose of hazardous chemicals and their containers during the next training and LKN.			
<b>Review of Correction &amp; Corrective / Preventive Action</b>			
Review document attachment 2a and 2b submitted that the group manager has visited and conducted Latihan Khidmat Nasihat (LKN) to smallholders regarding empty chemical containers left in the field without any sign or mark.			
The evidence provided the empty containers are marked with X symbol for reuse of chemical spraying activity only. The evidence provided is sufficient to close the NC.			
Further verification will be conducted in the next surveillance audit.			
<b>Closed:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<b>Site verification :</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Name of Lead Auditor:</b> Ariff Bin Lokman		<b>Date of Closure:</b> 04/12/2019	
<b>Review of Implementation</b>			
<b>Name of Lead Auditor / Auditor:</b>		<b>Date of Review:</b>	

Nr.	Indicator	Location	Opportunity for Improvement
Nil	Nil	Nil	Nil

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## 5. CONCLUSION

Malaysia Palm Oil Board has commissioned TÜV NORD (Malaysia) Sdn Bhd to carry out the certification for the Sustainable Palm Oil Cluster (SPOC) for SPOC C8 Raub & Bentong consisting of 550 independent smallholders according to MS 2530-2:2013 Part 2, General Principles for Independent Smallholders.

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

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

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

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

Total certified number of independent smallholders:	550
Total certified acreage of smallholders:	1772.88 Ha
Certified FFBS output January to September 2019:	10,498.64 mt
Projected FFBS output October to December 2019	980.00 Mt
Projected FFBS output January to December 2020	12,290.00 mt



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## 6. RECOMMENDATION

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

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

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

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

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

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

Puchong, 21/01/2020

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

Puchong, 21/01/2020

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

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### 7. List of Interviewees

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

No.	Name	Organization / Function
1.	Muhammad Ariff Bin Mat Daut	JAKOA Raub
2.	Syed Shahrin Bin Syed Mokhtar	JAKOA Bentong
3.	Chang Youn Yen	Yew Foh Oil Palm Sdn Bhd
4.	Uma Shankar	Raub Oil Mill

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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 / Checklist(s)
- Audit Plan
- Additional annexes, number