

MSPO CERTIFICATION SUMMARY REPORT

SPOC C8 RAUB & BENTONG

ANNUAL SURVEILLANCE 04

Onsite Audit Date: 07/11/2022 – 10/11/2022

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MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board (MPOB)
Certifying Unit: SPOC C8 Raub & Bentong
Client Number: 92-051
Audit Type: ASA 04
Mode of Audit: Onsite



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ABBREVIATIONS

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

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1. INTRODUCTION

MPOB has commissioned TÜV NORD (Malaysia) Sdn Bhd to conduct surveillance four (04) audit for SPOC C8 Raub b& Bentong 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 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 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 used as part of the assessment; the compliance of the requirements out of the guidelines applied was checked:

1. Kod Amalan Baik (GAP) Perkebun Kecil, Malaysia Palm Oil Board;
2. Guidelines for Development of a Standard Operating Procedure for Oil Palm Cultivation on Peat.

1.3. Appointment & Qualification of Audit Team Members

The audit team appointed consists of the team leader and two 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: Mohamad Norhisham bin Mohd Salleh

Requirement	Qualifications
Post-secondary education, college or university diploma / degree in one of the following i) Agriculture; ii) Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences,); iii) Engineering, Process Technology; iv) Energy Management, Quality Management;	Graduate in Applied Science (Major In Agrobiology).

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Requirement	Qualifications
v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	5 years working experience in oil palm plantations.
Successfully completed MPOCC endorsed lead auditor training	Successfully completed MS2530 series of standards for Lead Auditors.
Conducted at least three (3) MSPO or equivalent sustainability certification audits as Lead Auditor-in-training with a minimum of fifteen (15) man-days under the supervision of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes within the last two (2) years.	Qualified and appointed as lead auditor for MSPO scheme.
Field working experience in the palm oil sector, or demonstrable equivalent	5 years working experience in oil palm plantations.
Good Agricultural Practices (GAP) and Integrated Pest Management (IPM), pesticide and fertilizer use	5 years working experience in oil palm plantations.
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Successfully completed ISO 9001:2015 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 ISO 45001:2018 Lead Auditor course.
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Successfully completed Basic SA 8000 training.
Environmental and ecological auditing or experience with organic agriculture. or Successfully completed Environmental Management Systems ISO 14001 standard	Successfully completed IMS ISO 14001:2015 Lead auditor course and auditor for MSPO scheme
Completed High Conversation Value assessment	Attended and completed the HCV-HCS for producer 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 Members

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	Muhammad Khairul Anuar Bin Azizul Hasan	Graduate in Agricultural Science.	Yes
	Ariff Bin Lokman	Graduate in Plantation Industry and Management.	Yes
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	Muhammad Khairul Anuar Bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes
	Ariff Bin Lokman	7 years working experience in oil palm plantations.	Yes
Successfully completed MPOCC endorsed lead auditor / auditor trainings	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed MS2530 series of standards for Lead Auditors.	Yes
	Ariff Bin Lokman	Successfully completed MS2530 series of standards for Lead Auditors.	Yes
Conducted a minimum six (6) on-site audits for a total of at least 20 man-days of audit experience as an auditor-in-training under the direction and guidance of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes.	Muhammad Khairul Anuar Bin Azizul Hasan	Qualified as auditor based on audit log.	Yes
	Ariff Bin Lokman	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	Muhammad Khairul Anuar Bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes
	Ariff Bin Lokman	7 years working experience in oil palm plantations.	Yes
Good Agricultural Practices (GAP) and Integrated Pest Management (IPM), pesticide and fertilizer use	Muhammad Khairul Anuar Bin Azizul Hasan	7 years working experience in oil palm plantations.	Yes
	Ariff Bin Lokman	7 years working experience in oil palm plantations.	Yes
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	Yes
	Ariff Bin Lokman	Successfully completed IMS ISO 9001, 14001, 45001 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	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	Yes
	Ariff Bin Lokman	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course.	Yes
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed Basic SA 8000 training.	Yes
	Ariff Bin Lokman	Successfully completed Basic SA 8000 training.	Yes
Environmental and ecological auditing or experience with organic agriculture. or Successfully completed Environmental Management Systems ISO 14001 standard	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	Yes
	Ariff Bin Lokman	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course.	Yes

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Requirement	Name Assessor	Qualification	Compliance
Completed High Conversation Value assessment	Muhammad Khairul Anuar Bin Azizul Hasan	Attended and completed the HCV-HCS for producer online course.	Yes
	Ariff Bin Lokman	Attended and completed the HCV-HCS for producer online course.	Yes
Able to communicate in Bahasa Malaysia, English and / or any other local language.	Muhammad Khairul Anuar Bin Azizul Hasan	Able to communicate in Bahasa Malaysia and English.	Yes
	Ariff Bin Lokman	Able to communicate in 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 Four (04) Audit:

Surveillance four (04) audit conducted onsite from 07/11/2022 – 10/11/2022 covering the following activities but not limited to below:

Onsite:

- Onsite visit, observations and inspections of farms management and activities;
- Interview smallholders;
- Reviewed revised and updated documentation established and implemented;
- FFB production records;
- Training records;
- Land titles and land application approvals;
- Assessment reporting.

Onsite Assessment

The audit of the smallholders is conducted 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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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 103 new members and 1,108 old members. The total number of smallholders for this audit are 1,211.

As per MPOB requirements the risk factor of 1.5 shall be applied. Therefore, the sample size $S = 1.5\sqrt{1,211} = 52.20$ round up to the next integral of 53.

As per OPMC 2 issue 2, from the sample size, the number of the new members are $53 \times 75\% = 40$ and number of existing members are $53 \times 25\% = 13$.

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
Existing members	
Sim Jiun Wen	3.96320 N, 101.94436 E
Len Wa Sang@ Ah Nam	4.00082 N, 101.94774 E
Yap Kah Kean	4.06464 N, 101.94090 E
Tay Kar Mah	3.7375 N 101.965111 E
Puthpavathy a/p Murugasu	3.82150 N, 101.89505 E
Tan Bee Din	4.05695 N, 101.93836 E
Johari bin Nordin	3.86841 N, 101.91270 E
Woo Phai Thye	3.57182 N, 101.92989 E
Chin Teck Chong	3.58949 N, 101.93428 E
Yong Geok Sin	3.59518 N, 101.93356 E
Mok Chun Yee	3.60600 N, 101.92436 E
Yip Lian Wah	3.45394 N, 102.05127 E
Jusoh a/l Kutar	3.4465 N, 101.97909 E

