



MSPO CERTIFICATION SUMMARY REPORT

HAP SENG PLANTATIONS (RIVER
ESTATES) SDN. BHD.

TOMANGGONG PALM OIL MILL

SURVEILLANCE 04

Remote Audit Date: 27/10/2021

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MSPO Certification Summary Report

Company Name: Hap Seng Plantations (River Estates) Sdn Bhd

Certifying Unit: Tomanggong Palm Oil Mill

Client Number: 92 – 036

Audit Type: ASA 04

Mode of Audit: Remote



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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
GMP	Good Milling Practices
GPS	Global Positioning System
ISO	International Standard Organisation
MPOB	Malaysian Palm Oil Board
MPOCC	Malaysia Palm Oil Certification Council
MSPO	Malaysia Sustainable Palm Oil
NC	Non Conformity
OSH	Occupational Safety and Health
P&C	Principle and Criteria
PK	Palm Kernel
POME	Palm Oil Mill Effluent
PPE	Personal Protective Equipment
RSPO	Roundtable Sustainable Palm Oil
RTE	Rare, Threatened and Endangered Species
SA8000	Social Accountability 8000
SDS	Safety Data Sheet
SIA	Social Impact Assessment
SOP	Standard Operating Procedure
WHO	World Health Organization

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1. INTRODUCTION

Hap Seng Plantations (River Estates) Sdn Bhd has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct surveillance 04 for its Tomanggong Palm Oil Mill (TPOM) according to MS 2530-4:2013 Part 4 General principles for palm oil mills.

1.1. Objective

The objective of this surveillance 04 audit is to assess palm oil mill by an independent certification body with the aim for compliance of the standards.

1.2. Scope

The certification is based on the documentation established by Tomanggong Palm Oil Mill.

The supporting documents provided to the audit team as well as information received by means of interviews and background investigation.

The documents and information are reviewed against the requirements and criteria based on MS 2530-4:2013 Part 4 General principles for palm oil mills. TUV NORD Malaysia has employed a risk-based approach in the audit, focusing on the identification of significant risks and reliability of the assessment and reporting.

The following references are used as part of the assessment; the compliance of the requirements of the guidelines applied are checked.

1. Malaysian Sustainable Palm Oil Part 4: General Principles for Palm Oil Mill audit guidance;
2. Palm Oil Supply Chain Traceability Requirements

1.3. Appointment and Qualification of team members

The audit team appointed consists of the team leader and 4 team members. The team contributes to the review of documents, assessment of the project activity and preparation of this report.

Qualification of the Lead Auditor: Joseph Sim Siaw Seng

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; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	Graduate in Diploma in Occupational Safety and Health

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Requirement	Qualifications
At least five (5) years of work experience in the oil palm sector or related field in consultancy / auditing of similar industry or equivalent related to and as necessary for the certification process. (e.g., sustainability, palm oil management; agriculture, ecology; social science)	4 years of working experiences in Health and Safety and 3 years of working experiences in plantations.
Successfully completed MPOCC endorsed lead auditor trainings	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 as Lead auditor for MSPO scheme.
Good Milling Practices. Palm oil milling working experience or auditing experience	4 years of working experiences in Health and Safety and 3 years of working experiences in 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 mill processes and activities Or Successfully completed Occupational, Health & Safety Management System ISO 45001 standard	Successfully completed IMS ISO 9001, 14001, 45001 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 mill processes and activities. or Successfully completed Environmental Management Systems ISO 14001 standard	Successfully completed IMS ISO 9001, 14001, 45001 LA course training attended.
Able to communicate in Bahasa Malaysia, English and / or any other local language.	Able to communicate in Bahasa Malaysia, Mandarin and English.

