

# MSPO CERTIFICATION SUMMARY REPORT

MPOB – SPOC J34 JORAK / PENGKALAN  
BUKIT

SURVEILLANCE 03

Onsite Audit Date: 16/05/2022 – 19/05/2022

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# MSPO Certification Summary Report

Company Name: Malaysian Palm Oil Board  
Certifying Unit: SPOC J34 Jorak / Pengkalan Bukit  
Client Number: 92-097  
Audit Type: ASA 03  
Mode of Audit: Onsite



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### ABBREVIATIONS

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

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## 1. INTRODUCTION

MPOB has commissioned TÜV NORD (Malaysia) Sdn Bhd to conduct surveillance 03 audit for SPOC J34 Jorak / Pengkalan Bukit 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 J34 Jorak / Pengkalan Bukit 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 J34 Jorak / Pengkalan Bukit 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 : Khairul Anwar Bin Ismail

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 Agricultural Science

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Requirement	Qualifications
v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	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 MS2530 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 IMS ISO 9001, 14001, 45001 Lead Auditor course
Health and safety auditing on the farm and in processing facilities Or Successfully completed Occupational, Health & Safety Management System ISO 45001 standard	Successfully completed IMS ISO 45001:2018 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 producers online course

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

### Qualification of Team Member(s)

Requirement	Name Assessor	Qualification	Compliance
Post-secondary education, college or university diploma / degree in one of the following i) Agriculture; ii) Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences,); iii) Engineering, Process Technology; iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	Muhammad Khairul Anuar Bin Azizul Hasan	Graduate in Applied Science (Major in Plantation and management)	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 and appointed as Lead auditor for MS2530 scheme.	Yes
	Ariff Bin Lokman	Qualified and appointed as Lead auditor for MS2530 scheme.	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	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes
	Ariff Bin Lokman	Qualified and appointed as Lead auditor for MS2530 scheme	Yes
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Muhammad Khairul Anuar Bin Azizul Hasan	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor 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 9001, 14001 and 45001 LA course for MSPO.	Yes
	Ariff Bin Lokman	Successfully completed IMS 9001, 14001 and 45001 LA course for MSPO.	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 9001, 14001 and 45001 LA course	Yes
	Ariff Bin Lokman	Successfully completed IMS 9001, 14001 and 45001 LA 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, Mandarin and English.	Yes

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## 2. METHODOLOGY

The audit approach consists of the following steps:

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

### Surveillance Audit 03:

The surveillance audit 03 is conducted onsite on 16/05/2022 – 19/05/2022 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;
- Review and closed out of observations raised during SA 02 audit;
- Assessment reporting;

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 139 new members and 888 existing members. The total number of smallholders for this audit are 1,027.

As per MPOB requirements the risk factor of 1.5 shall be applied. Therefore, the sample size  $S = 1.5\sqrt{1,027} = 48.07$  round up to the next integral of 49.

As per OPMC 2 issue 2, from the sample size, the number of the new members are  $49 \times 75\% = 37$  and number of existing members are  $49 \times 25\% = 12$ .

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

**Table 2-1: List of Sample Smallholders**

Name	GPS Coordinates
Existing member(s)	
Mazura Binti Md Noor	N 2.15086, E 102.64008
Perman Bin Siran	N 2.17561, E 102.67372
Amat Basri Bin Siran	N 2.17533, E 102.67442
Rohidah Binti Marsam	N 2.09422, E 102.69989
Mohd Azuan Bin Ismail	N 2.17333, E 102.75426
Mohd Ezuan Bin Amom	N 2.09997, E 102.82306
Sa'don Bin Daud	N 2.09670, E 102.72547
Easa Bin Mohd Noor	N 2.13114, E 102.64947
Zaiton Binti Aziz	N 2.17749, E 102.72529
Hau Wee Leong	N 2.07300, E 102.72897
Wong Ah Lum @ Wong Yok Chan	N 2.08886, E 102.69181
Loh Meng Tong	N 2.15301, E 102.78777