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Name	GPS Coordinates
New members	
Nordiana binti Ramdzan	3.910092 N, 101.973144 E
Supian bin Ramzan	3.812063 N, 101.98256 E
Ezam bin Nong	3.911063 N, 101.938793 E
Masurah binti Ali	3.888789 N, 101.914618 E
Khairul Nizam bin Ishak	3.902413 N, 101.889579 E
Zairorizam bin Udin	4.064781 N, 101.931384 E
Wan Mat Suhaifudin Bin Wan Mamat	3.881987 N, 101.941638 E
Wan Norul Faizah binti Wan Mamat	3.881986 N, 101.941638 E
Wan Suliani binti Wan Mamat	3.881932 N, 101.941635 E
Ameran bin Yahya	3.95179 N, 101.81713 E
Muhammad Firdaus bin Ameran	3.95083 N, 101.81477 E
Zaharah binti Yusoh	3.95174 N, 101.81736 E
Rosly bin Aziz	3.857016 N, 101.893029 E
Md Hamdi Bin Mohd Mokhtar	3.97921 N, 101.85799 E
Magelendran a/l Rajoo	3.72577 N, 101.86426 E
Azizah binti Mohmood	3.91220 N, 101.96008 E
Siti Hajar binti Ahmad Kamal	3.706439 N, 101.966252 E
Mohamad Fais bin Ahmad Kamal	3.70289 N, 101.96584 E
Mohamad Ridzuan bin Hamdan	3.68120 N, 101.97141 E
Chan Tam	3.84163 N, 101.93303 E
Mariana a/p Tek	3.44956 N, 101.98597 E

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Name	GPS Coordinates
New members	
Mah a/p Aris	3.44909 N, 101.98512 E
Abdul Rahman Bin Cha	3.44811 N, 101.98385 E
Rokiah binti Jamit	3.44783 N, 101.98503 E
Semah binti Jamil	3.44834 N, 101.98596 E
Minah binti Kancan	3.44732 N, 101.98622 E
Sakdiah binti Aris	3.44595 N, 101.98419 E
Sepiah a/lp Libai	3.44482 N, 101.984 E
Bidah binti Jan	3.44586 N, 101.98319 E
Nimah binti Lalau	3.44677 N, 101.98301 E
Zaliha binti Chabang	3.44797 N, 101.98261 E
Yusof bin Aris	3.44793 N, 101.98068 E
Hamdah binti Tin	3.44695 N, 101.98083 E
Wok binti Nong	3.44585 N, 101.98145 E
Kamariah binti Abdullah @ Suntin a/p Aris	3.44408 N, 101.98194 E
Berahir bin Tin	3.44283 N, 101.98218 E
Liew Jofri a/l Liew Weng	3.4423 N, 101.98087 E
Timah binti Boh	3.44337 N, 101.9808 E
Asmara binti Aris	3.4444 N, 101.98048 E
Timah Binti Libai	3.44716 N, 101.98387 E

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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 No 30, Tingkat 1, Pusat Perniagaan Raub, 27600, Raub, Pahang; 3° 47' 24" N, 101° 51' 24" 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 Raub & Bentong district.

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



Figure 1: Smallholders location for SPOC C8 Raub & Bentong.

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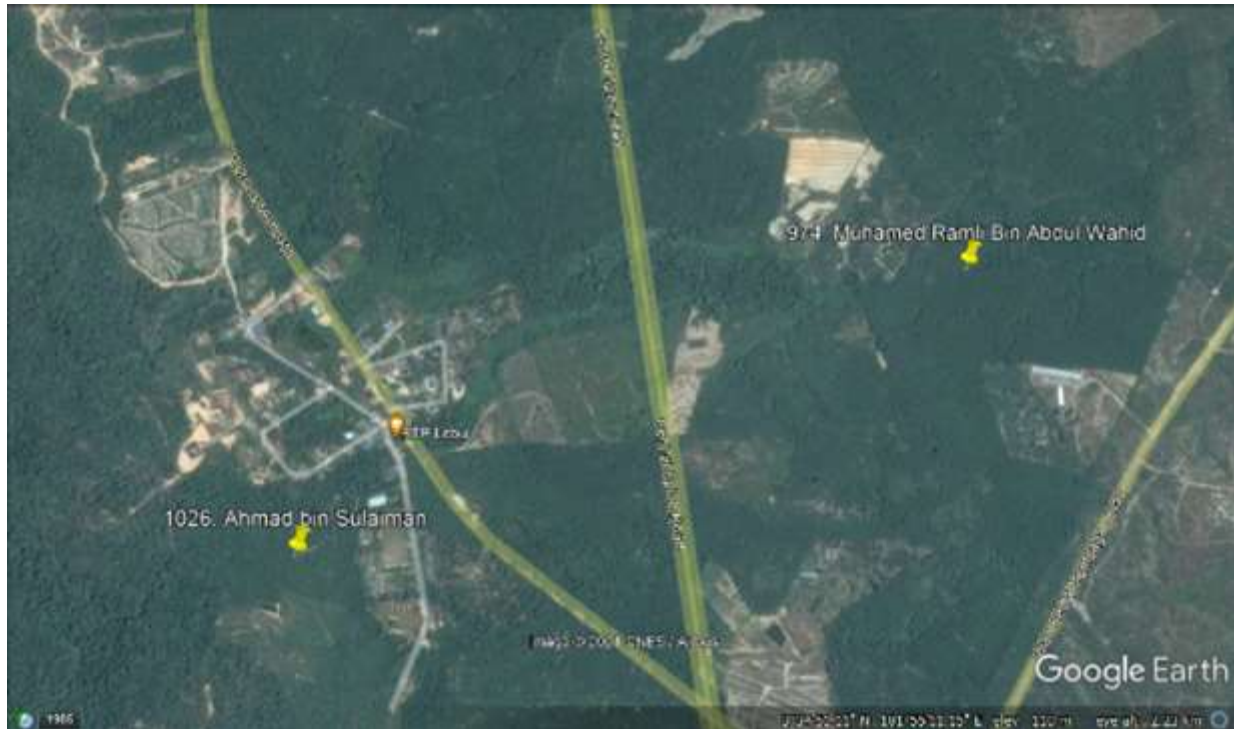


Figure 2: Smallholders location for SPOC C8 Raub & Bentong.