Qualification of Team Members

Requirement	Assessor	Qualification	Compliance
Post-secondary education, college or university diploma / degree in one of the following i) Agriculture;	Muhammad Khairul Anuar bin Azizul Hasan	Graduate in Applied Science (Major in Plantation and management)	Yes

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Requirement	Assessor	Qualification	Compliance
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	Khairul Anwar Bin Ismail	Graduate In Agricultural Science	Yes
	Mohamad Norhisham Bin Mohd Salleh	Graduate in Applied Science (Major In Agrobiology).	Yes
	Mohd Nur Amin Bin Mohd Halim	Graduate in Office Management & Technology.	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
	Khairul Anwar Bin Ismail	5 years working experience in oil palm plantations.	Yes
	Mohamad Norhisham Bin Mohd Salleh	5 years working experience in oil palm plantations.	Yes
	Mohd Nur Amin Bin Mohd Halim	6 years 10 months of working experience in both upstream & downstream division on managing sustainability of oil palm industry.	Yes
Successfully completed MPOCC endorsed lead auditor trainings	Muhammad Khairul Anuar bin Azizul Hasan	Successfully completed MS2530 series of standard for Lead Auditors	Yes
	Khairul Anwar Bin Ismail	Successfully completed MS2530 series of standard for Lead Auditors.	Yes
	Mohamad Norhisham Bin Mohd Salleh	Successfully completed MS2530 series of standards for Lead Auditors.	Yes
	Mohd Nur Amin Bin Mohd Halim	Successfully completed MS2530 series of standard 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	Muhammad Khairul Anuar bin Azizul Hasan	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes

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Requirement	Assessor	Qualification	Compliance
auditor-in-training under the direction and guidance of a qualified Lead Auditor for MSPO or equivalent sustainability certification schemes.	Khairul Anwar Bin Ismail	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes
	Mohamad Norhisham Bin Mohd Salleh	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes
	Mohd Nur Amin Bin Mohd Halim	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes
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
	Khairul Anwar Bin Ismail	5 years working experience in oil palm plantations.	Yes
	Mohamad Norhisham Bin Mohd Salleh	5 years working experience in oil palm plantations.	Yes
	Mohd Nur Amin Bin Mohd Halim	6 years 10 months of working experience in both upstream & downstream division on managing sustainability of oil palm industry.	Yes
Good Milling Practices. Palm oil milling working experience or auditing experience	Muhammad Khairul Anuar bin Azizul Hasan	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes
	Khairul Anwar Bin Ismail	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes
	Mohamad Norhisham Bin Mohd Salleh	Qualified and appointed as Lead auditor for MS2530 scheme.	Yes
	Mohd Nur Amin Bin Mohd Halim	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
	Khairul Anwar Bin Ismail	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Yes

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	Mohamad Norhisham Bin Mohd Salleh	Successfully completed ISO 9001:2015 Lead Auditor course.	Yes
	Mohd Nur Amin Bin Mohd Halim	Successfully completed IMS ISO 9001, 14001, 45001 Lead Auditor course	Yes
Health and safety auditing on the mill 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
	Khairul Anwar Bin Ismail	Successfully completed IMS ISO 45001:2018 Lead Auditor course.	Yes
	Mohamad Norhisham Bin Mohd Salleh	Successfully completed ISO 45001:2018 Lead Auditor course.	Yes
	Mohd Nur Amin Bin Mohd Halim	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.	Ye Yes s
	Khairul Anwar Bin Ismail	Successfully completed Basic SA 8000 training.	Yes
	Mohamad Norhisham Bin Mohd Salleh	Successfully completed Basic SA 8000 training.	Yes
	Mohd Nur Amin Bin Mohd Halim	Successfully completed Basic SA 8000 training.	Yes
Environmental and ecological auditing or experience with mill processes and activities. 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
	Khairul Anwar Bin Ismail	Successfully completed IMS ISO 14001:2015 Lead auditor course and auditor for MSPO scheme.	Yes
	Mohamad Norhisham Bin Mohd Salleh	Successfully completed ISO 14001:2015 Lead Auditor course.	Yes
	Mohd Nur Amin Bin Mohd Halim	Successfully completed IMS 9001, 14001 and 45001 LA course	Yes

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Requirement	Assessor	Qualification	Compliance
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
	Khairul Anwar Bin Ismail	Able to communicate in Bahasa Malaysia and English.	Yes
	Mohamad Norhisham Bin Mohd Salleh	Able to communicate in Bahasa Malaysia and English.	Yes
	Mohd Nur Amin Bin Mohd Halim	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;
- Audit planning;
- Background investigation, desk review of submitted documents;
- Assessment, inspections, interviews with operational personnel, stakeholders and its contractors; review of documentation;
- Reporting
- Resolution of non-conformance (NC)
- Draft audit reporting
- Technical review
- Final audit reporting
- Final approval, certification decision and issuance of certificate.