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Name	GPS Coordinates
New member(s)	
Tan Bee Chern	N 2.11940, E 102.79043
Gan Hong Keng	N 2.13881, E 102.64667
Eng Say Cheng	N 2.17038, E 102.73922
Safiaton Binti Madon	N 2.08825, E 102.75338
Ong Chui Loon & Sons Realty Sdn Bhd	N 2.10975, E 102.82164
Tan Song Lim	N 2.17749, E 102.69256
Koo Siow Fan	N 2.17674, E 102.69160
Ler Liong Chee	N 2.15449, E 102.69160
Lim Kok Wan	N 2.11746, E 102.68660
Chan Kim Lian	N 2.17726, E 102.68711
Ee Eng Huat	N 2.17357, E 102.75832
Samsiah Binti Othman	N 2.07671, E 102.85167
Saib Bin Jailani	N 2.09772, E 102.83016
Gwee Lee Chuan	N 2.09390, E 102.81822
Gwee Lee Jie	N 2.09080, E 102.81661
Mohmad Nizam Bin Mohon	N 2.12897, E 102.77222
Goh Kui Lian	N 2.13769, E 102.72422
Abdul Rashid Bin Nabil	N 2.17063, E 102.70210
Siti Zaleha Binti Ismail	N 2.09748, E 102.75281
Mohd Zamri Bin Othman	N 2.17324, E 102.74868
Tan Cheng Hock	N 2.08887, E 102.83221

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Name	GPS Coordinates
New member(s)	
Ng Ean Hooi	N 2.09858, E 102.72488
Mohd Fuad Bin Jamal	N 2.17614, E 102.75754
Maimon Binti Md Zin	N 2.16269, E 102.74550
Low Tick Huat	N 2.18611, E 102.70491
Er Tin	N 2.17456, E 102.74590
Low Lian Ken	N 2.18365, E 102.70516
Gan Tong Chai	N 2.17815, E 102.76198
Koo Ching Suwi	N 2.17642, E 102.67772
Muhammad Hishamuddin Bin Salim	N 2.12165, E 102.78184
Ahizah Binti Md Said	N 2.16838, E 102.68863
Nordin Bin Salleh	N 2.17482, E 102.69095
Siti Zubaidah Binti Md. Sari	N 2.15517, E 102.79211
Jumatun Binti Md. Sari	N 2.16010, E 102.77810
Shah Harunizam Bin Kadir	N 2.16731, E 102.75421
Lim Boon Yang	N 2.13532, E 102.78316
Wong Tong Guan	N 2.18247, E 102.69989

### 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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Map 3



## MSPO Certification Summary Report

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### 4. CERTIFICATION ASSESSMENT

#### 4.1. Annual Surveillance Audit

The objective of the audit is to assess the activities of MPOB Cawangan SPOC J34 Jorak / Pengkalan Bukit are in compliance with MS 2530-2: 2013 Part 2: General principles for independent smallholders' requirements.

##### 4.1.1. ASA 03:

The surveillance 03 audit is carried out from 16/05/2022 – 19/05/2022.

The number of smallholders in this surveillance audit are 1,027.

The number of existing smallholders 888 remain the same for this surveillance audit.

The number of smallholders joined during this surveillance 03 audit are 139.

The audit team has applied the Malaysian Sustainable Palm Oil Part 2: General Principles for Independent Smallholders Audit Guidance to assess the established 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 03 audit, there are 2 OFIs raised.

For this audit, the two OFIs raised in the last surveillance 02 audit, the audit team has reviewed by means of onsite inspection of smallholders' farms, conducted interviews, reviewed and verified 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

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.

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

TUV NORD (Malaysia) Sdn. Bhd., has published the public notification on 13/04/2022 as to accommodate stakeholder's consultation meeting for SPOC J34 Jorak / Pengkalan Bukit to provide comments. As at audit date on 16/05/2022 there are no comments received.