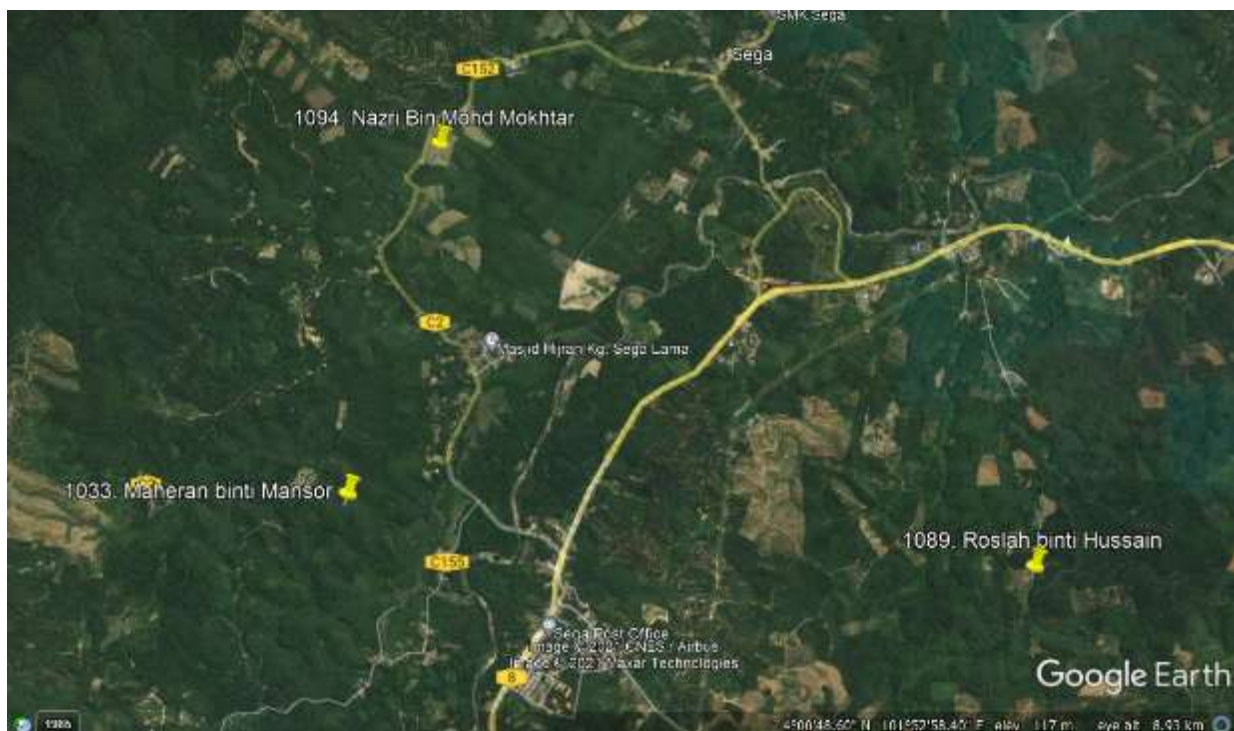


Figure 3: Smallholders location for SPOC C8 Raub & Bentong.

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Figure 4: Smallholders location for SPOC C8 Raub & Bentong.



Figure 5: Smallholders location for SPOC C8 Raub & Bentong.

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Figure 6: Smallholders location for SPOC C8 Raub & Bentong.



Figure 7: Smallholders location for SPOC C8 Raub & Bentong.

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Figure 8: Smallholders location for SPOC C8 Raub & Bentong.



Figure 9: Smallholders location for SPOC C8 Raub & Bentong.

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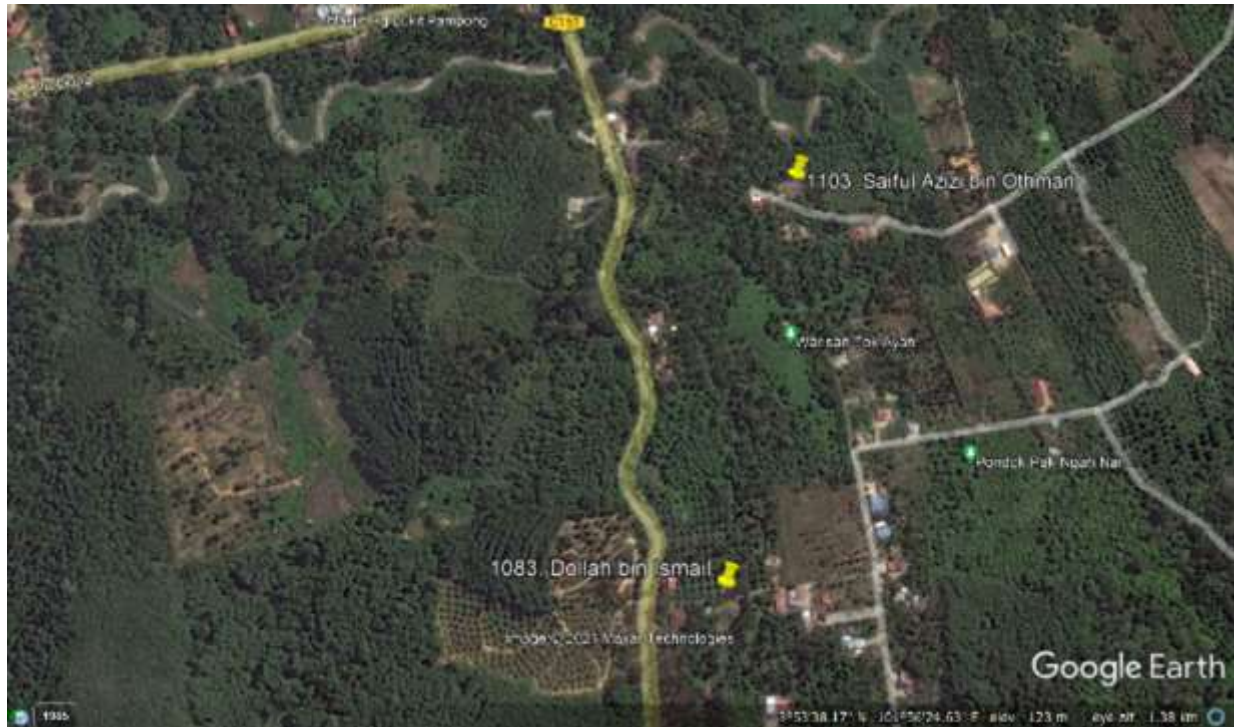


Figure 10: Smallholders location for SPOC C8 Raub & Bentong.

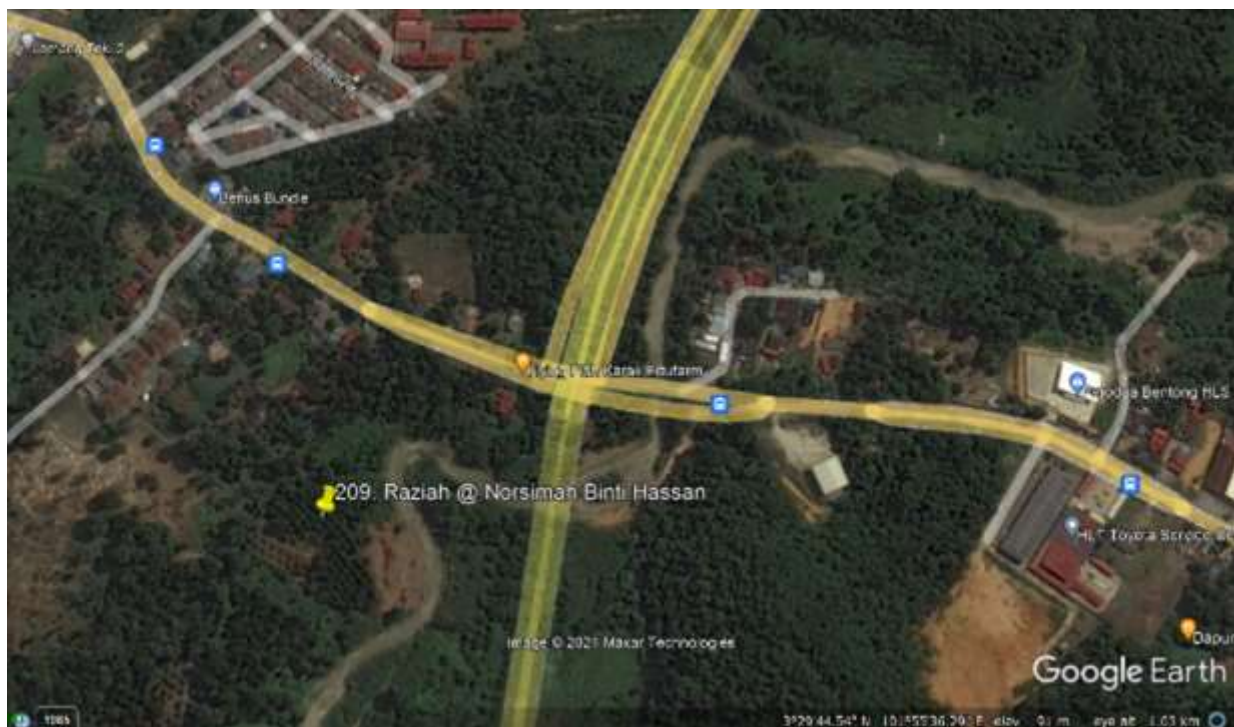


Figure 11: Smallholders location for SPOC C8 Raub & Bentong.