Surveillance 04

Surveillance 04 audit is conducted remotely on 27/10/2021 covering the following activities but not limited to below:

Remote:

- Confirmation of the appropriate interactive communication tools as describe in IAF MD4
- Virtual Review of documentation established but not limited to below
 - Policies
 - Mill location map
 - Land title(s)
 - Standard Operating Procedures including Mill Operation Manual
 - Work Flow Charts
 - Management Plans
 - Operating licenses and approvals
 - Operating records
 - Training records
 - Applicable Legislation Documents
- Virtual observations and inspection of mill facilities and activities

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- Virtual interview operation personnel, operators for understanding for the work assigned;
- Reviewed revised and updated documentation established and implemented;
- Reports established;
- Work plans established;
- Review and closed out of non-conformance raised in last audit;
- Assessment reporting;

Remote Assessment

The audit of the mill is conducted according to the MS 2530-4: 2013 Part 4: General principles for palm oil mills.

The methodology for collection of objective evidences by means of virtual site inspections, observation of tasks and processes; interview workers and operation personnel; review of documentation and data. Checklists and questionnaires are used to guide the collection of information.

This remote audit is conducted in accordance to MPOCC Updated Circular Guidance on Remote Audits due to Covid-19 Pandemic Restrictions Version 3.2 extension of Updated Circular (30 August 2021).

The remote audit shall be guided by ICT Tools as per IAF MD4:2018 and ISO 9001 Auditing Practices Group on Remote Audits 2020.

The communication tool applied for remote audit are WhatsApp, Microsoft Teams & Telephone.

Non-conformance:

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

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

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3. ORGANISATION INFORMATION

Tomanggong Palm Oil Mill is the subsidiary of Hap Seng Plantations (River Estates) Sdn Bhd located at Off 80km, Jalan Jeroco, Lahad Datu, Sabah, Malaysia

Tomanggong CPO Mill met the Malaysia Palm Oil Board licensing requirements. The mill began operation in 15/03/1963 with an operating capacity of 40 MT per hour.

Name of Mill	Location	Coordinates
Tomanggong POM	Off 80km, Jalan Jeroco, Lahad Datu, Sabah	N 5°25'38.300", E 118°39'33.503"

3.1. Production volume

Volume for the past year Jan 2020 to Dec 2020			Actual volumes Jan 2021 to Sep 2021			Projected volume Oct 2021 to Dec 2021		
FFB	CPO	PK	FFB	CPO	PK	FFB	CPO	PK
139,884.26	29,862.77	5,942.36	89,128.32	18,851.85	3,748.13	47,130.00	10,467.00	2,250.00