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### 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	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB MSPO Policy, doc no: MSPO/SSCC/POLISI-01, revision 3, updated 01/08/2021. The policy was signed by SPOC J34 Jorak / Pengkalan Bukit Group Manager dated 15/01/2022.</p> <p>MSPO policy is publicly displayed at MPOB office notice board.</p> <p>Review on smallholders individual file, MSPO policy is include in MSPO application form signed by SPOC J34 Jorak / Pengkalan Bukit Group Manager and smallholders.</p> <p>Interviews with sampled smallholders informed they had been briefed on MSPO policy requirements dated 25/10/2021.</p>	Yes												
4.1.2.1	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB list of social and environmental impact and action plan, document no: MSPO/SPOC/L-04/ISP, issue no: 3, revision no: 3, effective date: 01/06/2020.</p> <p>The table includes type of impact, activity, social and environmental impact and action plan.</p> <table><tr><th>Type</th><th>Activity</th><th>Impact</th><th>Action Plan</th></tr><tr><td>Social</td><td>Manuring, chemical spraying</td><td>Theft of fertilizer and pesticide</td><td>Stored in the designated store.</td></tr><tr><td>Environment</td><td>Manuring, chemical spraying</td><td>Polluting water source if activities conducted near the waterways</td><td>Avoid activities near the waterways.</td></tr></table> <p>Field visits and interviews with sampled smallholders informed they had stored the fertilizer &amp; pesticide in designated store and installed gate at the entrance to prevent stealing of fertilizer, pesticide and FFB.</p>	Type	Activity	Impact	Action Plan	Social	Manuring, chemical spraying	Theft of fertilizer and pesticide	Stored in the designated store.	Environment	Manuring, chemical spraying	Polluting water source if activities conducted near the waterways	Avoid activities near the waterways.	Yes
Type	Activity	Impact	Action Plan											
Social	Manuring, chemical spraying	Theft of fertilizer and pesticide	Stored in the designated store.											
Environment	Manuring, chemical spraying	Polluting water source if activities conducted near the waterways	Avoid activities near the waterways.											
4.1.2.2	<p>SPOC J34 Jorak / Pengkalan Bukit distribute latest Warta Sawit “Bil. 79 (3) September – December 2021” to smallholders during LKN visit dated 20/04/2022 and 25/04/2022.</p> <p>Field visits and interviews with sampled smallholders informed they obtain Warta Sawit and new information on oil palm management during LKN visit and WhatsApp.</p>	Yes												