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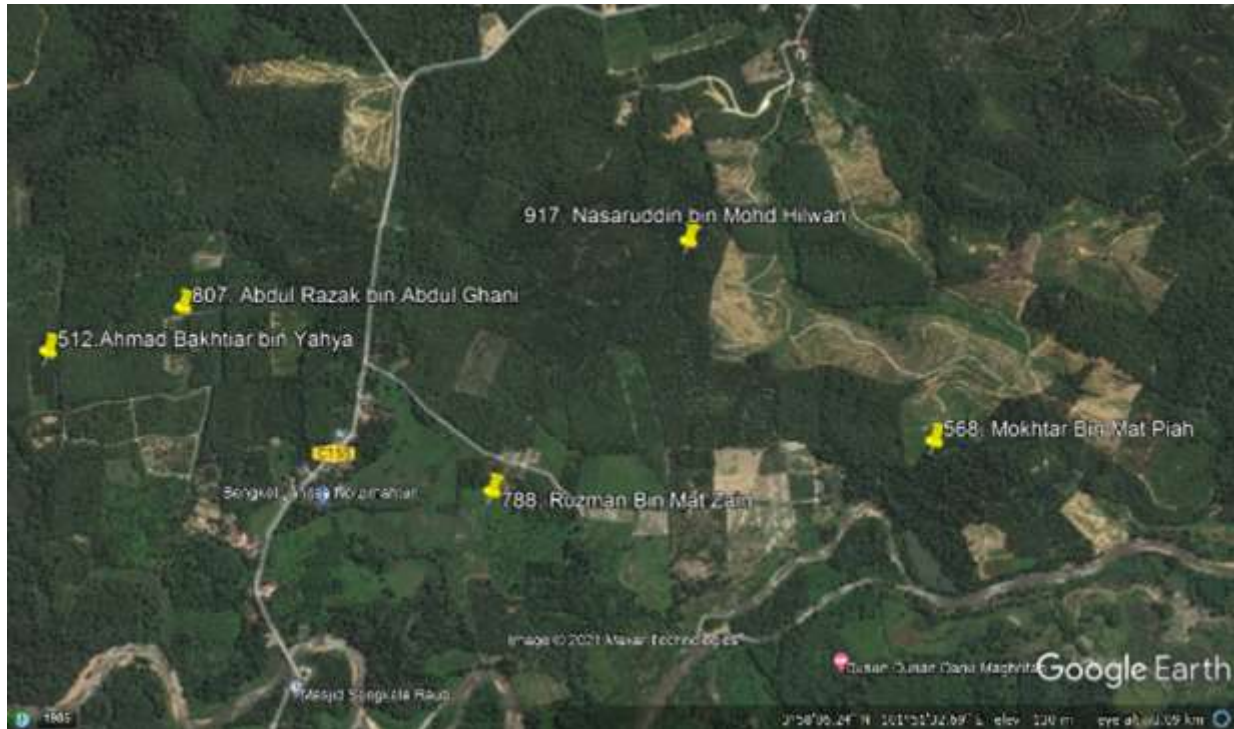


Figure 12: Smallholders location for SPOC C8 Raub & Bentong.

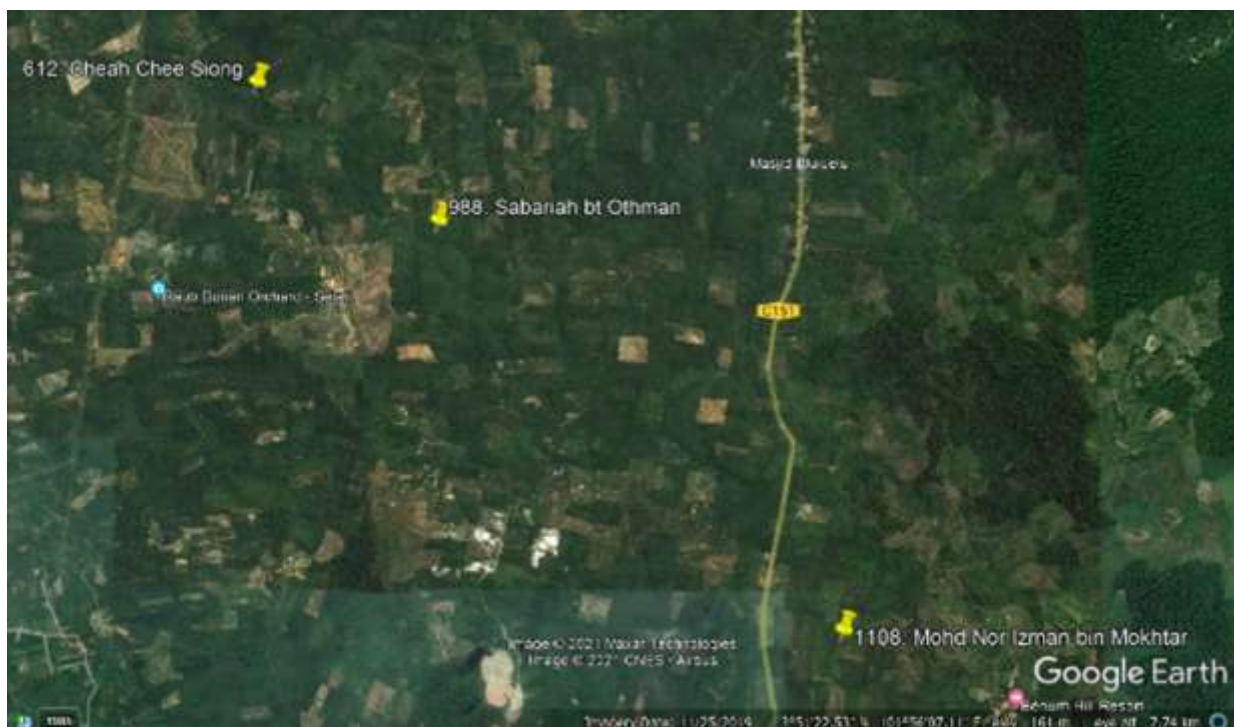


Figure 13: Smallholders location for SPOC C8 Raub & Bentong.

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Figure 14: Smallholders location for SPOC C8 Raub & Bentong.