3.2. Mas of Mill Location

Figure 1

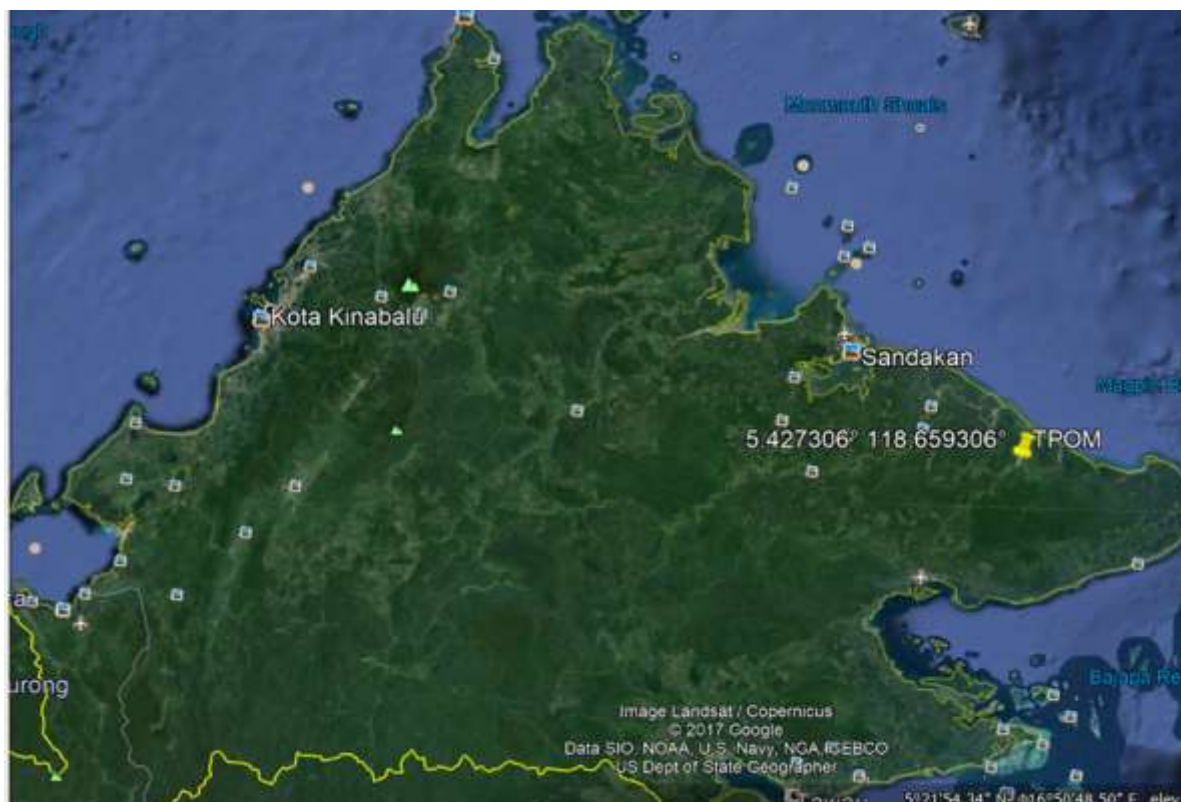


Figure 2

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4. CERTIFICATION ASSESSMENT

4.1. ASA 04

The objective of the audit is to assess the activities of the mill are in compliance with MS 2530-4: 2013 Part 4: General principles for palm oil mills.

4.1.1. Surveillance 04 Audit:

The surveillance 04 audit is conducted on 27/10/2021.

During the surveillance audit, there is one Opportunities for Improvement (OFIs) raised.

During this remote surveillance audit, there are 0 Major, 0 Minor, 1 Opportunity for Improvement (OFI) is 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.

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

TUV NORD (Malaysia) Sdn. Bhd., has published the audit notification on 27/09/2021 to announce the audit of the certified unit. As at audit date on 27/10/2021 there are no comments received.

4.3. Summary of Findings

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 where all criterions will be assessed. Evidences are sought for conformity with the MSPO 2530-4. The summary of the assessment can be seen 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

Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
4.1.1.1	TPOM adopted HSPHB group MSPO policy dated 01/10/2019 signed by Chief Executive – Group Plantations. During document verification, policy available in Bahasa Malaysia and English.	Yes

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	<p>Established MSPO policy adhere to the following key principles of Malaysia Sustainable Palm Oil (MSPO):</p> <ol style="list-style-type: none"> 1. Management commitment and responsibility 2. Transparency 3. Compliance to legal requirement 4. Social responsibility, health safety and employment conditions 5. Environmental, natural resources, biodiversity and ecosystem services 6. Best practice 7. Development of new planting. <p>Observed the mill notice board photo and company website include MSPO policy.</p> <p>Phone call interview with workers informed they are briefed on MSPO Policy on 15/02/2021 and briefing record is verified.</p>	
4.1.1.2	<p>TPOM adopted HSPHB group MSPO policy dated 01/10/2019 signed by Chief Executive – Group Plantations.</p> <p>The policy states the company committed to continual improvement practice by harnessing its resources of people processes and technology in order to ensure the continuous production of oil palm products in a sustainable manner.</p>	Yes
4.1.2.1	<p>TPOM adopted HSPHB group Internal Audit procedure 'Flowchart for Internal Audit System & Management Review Report' updated on 10/07/2019.</p> <p>The internal audit conducted once a year and the latest internal audit conducted on 22/06/2021 – 23/06/2021 with 5 findings raised.</p> <p>Example:</p> <p>Finding: Permit Pemotongan Gaji expired on 21/03/2021</p> <p>Root cause: This is due to waiting for the reply from JTK on the progress of renewal of the permit.</p> <p>Corrective action plan: Mill management to follow up with JTK on the progress of permit renewal.</p> <p>Status: Permit Pemotongan Gaji have been renewed on 27/08/2021.</p> <p>Document review on Permit Pemotongan Gaji issued by JTK dated 27/08/2021 is verified.</p>	Yes
4.1.2.2	<p>TPOM adopted HSPHB Internal Audit procedure 'Flowchart for Internal Audit System & Management Review Report' updated on 10/07/2019.</p> <p>The objective of the Internal Audit procedure is to monitor the performance of the group management and controlling the compliance with the MSPO standard.</p>	Yes