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>SPOC J34 Jorak / Pengkalan Bukit established Garis Panduan Pelan Daya Ekonomi dan Kewangan document number MSPO /SSCC/GP-01/PK effective date on 01/06/2021.</p> <p>The traceability procedure describe smallholders provided with Buku Rekod Ladang (BRL) to record FFB sales.</p> <p>SPOC J34 Jorak / Pengkalan Bukit maintains record of FFB sales in smallholders' individual files.</p> <p>Field interviews with sampled smallholders informed FFB production, fertilizer and chemical applications recorded in the BRL.</p> <p>Review on the sampled smallholders BRL includes information of FFB production, fertilizer and chemical applications.</p>	Yes
4.2.1.2	<p>SPOC J34 Jorak / Pengkalan Bukit established smallholders FFB records year 2021 and 2022.</p> <p>SPOC J34 Jorak / Pengkalan Bukit maintains records of FFB sales and weighbridge ticket in smallholders' individual files.</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 J34 Jorak / Pengkalan Bukit established Legal Register for Peninsula Malaysia, document no. MSPO/SSCC/L-01/SKU, dated 01/06/2021.</p> <p>Example:</p> <ol style="list-style-type: none"><li>1. 'Akta 127: Akta Kualiti Alam Sekeliling 1974';</li><li>2. 'Akta 342: Akta Pencegahan dan Pengawalan Penyakit Berjangkit 1988 Perintah Pencegahan dan Pengawalan Penyakit Berjangkit (Pindaan Jadual Pertama);</li><li>3. 'Akta 582: Akta MPOB Peraturan-Peraturan Lembaga Minyak Sawit Malaysia (Perlesenan) 2005'.</li></ol> <p>Review on the MPOB licences for sampled smallholders are valid until 31/07/2026.</p> <p>Field interviews with sampled smallholders informed they understand legal requirements and information of legal requirements obtained through 'Latihan Khidmat Nasihat MSPO' conducted on 25/04/2022.</p>	Yes
4.3.2.1	<p>SPOC J34 Jorak / Pengkalan Bukit smallholders land titles are Geran Mukim, Geran Hak Milik Sementara or Tanah Hak Milik Tetap issued by Muar Land Office.</p> <p>MPOB HQ letter dated 20/04/2021 to land office on the list of smallholders were in process of changing the land usage from orchard to oil palm.</p>	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.3.1	SPOC J34 Jorak / Pengkalan Bukit smallholders land titles are Geran Mukim, Hak Milik Sementara and Tanah Hak Milik Tetap issued by Muar Land Office  There are no customary land.	Yes
4.3.3.2	SPOC J34 Jorak / Pengkalan Bukit smallholders land titles are either lease or freehold have maps include location, lot number, area size and boundary stone markers.  There are no customary land.	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Guidelines Complaint and Grievance, document number MSPO/SPOC/SOP-01/AR, issue 03, revision 02 dated 01/06/2021.  The SOP describes; 1. The flow chart in the SOP describes grievance and complaint process is to be resolved within 14 days; 2. Group manager is in charge in handling the complaint and grievances; 3. Grievance and complaint records are archived and maintained.  Review on 'Lawatan Khidmat Nasihat MSPO' report verified the complaint and grievances procedure has been briefed to smallholders dated 25/04/2022.  Field interviews with sampled smallholders informed they understand the complaints, grievance procedure and process flow.	Yes
4.4.1.2	SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Guidelines Complaint and Grievance, document number MSPO/SPOC/SOP-01/AR, issue 03, revision 02 dated 01/06/2020.  Review the SOP stated time line to resolve disputes within 14 days.  Stated in the SOP person in charge is Group Manager. The Group Manager is assigned for: 1. Accepting the grievances; 2. Analyzed and investigate on issue raised.  Any complaint outside the scope of the group manager it will refer to other parties or MPOB HQ.  Field interviews with sampled smallholders informed they are aware on complaints and grievance process and timelines to resolve the complaints.	Yes
4.4.2.1	SPOC J34 Jorak / Pengkalan Bukit adopt MPOB Guidelines Occupational Safety & Health, document number MSPO/SPOC/GP-02/KKP, issue: 3, revision: 0 effective date: 01/06/2020.  SOP describes:	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>1. Responsibility of GM and smallholders regarding safety and health;                      2. Procedure and type of PPE used for harvesting, manuring and spraying.</p> <p>Document review on 'Lawatan Khidmat Nasihat MSPO' report dated 25/04/2022, safety and health briefing has been included.</p> <p>Field interviews with sampled smallholders informed they are aware importance of safety and health during working in field.</p> <p>Example:                      Wearing of PPE for chemical spraying activity: Apron, face mask, goggle, safety boot, rubber hand glove and safety helmet.</p>	
4.4.3.1	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-01 updated 01/10/2020.</p> <p>The form has included payment rates for operational activities such as harvesting, chemical spraying, manuring and pruning.</p> <p>Field interviews with sampled smallholders informed, all field operation carried out by themselves and assisted by family members.</p>	Yes
4.4.3.2	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB MSPO application form with a statement "provide equal opportunity and treatment regardless of race, colour, sex, religion, political affiliation, nationality, social origin and shall not engage in or support discriminatory practices.</p> <p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-01 updated 01/10/2020.</p> <p>The form describes:                      "Against any form of discrimination, and implying human right in terms of opportunities, disregards of races, gender, religion, political affiliation, and nationality".</p> <p>There are no complaints related to discrimination during documents review.</p> <p>Field interviews with sampled smallholders informed no discrimination occurs.</p>	Yes
4.4.3.3	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-01 updated 01/10/2020.</p> <p>The form has included payment rates for operational activities such as harvesting, chemical spraying, manuring and pruning.</p> <p>Field interviews with sampled smallholders informed they are working by themselves or assisted by family members in carrying out field operations.</p>	Yes
4.4.3.4	<p>Field inspection on sampled smallholders SPOC J34 Jorak / Pengkalan Bukit farm, there is no on-site living quarters as there is no workers hired by smallholders.</p>	Yes
4.4.3.5	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Employment Terms document number MSPO/SPOC/SMP-01, rev-01 updated 01/10/2020.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>The form describes:</p> <p>“Not to employ young workers below the age of 15-18 years old, for working in dangerous and heavy work”.</p> <p>Field interviews and visits to sampled smallholders' farms, no presence of child workers in the farms. Smallholders are briefed and understand legal restriction on hiring under age workers.</p>	
4.4.4.1	<p>SPOC J34 Jorak / Pengkalan Bukit established training programme year 2021 and 2022. The training programme include 'Taklimat MSPO, GAP and LKN visit.</p> <p>Review on training record year 2021 verified there is training carried out for smallholders.</p> <p>Example:</p> <p>Title: Taklimat MSPO</p> <p>Date: 25/10/2021</p> <p>Field interviews with sampled smallholders informed they have attended the MSPO training and able to demonstrate understanding of MSPO implementation in farms.</p>	Yes

Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Social and Environmental impacts and action plan, document number MSPO/SPOC/L-04/ISP, revision no: 4, date effective 01/06/2021.</p> <p>Example:</p> <p>Activity: Chemical spraying;</p> <p>Environment impacts: Water ways pollution;</p> <p>Action plan: To provide continues training and LKN for smallholders.</p> <p>Document review on training program and records confirmed smallholders briefed on environmental management dated 25/10/2021.</p> <p>SPOC J34 Jorak / Pengkalan Bukit conducted LKN to smallholders' site has include briefing on social and environmental impacts to smallholders.</p> <p>Field interviews with sampled smallholders informed they understand the environmental impacts.</p>	Yes
4.5.2.1	<p>Field visits at SPOC J34 Jorak / Pengkalan Bukit sampled smallholders' farms and interviews with sampled smallholders informed there is no renewable energy used by them.</p>	Yes
4.5.3.1	<p>SPOC SPOC J34 Jorak / Pengkalan Bukit adopted MPOB List of Scheduled and Domestic Wastes, Doc. No. MSPO/SPOC/L-03/SRD, rev 4, updated on 01/06/2021.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>The SOP described two (2) types of waste generated by smallholders which are from agricultural or non-agricultural activities.</p> <p>Example:</p> <ul style="list-style-type: none"> <li>Waste generated from agriculture: Empty chemical containers.</li> <li>Waste generated from non-agriculture: Domestic waste.</li> </ul> <p>SPOC J34 Jorak / Pengkalan Bukit group manager briefed smallholders on waste management during LKN visit on 19/04/2022.</p> <p>Field interviews with sampled smallholders informed they understand on managing of wastes such as reused the fertilizer bags for loose fruit collection and empty chemical containers can be recycle and reused after triple rinsing.</p>	
4.5.3.2	<p>SPOC J34 Jorak / Pengkalan Bukit adopted Pengurusan Bahan Buangan Terjadual, document number: MSPO/SPOC/SOP-03/BT, revision no: 4, date effective 01/06/2021.</p> <p>The SOP describes as follows:</p> <ul style="list-style-type: none"> <li>To monitor and ensure the process of scheduled waste handling in proper manner;</li> <li>All empty chemical containers shall be tripled rinsed before reused.</li> </ul> <p>Field interviews with SPOC J34 Jorak / Pengkalan Bukit sampled smallholders informed empty chemical containers will be kept at designated store and reused for chemical spraying activity.</p> <p>Briefing on disposal of empty chemical containers conducted during LKN visit by Group Manager SPOC J34 Jorak / Pengkalan Bukit on 19/04/2022.</p>	Yes
4.5.4.1	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Guidelines 'Garis Panduan Zon Penampunan Sungai' MSPO/SPOC/GP-03/ZPS, rev 4 dated 01/06/2021.</p> <p>Field interviews with SPOC J34 Jorak / Pengkalan Bukit sampled smallholders informed they understand and practice the restriction on chemical application at buffer zone area.</p> <p>Training on buffer zone protection conducted during LKN visit dated 19/04/2022.</p>	Yes
4.5.4.2	<p>Field interviews with sampled smallholders informed they are practicing rain water harvesting by using the culverts, empty drums or dug hole for chemical spraying and washing purpose.</p>	Yes
4.5.5.1	<p>SPOC J34 Jorak / Pengkalan Bukit updated list of wildlife dated 20/04/2021.</p> <p>Review on the poster of totally protected wildlife of Muar is displayed at MPOB SPOC J34 Jorak / Pengkalan Bukit office.</p> <p>Example of wildlife:</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<ul style="list-style-type: none"> <li>• Otter;</li> <li>• Wild boar.</li> </ul> <p>Field interviews with sampled smallholders' informed they sighted wild boar, squirrel and snake in the farms and understand no hunting of wildlife.</p>	
4.5.6.1	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Guidelines Garis panduan Amalan Pembakaran Sifar doc no: MSPO/SPOC/GP-04/APS, issue 04 dated 01/06/2021.</p> <p>The SOP describes:</p> <p>“To ensure smallholders aware of environmental impact by practicing zero burning”.</p> <p>Field interviews with smallholders informed they are aware and understand no open burning allowed in farms.</p> <p>Field visit at smallholder's farms observed no sign of open burning.</p>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB Guideline “Garis Panduan Pelan Daya Ekonomi dan Kewangan”, document number: MSPO/SPOC/GP-01/PEK, rev 4, updated on 01/06/2021.</p> <p>The procedure describes:</p> <ol style="list-style-type: none"> <li>1. Good agricultural practice starting from land preparation until harvesting;</li> <li>2. Dosage of fertilizer and chemical application on field;</li> <li>3. Calculation on smallholders yield, RM / hectare / year.</li> </ol> <p>SPOC J34 Jorak / Pengkalan Bukit briefed on Good Agriculture Practice (GAP) to smallholders during MSPO programme on 25/10/2022 and LKN visits.</p> <p>Example of LKN visits carried out on 20/04/2022 and 25/04/2022.</p> <p>Field visit at sampled smallholder's farm observed smallholders implemented GAP such as:</p> <ul style="list-style-type: none"> <li>• Proper stacking of fronds;</li> <li>• Good maintenance of harvesting path.</li> </ul> <p>Field visits and interviews with sampled smallholders informed they have been briefed on GAP such as fronds stacking during LKN visit.</p>	Yes
4.6.1.2	<p>SPOC J34 Jorak / Pengkalan Bukit established visual identification for each smallholder with information of smallholders' name, field address, GPS coordinate, lot size and year of planting.</p> <p>Field visits to sampled smallholders farm verify that the field marking are established.</p>	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.2.1	<p>SPOC J34 Jorak / Pengkalan Bukit adopted MPOB guideline Economic and Financial Plan, document no. MSPO/SPOC/GP-01/PEK, issue 3, no. revision 04 dated 01/06/2021.</p> <p>All other operation budgets and costs are under the control of MPOB HQ.</p> <p>Document review verify evidence of budget approval for MSPO training and LKN visit. The budget includes MSPO training, LKN and miscellaneous expenses.</p>	Yes
4.6.3.1	<p>SPOC J34 Jorak / Pengkalan Bukit monitors FFB pricing on monthly basis through input from selected mills/ ramps or dealers for fair price.</p> <p>Field visit interviews with sampled smallholders informed they have access to the FFB prices via phone call and FFB price display on mill or dealer's weighbridge.</p>	Yes