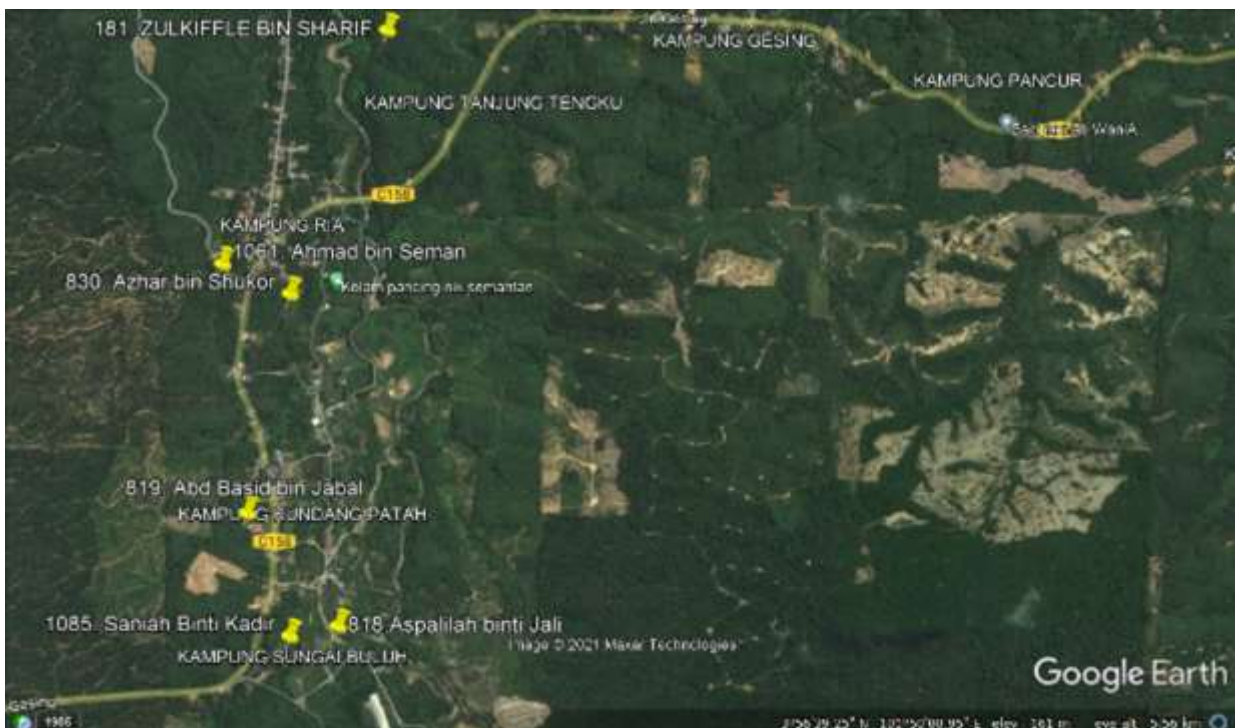


Figure 15: Smallholders location for SPOC C8 Raub & Bentong.

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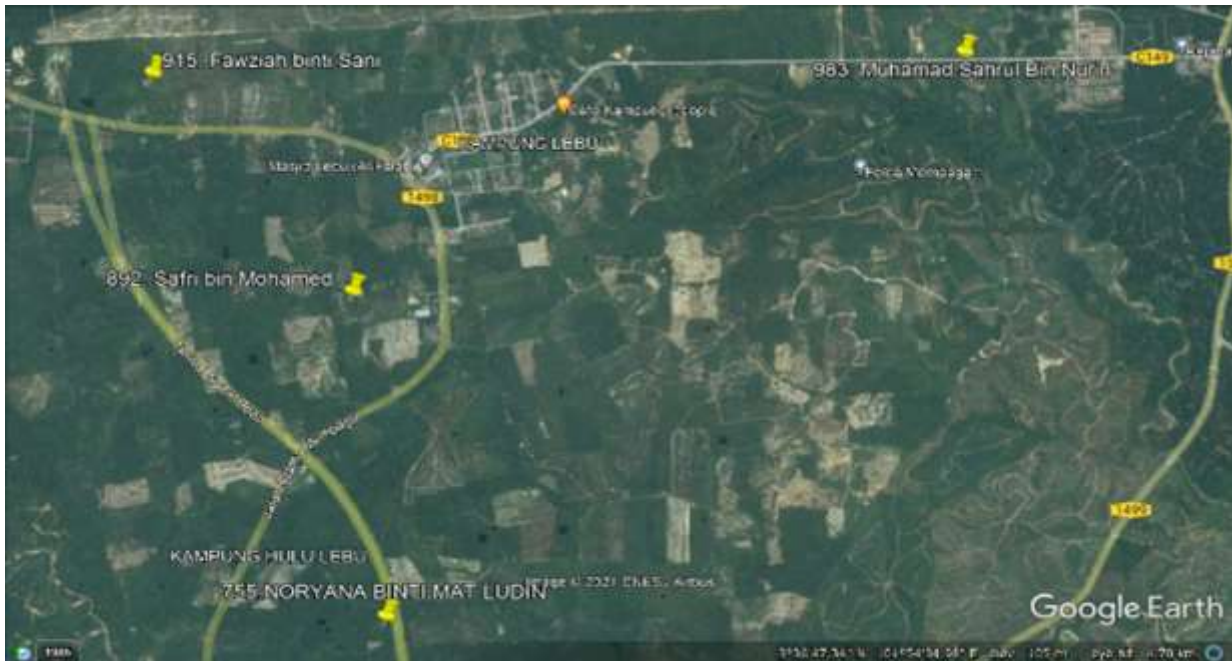


Figure 16: Smallholders location for SPOC C8 Raub & Bentong.