Principle 7: Development of new planting		
Indicator	Summary of Assessment	Compliance
4.7.1.1	<p>Document review on list of smallholders and planting statements no new planting in SPOC J34 Jorak / Pengkalan Bukit.</p> <p>The first planting is in year 1990 and the latest new planting is in year 2019.</p> <p>There are no new plantings for existing and new members in year 2022.</p> <p>Thus, there is no assessment on high biodiversity area.</p>	Yes
4.7.2.1	<p>Document review on list of smallholders and planting statements confirmed no new planting in SPOC J34 Jorak / Pengkalan Bukit.</p> <p>The first planting is in year 1990 and the latest new planting is in year 2019.</p> <p>There are no new plantings for existing and new members in year 2022.</p> <p>Therefore, no soil survey or topography is required</p>	Yes
4.7.3.1	<p>Document review on list of smallholders and planting statements no new planting in SPOC J34 Jorak / Pengkalan Bukit.</p> <p>The first planting is in year 1990 and the latest new planting is in year 2019.</p> <p>There are no new plantings for existing and new members in year 2022.</p> <p>Therefore, no data for type of terrain available.</p>	Yes

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### 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.
<b>X</b>	No non-conformity raised in previous audit.
<i>Note 1: If a minor non-conformity raised in last audit, is not closed out, the finding will be raised to a Major non-conformity.</i>	
<i>Note 2: All major and minor NCs raised in last audit are required to capture in this report together with the review of the non-compliance implementation.</i>	

### 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.	4.1.2.2	Group management shall establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the group members.	Office	SPOC J34 Jorak / Pengkalan Bukit could improve system in disseminating information throughout the group members.
2.	4.2.1.1	The group management shall commit itself to implement and maintain the requirements for traceability.	Office	SPOC J34 Jorak / Pengkalan Bukit could improve on updating monthly FFB record.
3.	4.5.3.2	Independent smallholders shall ensure that waste from the smallholdings is	Field	SPOC J34 Jorak / Pengkalan Bukit could improve smallholder

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Nr.	Indicator	Description	Location	Opportunity for Improvement
		disposed of appropriately. Smallholders shall adopt local and national legislation to dispose of hazardous chemicals and their containers		understanding on waste disposal method.
4.	4.6.1.6	All independent smallholders oil palm farms shall implement best practices such as the MPOB Codes of Practice, Malaysian Standards, ISO Standards and the Kod Amalan Baik (GAP) Pekebun Kecil.	Field	SPOC J34 Jorak / Pengkalan Bukit could improve Good Agricultural Practice (GAP) on <ul style="list-style-type: none"><li>• Weed control</li><li>• Pruning</li><li>• Fertilizer application</li></ul>

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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 J34 Jorak / Pengkalan Bukit consisting of 1,027 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: 1,027

Total certified acreage of smallholders: 2,568.87 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
<b>X</b>	Recommended for Continuity of Certification
	Suspended of Certification

Puchong, 01/06/2022

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

Puchong, 07/06/2022

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