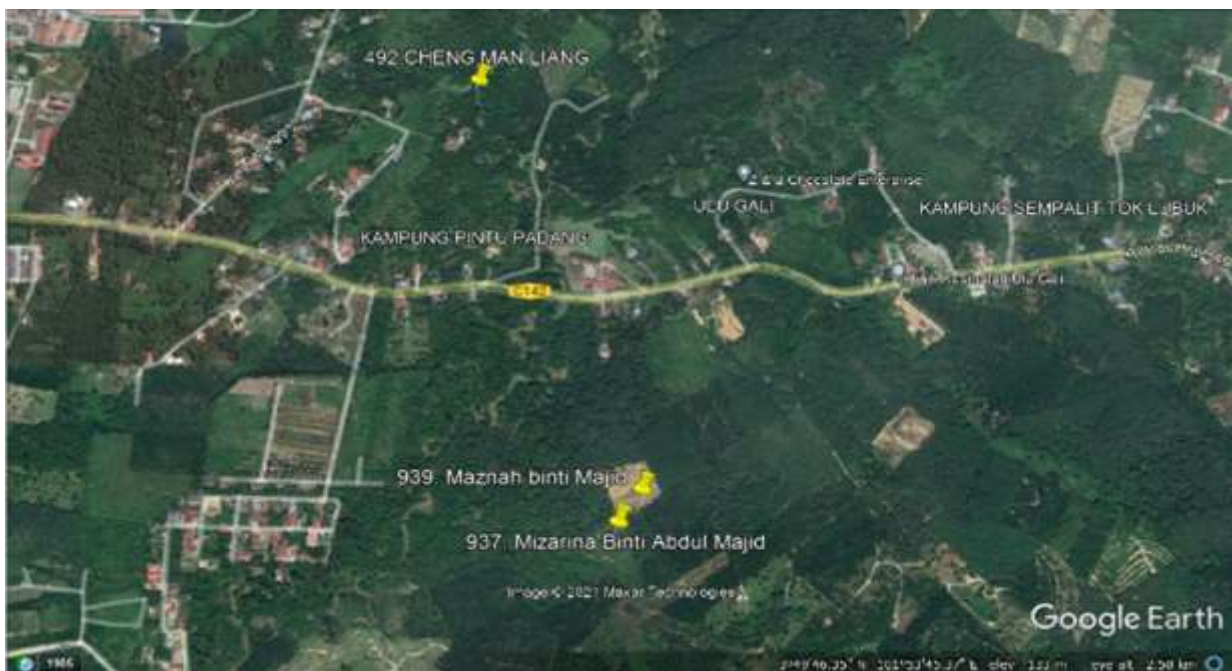


Figure 17: Smallholders location for SPOC C8 Raub & Bentong

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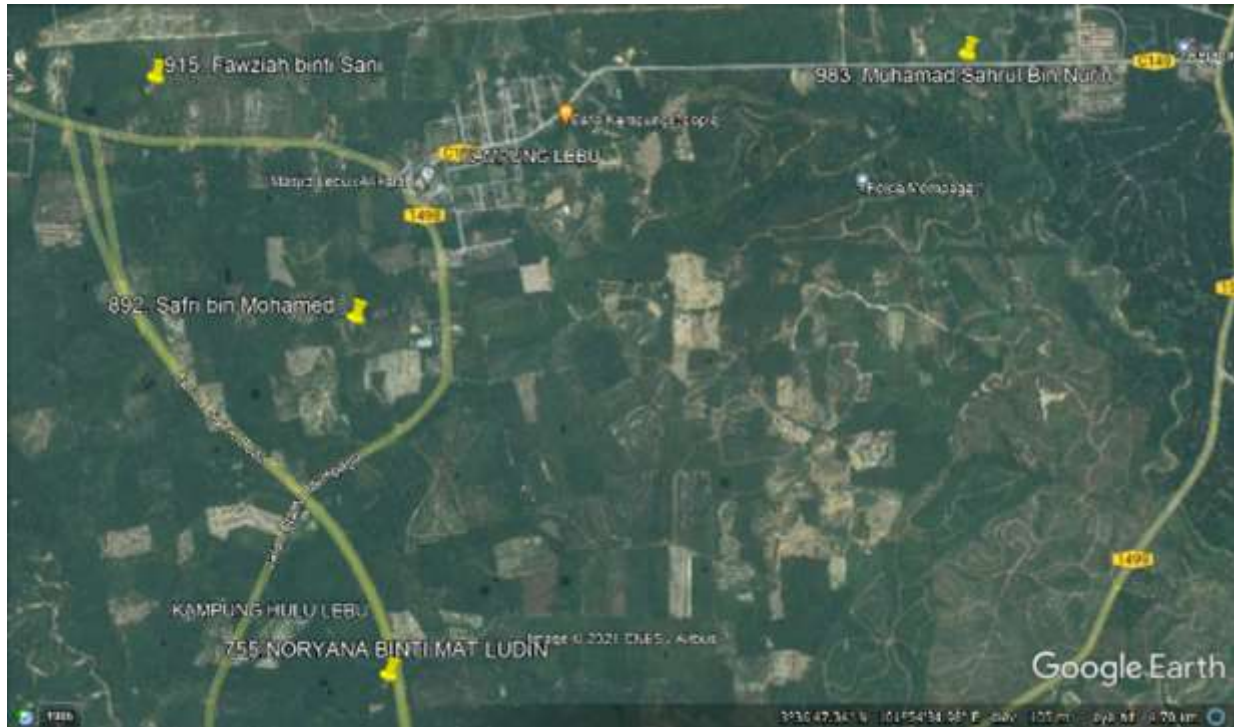


Figure 18: Smallholders location for SPOC C8 Raub & Bentong

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4. CERTIFICATION ASSESSMENT

4.1. ASA 04

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

4.1.1. Surveillance 04:

The surveillance audit is conducted from 07/11/2022 to 10/11/2022.

The number of smallholders in this surveillance audit are 1,211.

The number of smallholders 1,108 remain the same for this surveillance audit.

The number of smallholders joined during this surveillance audit are 103.

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 04 audit, there are 3 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.

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Therefore, there is no physical stakeholders consultation conducted for this surveillance audit. TUV NORD (Malaysia) Sdn. Bhd., has published the audit notification on 07/10/2022 to announce the audit of the certified unit. As at audit date on 07/11/2022 there are no comments received.

4.3. Summary of Assessment

Principle and Criteria Assessment Summary

The assessment team conducted a thorough assessment of each principle and criteria. Over the 5 years' period of the certificate cycle, there will be 4 annual surveillance audits 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.

Principle 1: Management Commitment & responsibility

Indicator	Summary of Assessment	Compliance
4.1.1.1	SPOC C8 Raub & Bentong established MSPO policy signed by Group Manager. SPOC C8 Raub & Bentong adopted MPOB MSPO certification application with the MSPO policy included in the form duly agreed and signed by smallholders and acknowledged by SPOC GM. Copy of application form available in smallholders file signed and acknowledged by SPOC GM. Field interviews with sampled smallholders informed they are briefed and understood MSPO policy.	Yes
4.1.2.1	SPOC C8 Raub & Bentong established Continuous Improvement Plan, 'Senarai Impak Social, Persekitaran & Pelan Tindakan' doc no: MSPO/SSCC/L-04/ISP, issue no 2, rev 2 date effective 01/06/2020. SPOC C8 Raub & Bentong established CIP dated 01/11/2022 which include monitoring of the land use conversion.	Yes
4.1.2.2	SPOC C8 Raub & Bentong distribute Warta Sawit latest version Bil.81 (2) May- August 2022 to smallholders during 'Taklimat Pekebun Kecil' on 07/04/2021. Field interviews with sampled smallholders confirmed they received the Warta Sawit when attend training and LKN visit on 17/08/2022.	Yes

Principle 2: Transparency

Indicator	Summary of Assessment	Compliance
4.2.1.1	SPOC C8 Raub & Bentong adopted MPOB Guidelines for Economic and Financial Power Plans doc no MSPO/SSCC/GP-01/PEK, issue no.: 4, rev: 4 dated 01/06/2021. The guideline has a flow chart describing the step approach for delivery of FFB to ramp operator / collection center or mill with the type of documents.	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
	<ol style="list-style-type: none"> 1. Sales receipt; 2. Weighbridge ticket; 3. Enter to BRL; 4. Keep Receipt; 5. SPOC will collect records and prepare summary. <p>Review on sampled smallholders weighbridge tickets, they have kept the weighbridge ticket and recorded in the Buku Rekod Ladang (BRL).</p> <p>Field interviews with sampled smallholders informed they kept the weighbridge ticket for traceability purposes.</p>	
4.2.1.2	<p>SPOC C8 Raub & Bentong Group Manager maintain records of FFB production and sales of each smallholders.</p> <p>Records of individual sales and delivery of FFB are recorded for all smallholders and maintained.</p> <p>SPOC C8 Raub & Bentong smallholders maintain copy 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 C8 Raub & Bentong adopted MPOB 'Senarai Keperluan Undang – undang' doc no MSPO/SSCC/L-01/SKU, revision 05, Issue 04 dated 01/06/2021.</p> <p>Example of laws listed:</p> <ol style="list-style-type: none"> 1. Akta 139: Akta Kilang dan Jentera 1967; 2. Akta 265: Akta Pekerjaan 1955; 3. Perintah Gaji Minimum 2022. <p>Briefing on legal compliance has been conducted on 17/08/2022.</p> <p>Document review on sample copy of MPOB license is maintained in the smallholder's individual file with validity until 31/12/2023.</p> <p>Field interviews with sampled smallholders informed they have been briefed on legal requirement.</p>	Yes
4.3.2.1	<p>SPOC C8 Raub & Bentong smallholders land titles are Geran Mukim, Geran Hak Milik Sementara or Tanah Hak Milik Tetap issued by Raub Land Office.</p> <p>MPOB HQ letter dated 19/04/2022 to land office on process of changing the land usage from rubber to oil palm.</p>	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.3.1	<p>SPOC C8 Raub & Bentong land titles are freehold, leasehold and customary right land.</p> <p>All members with customary right land obtain the 'Surat Pengesahan Status Tanah' approved by Jabatan Kemajuan Orang Asli Daerah Bentong.</p> <p>Letter of Pengesahan Status Tanah, reference no JAKOA.BTG.CG22 (26) dated 19/04/2021 is available.</p>	Yes
4.3.3.2	<p>SPOC C8 Raub & Bentong smallholders land titles are either lease or freehold have maps include location, lot number, area size and boundary stone markers.</p>	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	<p>SPOC C8 Raub & Bentong adopted MPOB Complaint & Grievance guideline and flow chart, doc no. MSPO/SPOC/SOP-01/AR, issues 04, revision 2 dated 01/06/2021.</p> <p>Briefing on complaint and grievance procedure conducted during field visit / LKN dated 17/08/2022.</p> <p>Complaint and grievance file is review. There are no complaint lodge by smallholders or stakeholders in year 2022.</p> <p>Field Interviews with sampled smallholders informed they are briefed on complaint and grievances process brief by MPOB during LKN visit.</p>	Yes
4.4.1.2	<p>SPOC C8 Raub & Bentong adopted MPOB guidelines Complaint and Grievance, doc no: MSPO/SPOC/SOP-01/AR, no issue: 04, dated 01/06/2021.</p> <p>The procedure describes:</p> <ol style="list-style-type: none">1. The group manager is the responsible person to handle and manage any complaints;2. The total days to resolve is 14 days;3. Any complaint outside the scope of the GM it will refer to other parties such as government agencies or MPOB HQ to handle the matters. <p>There are no records of complaint and grievance received as audit date.</p> <p>Field Interviews with sampled smallholders informed they are briefed on complaint and grievances process to MPOB.</p>	Yes
4.4.2.1	<p>SPOC C8 Raub & Bentong adopted MPOB Workers Safety and Health Guideline doc no: MSPO/SPOC/GP-02/KKP, no issue: 04, dated 01/06/2021.</p> <p>The procedure describes:</p> <ol style="list-style-type: none">1. Responsibilities of the GM and smallholders / workers;	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>2. Safety work practices for harvesting, chemical spraying and fertilizer application.</p> <p>Training on safety and health and GAP to smallholders conducted on 17/08/2022. The training has brief on safety and health while performing work in farm.</p> <p>Field Interviews with sampled smallholders informed the importance of wearing PPE while working. Example of PPE use in farm are mask, apron, glove, goggle and safety helmet.</p>	
4.4.3.1	<p>SPOC C8 Raub & Bentong adopted MPOB Employment Terms guideline doc no: MSPO/SPOC/SMP-01, rev-02, dated 01/06/2021.</p> <p>The document describe the requirements for hiring of workers by smallholders.</p> <p>Example of requirement listed:</p> <ol style="list-style-type: none"> 1. Workers must having valid work permit; 2. Not permitted to employed children below 15 years old and young workers between 15-18 years old; 3. The payment rate is agreeable by both parties; 4. Workers must always focus on safety aspect during conducting. <p>There are verbal agreement between smallholders and workers for operating the farm.</p> <p>The payment made by smallholders to the workers are based on agreeable rate per tonne FFB and per hectare chemical spraying and manuring.</p>	Yes
4.4.3.2	<p>SPOC C8 Raub & Bentong adopted MPOB MSPO Policy doc no: MSPO/SPOC/POLISI-01 dated 01/06/2021.</p> <p>The policy describes, SPOC C8 Raub & Bentong is against the practice of discrimination by exercising the right of equality in providing opportunities and services regardless of race and ethnicity, political views and nationality.</p> <p>Awareness on MSPO Policy was conducted via LKN visit dated 17/08/2022.</p> <p>Field interviews with sampled smallholders informed no discrimination occurs and they are briefed of the policy.</p>	Yes
4.4.3.3	<p>SPOC C8 Raub & Bentong adopted MPOB Terms of Employment form, doc no: MSPO/SPOC/TPP-01, rev-02, dated 01/06/2021.</p> <p>Stated in the requirement, payment method to the casual workers.</p> <ol style="list-style-type: none"> 1. Payment of wage are according to type of work as recommended by Group manager; 2. Payment rate must be mutual agreed between smallholders and casual workers; 	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>3. Every payment performed must be recorded in FFB production book (BRL) and signed by casual workers.</p> <p>The payment made by smallholders to the workers are based on agreeable rate per tonne FFB and per hectare chemical spraying and manuring.</p>	
4.4.3.4	During site inspection at SPOC C8 Raub & Bentong sample smallholder's farm, there are no living quarters sighted.	Yes
4.4.3.5	<p>SPOC C8 Raub & Bentong adopted MPOB Employment Terms guideline doc no: MSPO/SPOC/SMP-01, rev-02, dated 01/06/2021.</p> <p>Stated in the requirement, hiring of field workers by smallholders.</p> <p>The guideline document describes the requirement for children and young person as follows:</p> <ol style="list-style-type: none"> Point no 2. Not at all allow/hire children under the age of 15 years; Point no 3. Does not allow / hire young people under the age of 15-18 to perform heavy work in the field. <p>Akta Kanak-Kanak dan Orang Muda (Pekerjaan) 1966 included in updated Legal Register, dated 01/06/2021.</p> <p>Field interviews with sampled smallholders informed, there are no hiring of underage workers in oil palm operation.</p>	Yes
4.4.4.1	<p>SPOC C8 Raub & Bentong established training programme year 2022. The training programme includes:</p> <ol style="list-style-type: none"> MSPO Training; Lawatan Khidmat Nasihat (LKN). <p>There are training conducted as per training programme year 2022 established.</p> <p>Training: MSPO awareness;</p> <p>Date: 17/08/2022;</p> <p>Venue: Balai Raya Kampung Sungai Yol, Ulu Dong, Raub ,Pahang.</p>	Yes

Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>SPOC C8 Raub & Bentong adopt MPOB Social and Environment Impacts and Action Plan, document number MSPO/SPOC/L-04/ISP, issue 3, revision: 3 effective date 01/06/2021.</p> <p>Example of environmental impact and action plan:</p> <p>Activity: Chemical spraying;</p> <p>Environmental impact: Empty chemical containers;</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Action Plan: Empty chemical container to be triple rinse, punctured and stored.</p> <p>Environmental issues has been briefed to smallholders during MSPO training dated 04/07/2022.</p> <p>Field interviews with sampled smallholders informed they have been briefed on environmental issues related to oil palm operation.</p> <p>Field inspections at sampled smallholders' farm sighted there are environmental issues observed within the smallholders' farm.</p>	
4.5.2.1	Field inspection at sampled smallholders SPOC C8 Raub & Bentong farm informed they are not practicing any renewable energy.	Yes
4.5.3.1	<p>SPOC C8 Raub & Bentong adopt MPOB List of Scheduled and Domestic Wastes MSPO/SPOC/L-03/SRD Issue 3 rev 0 effective date 01/06/2021.</p> <p>GM SPOC C8 Raub & Bentong established list of wastes generated year 2022 for smallholders.</p> <p>Waste generated from agricultural activity: Palm fronds.</p> <p>Waste generated is not from agricultural inputs: Empty chemical containers.</p> <p>Field interviews with sampled smallholders informed, they have been briefed on recycle and reused of empty chemical containers after triple rinsing.</p> <p>Field inspection at sampled smallholders farms, the palm fronds are properly arrange at the palm rows.</p>	Yes
4.5.3.2	<p>SPOC C8 Raub & Bentong adopted MPOB SOP for Scheduled Waste Management, doc no: MSPO/SPOC/SOP-03/BT issue 3 revision 3 effective date 01/06/2021.</p> <p>The SOP objective stated 'Monitor and ensure the waste management process and disposal of waste for responsible individuals can be implemented in an orderly, efficient and safe manner'.</p> <p>Review on SW flowchart describing the steps in managing and disposal of scheduled wastes.</p> <p>Field interviews with sampled smallholders informed they have recycled and reused the empty chemical containers.</p> <p>Field inspection at sampled smallholders farms sighted the empty chemical containers are using for water storage.</p>	Yes
4.5.4.1	<p>SPOC C8 Raub & Bentong adopt MPOB Guidelines River Buffer Zone, doc no: MSPO/SPOC/GP-03/ZPS, issue 4, revision 0 dated 01/06/2021.</p> <p>The SOP describes:</p> <ol style="list-style-type: none"> 1. Guideline on buffer zone length; 2. No activities such as chemical spraying and manuring; 3. Flow chart on buffer zone establishment. 	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Environmental issues has been briefed to smallholders during MSPO training dated 04/07/2022.</p> <p>Field interviews with sampled smallholders informed they understand the need to conserve the buffer zone areas and not to carry out any chemical spraying or manuring activity near the waterways.</p> <p>Field inspection at sampled smallholder's farm, there is no chemical spraying activities sighted.</p>	
4.5.4.2	SPOC C8 Raub & Bentong smallholders' practices rain water harvest by using drums and culverts for chemical spraying activities.	Yes
4.5.5.1	<p>SPOC C8 Raub & Bentong & Bentong obtained the list of wildlife from Jabatan Perlindungan Liar dan Taman Negara (Perhilitan) Semenanjung Malaysia includes 28 species of wildlife.</p> <p>Field interviews with sampled smallholders informed they have sighted wild boar and monkey in the farm.</p>	Yes
4.5.6.1	<p>SPOC C8 Raub & Bentong adopted MPOB Guidelines Zero Burning Practices, doc. no. MSPO/SPOC/GP-04/APS, issue 3 rev. 01, effective date 01/06/2021.</p> <p>Document review on MSPO training dated 04/07/2022, zero burning practices has been briefed to the smallholders.</p> <p>Field inspection at sampled smallholders, there is no open burning practices sighted in the farm.</p>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>SPOC C8 Raub & Bentong conducted Lawatan Khidmat Nasihat (LKN) covering GAP to sampled smallholders dated 14/10/2022.</p> <p>Document review on sampled smallholders implement good agricultural practice such as:</p> <ol style="list-style-type: none"> 1. Proper stacking of fronds; 2. Good maintenance of harvesting path; 3. Proper palm pruning. <p>Field interviews with sampled smallholders informed they have been briefed on good agricultural practices by SPOC C8 Raub & Bentong Group Manager.</p>	Yes
4.6.1.2	SPOC C8 Raub & Bentong established visual identification for each smallholder with information of smallholders' name, field address, GPS coordinates, lot size and year of planting.	Yes
4.6.2.1	SPOC C8 Raub & Bentong adopted MPOB SOP, 'Garis Panduan Pelan Daya Ekonomi dan Kewangan', doc no: MSPO/SPOC/GP-01/PEK, issues no: 4, revision no: 4, effective date: 01/06/2021.	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	Document review on budget for MSPO training and LKN visit year 2022 has been approved. The operation budgets includes MSPO training, MSPO auditing, PPE and miscellaneous expenses.	
4.6.3.1	SPOC C8 Raub & Bentong briefing on FFB price has been conducted dated 04/07/2022. Briefing photos and attendance are documented and maintained. Field interviews with sampled smallholders informed the FFB pricing is displayed at collecting centre notice board.	Yes

Principle 7: Development of new planting		
Indicator	Summary of Assessment	Compliance
4.7.1.1	SPOC C8 Raub & Bentong database is review with first planting in 1992 and latest replanting in year 2019. There are no new planting for existing and new members. Therefore, no assessment on high biodiversity value area.	Yes
4.7.2.1	SPOC C8 Raub & Bentong database is review with first planting in 1992 and latest replanting in year 2019. There are no new planting for existing and new members. Therefore, no assessment on type of soil.	Yes
4.7.3.1	SPOC C8 Raub & Bentong database is review with first planting in 1992 and latest replanting in year 2019. There are no new planting for existing and new members. Therefore, no data for type of terrain available.	Yes

4.4. Status of Non-Conformities Previously Identified

	The stage 1 audit findings of this system have been reviewed, in particular to assure appropriate correction and corrective action HAS implemented to address identified audit findings. Details of the follow up action taken on stage 1 audit findings were recorded in the Stage 1 audit report.
	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.
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. 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.	

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4.5. Detail of Audit Findings in last Audit

AUDIT OUTCOME		
During last audit	0	MAJOR Non-Conformities
	0	MINOR Non-Conformities

4.6. Detail of Audit Findings Identified During This Audit

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

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

Nr.	Indicator	Description	Location	Opportunity for Improvement
1.	4.2.1.2	To keep records of sales and delivery or transportation of fresh fruit bunches.	Field	SPOC C8 Raub & Bentong could improve on traceability awareness for smallholders members.
2.	4.4.4.1	Independent smallholders are encouraged to seek knowledge to increase their competency in oil palm management.	Field	SPOC C8 Raub & Bentong could consider improve MSPO training to smallholders members.
3.	4.6.1.1	All independent smallholders oil palm farms shall implement best practices such as the MPOB Codes of Practice, Malaysian Standards, ISO Standards and and the Kod Amalan Baik (GAP) Pekebun Kecil	Field	SPOC C8 Raub & Bentong could consider improve on the following: <ul style="list-style-type: none">• Weeding;• Pruning.

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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 SPOC C8 Raub & Bentong consisting of 1,238 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 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 General Principles for Independent Smallholders.

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

Total certified number of independent smallholders: 1,211

Total certified acreage of smallholders: 4,557.41745 Ha

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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 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 / Recertification
X	Recommended for Continuity of Certification
	Suspended of Certification

Puchong, 25/11/2022

Mohamad Norhisham Bin Mohd Salleh
TUV NORD (Malaysia) Sdn Bhd
Audit Team Leader

Puchong, 15/12/2022

Navin Baskram
TUV NORD (Malaysia) Sdn Bhd
Certifier / Approver

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7. LIST OF STAKEHOLDERS

No stakeholders' consultation conducted 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.

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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 / Checklist(s)
- ☒ Audit Plan