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	<p>Latest internal audit conducted on 22/06/2021 – 23/06/2021 with 5 findings raised.</p> <p>Internal audit identified the weak point, root cause and corrective action plan. Results of the internal audit are documented.</p> <p>Example:</p> <p>Finding: Permit Pemotongan Gaji expired on 21/03/2021</p> <p>Root cause: This is due to waiting for the reply from JTK on the progress of renewal of the permit.</p> <p>Corrective action plan: Mill management to follow up with JTK on the progress of permit renewal.</p> <p>Status: Permit Pemotongan Gaji have been renewed on 27/08/2021.</p> <p>Document review on Permit Pemotongan Gaji issued by JTK dated 27/08/2021 is verified.</p>	
4.1.2.3	TPOM Internal audit results are presented in management review meeting held on 09/07/2021.	Yes
4.1.3.1	<p>TPOM conduct the management review meeting once a year and latest meeting held on 09/07/2021 includes discussion on internal audit result.</p> <p>The management review meeting agenda:</p> <ol style="list-style-type: none"> 1. Follow-Up Actions from Earlier Management Review 2. Sustainability and Adequacy of All SOP's 3. Sustainable Agriculture Policy 4. Results of Internal and External Audit 5. Changes in Legal Requirement of Any Compliance 6. Changes that could affect RSPO / MSPO / ISCC / SCCS management system 7. Complaints / Customer Feedback (Internal & External) 8. Accident & Injury (LTA) 9. Environmental Quality 10. Waste Management 11. Energy Usage Performance 12. Process performance and product conformity 13. Status of Corrective Actions 14. Recommendation for Improvement 15. Improvement of the effectiveness of the RSPO / MSPO / ISCC / SCCS and Management system 16. Resources Needed. 	Yes

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	<p>Example: Agenda No. 8 Accident & Injury (LTA)</p> <p>Status: No accident and zero fatality recorded in Jan until audit date.</p> <p>Review on the accident report indicate no accident since November 2020 until the audit date.</p>	
4.1.4.1	<p>TPOM established Continual Improvement Plan (CIP) dated 14/07/2021.</p> <p>Established CIP includes topics on pesticides, environmental, waste reduction, pollution & emission, safety & health and social & welfare.</p> <p>Example: Safety and Health</p> <p>Improvement action: Training for ERP team.</p> <p>Expected outcomes: More effective ERP team.</p> <p>Timeframe: Yearly</p> <p>Review and monitor: ERP training records</p> <p>Person In-Charge: Mill Manager.</p> <p>Document review on training record and phone call interview with ERP teams informed they have been briefed on ERP dated 01/02/2021.</p>	Yes
4.1.4.2	<p>TPOM adopted HSPHB flowchart to improve practices in line with new information and techniques or new industry standards and technology dated 08/01/2019.</p> <p>The flowchart states, budget and training will be provided for any new technology implemented.</p> <p>Phone call interview with the management informed no new technology implemented at TPOM since November 2020 up to audit date.</p>	Yes

Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>TPOM adopted HSPHB group procedures for the Stakeholder Consultation Procedure – Group Level and Estate Level / Mill Level dated 30/11/2018.</p> <p>TPOM conducted in Mill Level - Joint Consultative Committee (JCC) meeting dated 27/04/2021 chaired by mill manager to communicate with stakeholders.</p> <p>The agenda includes:</p> <ol style="list-style-type: none"> 1. Introduction MSPO, RSPO & ISCC. 2. Introduction Policy and Company Procedure. 3. Others. 	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
	Reviewed the JCC minutes of meeting includes environmental issue, social, safety and COVID-19 Pandemic. The meeting attended by mill managements, mill employees and external stakeholders.	
4.2.1.2	<p>TPOM adopted HSPHB group list of publicly available documents updated on 16/01/2021.</p> <p>Example of documents publicly available are:</p> <ol style="list-style-type: none"> 1. HSPHB Annual Report 2. Social Impact Assessment 3. Water Management Plan. <p>Example of confidential documents are:</p> <ol style="list-style-type: none"> 1. Annual Budget 2. Business Plan. 	Yes
4.2.2.1	<p>TPOM adopted HSPHB group procedures for the Complaint & Grievances Procedure dated 31/3/2018 and 'Memohon Maklumat Syarikat' procedure dated 01/01/2020.</p> <p>Reviewed on the Complaint & Grievances Logbook and 'Permohonan Maklumat' Logbook, all the complaint, grievances and request are documented and resolve within 30 days.</p> <p>Complaint & Grievances Procedure and 'Memohon Maklumat Syarikat' Procedure have been communicated to internal and external stakeholders during the stakeholders consultation meeting dated 27/04/2021.</p>	Yes
4.2.2.2	TPOM Mill Manager appointed as the person in-charge for communication and consultation dated 15/01/2020.	Yes
4.2.2.3	<p>TPOM established List of Stakeholders dated 06/01/2021 includes government agencies, NGOs, internal stakeholders, local villages, neighboring estates, suppliers and contractors.</p> <p>Remote document review on the minutes of JCC meeting, no feedback from external stakeholders.</p>	Yes
4.2.3.1	<p>TPOM adopted HSPHB group procedures for Traceability as follows:</p> <ol style="list-style-type: none"> 1. Chapter 3 'Delivery and Reception Of CSFFB, In-House and Non In-House FFB' doc no: SOP/COC/003 issue: 04, updated 28/02/2021. 2. Chapter 4 'Dispatch of CSPO and CSPK from the mill to the refinery/ bunk transit installation/ buyer's vessel' updated 15/05/2019. 3. Chapter 5 'Monitoring of CSPO and CSPK Sales' updated 15/05/2019. <p>Example of documents for receiving FFB, delivery of CPO and PK are:</p> <ol style="list-style-type: none"> 1. FFB Delivery Notes from estate 2. Weighbridge Ticket from mill 3. CPO & PK Delivery Notes from mill 	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
	<p>4. CPO & PK Weighbridge Ticket from mill</p> <p>5. Receiving Note of CPO & PK from refinery.</p>	
4.2.3.2	<p>TPOM adopted HSPHB group Procedures for Traceability dated 15/05/2019.</p> <p>Internal audit conducted on 22/06/2021 – 23/06/2021 as a mechanism to inspect the traceability system.</p> <p>From document review on internal audit results, there are no findings raised on traceability.</p> <p>TPOM Mill Manager monitors the traceability system on a monthly basis.</p>	Yes
4.2.3.3	<p>TPOM Mill Manager appointed as the person in-charge for traceability dated 08/08/2017.</p>	Yes
4.2.3.4	<p>TPOM maintains records of storage, sales and delivery on daily basis.</p> <p>From document review, the delivered palm products are traceable to contracts and crosscheck with delivery notes and weighbridge tickets issued from mill against weighbridge tickets from buyers. Delivery note number is the unique identification number captured in weighbridge ticket.</p> <p>From document review, TPOM delivery notes and weighbridge tickets for FFB received, PK and CPO dispatch, the ticket date, ticket no., vehicle no., contract no., product and weight are included in the ticket.</p> <p>Document review of weighbridge tickets are kept in the mill office with retention period for minimum of 5 years.</p>	Yes

Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	<p>TPOM establish the list of summary of licenses and permits with validity period.</p> <p>Example:</p> <ol style="list-style-type: none"> MPOB license no. 500034604000 with validity until 31/03/2022. 'Permit Barang Kawalan Berjadual' with validity until 07/01/2024 'Lesen untuk menggaji pekerja bukan pemastutin' - JTK.H.KBN.600-4/1/10401/0365, with validity until 08/01/2022. Fire Certificate, JBPOM: SB/7/64/2021, validity until 29/03/2022. <p>From document review, the list of licenses and permits expiry date all are within the validity date.</p>	Yes
4.3.1.2	<p>TPOM adopted HPSHB list of legal documents updated on 31/01/2021. The list includes 48 related laws and regulations applicable.</p> <p>Example of list of legal documents:</p> <ol style="list-style-type: none"> Environmental Quality Act 1974 (Act 127) 	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
	<p>2. Factories and machineries (noise exposure) (revocation) 2019.</p> <p>3. Minimum Wages Order 2020</p> <p>4. Prevention and Control of Infectious Disease Act 1988 (amendment 2020).</p>	
4.3.1.3	<p>TPOM established list of legal documents for estate and mill updated on 31/01/2021. The list includes 48 related laws and regulations applicable.</p> <p>The procedure 'Mechanism For Tracking Any Changes In Law' dated 25/06/2015 is available.</p> <p>The list will be updated as and when new legislations are released.</p> <p>Example updated of laws and regulations:</p> <ol style="list-style-type: none"> 1. Worker Minimum Wages Order 2020 2. Prevention and Control of Infectious Disease Act 1988 (amendment 2020). <p>Phone call interview with assistant manager informed they monitor of any new applicable laws and regulations for TPOM.</p>	Yes
4.3.1.4	TPOM appoint Mill manager as person in charge to monitor any changes of laws and regulations as and when available.	Yes
4.3.2.1	TPOM is located within Tomanggong estate. Thus, there is no diminish land used right of others.	Yes
4.3.2.2	TPOM is located within Tomanggong Estate. Tomanggong estate and TPOM have the same owner.	Yes
4.3.2.3	Remote document reviewed of mill map, TPOM located within Tomanggong estate.	Yes
4.3.2.4	TPOM is located within Tomanggong Estate. Document review no land dispute found. Thus, no FPIC is required.	Yes
4.3.3.1	TPOM is located within Tomanggong estate. TPOM and Tomanggong estate is owned by HSPHB group. Thus, there are no customary rights encumbered.	Yes
4.3.3.2	Remote document review on TPOM layout map, the mill is located within Tomanggong estate.	Yes
4.3.3.3	TPOM is located within Tomanggong estate, Therefore, no FPIC is required.	Yes

Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	TPOM established Social Impact Assessment (SIA) includes information from survey and meeting feedback include both internal and external stakeholders.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>The SIA established in group category under SIA Tomanggong Group of Estates and Tomanggong Palm Oil Mill updated on 19/08/2021.</p> <p>The SIA includes summary of positive and negative impacts with time bound plan to monitor for completion.</p> <p>The positive impacts are continuously promoted while negative impacts mitigated that include monitoring time frame.</p> <p>The SIA will be reviewed once a year with feedback from the stakeholders.</p> <p>Example of the social impact assessment:</p> <p>Positive impact</p> <p>Social Impacts: Company provide facilities and amenities.</p> <p>Action Plan: Continue to maintain good welfare to workers community.</p> <p>Monitored by: Sr. Assistant Manager and Assistant Manager.</p> <p>Timeline: Ongoing.</p>	
4.4.2.1	<p>TPOM adopted Complaint and Grievance procedure document no.ref: HSPHB P1 1120 with latest reviewed on 31/03/3018. This procedure applied to all estates and mill under HSPHB.</p> <p>The timeline describe in the procedure that complaint will be solve within 30 days from the date received.</p> <p>The procedure describe that the assistant manager should solve the complaint received within 2 days after the complaint received. Complaint which required respond from higher management will bring to manager to solve in 3 days.</p> <p>Review on photos evidence and Interview with mill management informed complaint forms are made available at mill office and post main gate.</p> <p>TPOM had established complaint feedback log book as well.</p>	Yes
4.4.2.2	<p>Reviewed on TPOM complaint log book for Internal and External stakeholders, no complaint lodged verify in the complaint book.</p> <p>Reviewed on complaint feedback log book for internal and external stakeholders. Complaint log book and interview with workers informed no complaint lodged.</p>	Yes
4.4.2.3	<p>TPOM established complaint form and complaint feedback log book for Internal and External stakeholders are accessible at TPOM main office and post main gate.</p>	Yes
4.4.2.4	<p>TPOM conduct briefing on compliant procedure to staffs and workers on 14/01/2021.</p> <p>Briefing on complaint procedure to external stakeholders conducted on 22/07/2021.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	Phone call interviewed worker informed they are briefed and understand on procedure to lodge complaint to the mill management.	
4.4.2.5	TPOM established complaint log book for internal and external stakeholders. Document reviewed on complaint feedback log book, TPOM maintain the records from 2019 and 2020.	Yes
4.4.3.1	TPOM contribute with local development by hiring local workers, security guards, office staffs, and drivers.	Yes
4.4.4.1	TPOM adopted HSPHB group Safety and Health Policy dated 01/04/2015 signed by Chief Executive – Group Plantations. The policy statement committed to ensure and promote a harmonious, safe and healthy work environment for all its employees. The Safety and Health Policy briefing conducted to internal and external stakeholders during Stakeholders Consultation meeting dated 22/07/2021.	Yes
4.4.4.2	a	Yes
	b	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>PIC, Due Date, Status: Assistant Mill Manager, 11/07/2022, Continuously.</p> <p>Remarks: Nil</p> <p>SOP weighbridge training conducted on 05/04/2021.</p>	
c. i	<p>TPOM established Occupational Safety & Health Programme for Year 2021 dated 02/01/2021 which includes the workplace inspection, training program and medical surveillance.</p> <p>Example of trainings conducted for safe work practices are:</p> <ul style="list-style-type: none"> • Safe Standard Operating Procedure 'SSOP Memasuki Ruang Terkurung' training conducted on 08/03/2021 to workshop technicians. • 'Taklimat Pentaksiran Risiko di Tempat Kerja' briefing conducted on 28/06/2021 to all mill workers. <p>Phone call interview with mill operators informed they understand the safe work practices of their individual task.</p>	Yes
c. ii	<p>Photo review of SDSs for chemicals and lubricants are available at TPOM office and storage facilities of chemicals, lubricants, boiler station, and workshop.</p> <p>Example:</p> <ul style="list-style-type: none"> • Chemical Calcium Carbonate revision date 25/05/2017. <p>SDS available in dual language, English and Bahasa Malaysia.</p> <p>Photo evidence reviewed, chemical and lubricant are in original label packaging and stored in proper storage facilities with sufficient ventilations.</p>	Yes
d	<p>TPOM established records of PPEs issuance and review on the records are maintained and updated.</p> <p>Type of PPE for activity in accordance to HIRARC and CHRA assessment is identified.</p> <p>Example: Mixing Calcium Carbonate at Claybath.</p> <p>PPE: Leather gloves, safety vest, safety helmet, dusk mask and safety boots.</p> <p>Phone call interview with mill operators informed they are provided with PPE according to individual task.</p>	Yes
e	<p>TPOM adopted HSPHB group Safe Standard Operating Procedure (SSOP) 'Pengendalian Bahan Kimia' for all the mill operation activities that handling and storage of chemicals.</p> <p>SSOP Chemical handling is briefed to mill workers on 13/09/2021.</p> <p>Phone call interview with mill workers informed they are briefed and understand the procedure of their individual task.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	All chemical products are store in original label and packaging.	
f	TPOM Mill Manager appointed as the person in-charge for safety and health dated 15/01/2020.	Yes
g	Safety and Health Committee is established for TPOM represented by both management representative and workers representative. TPOM conducted Safety and Health Committee (SHC) meeting on a quarterly basis dated 16/04/2021, 16/07/2021, and 15/10/2020 respectively. Agenda discuss in meeting are PPE usage, COVID-19 Pandemic and workers safety.	Yes
h	TPOM established Emergency Response Procedure with list of emergency contact persons and numbers and emergency evacuation plan. The Emergency Response Procedure and emergency contact details are displayed on the notice board at mill office. Training conducted such as: <ul style="list-style-type: none">Emergency Response Procedure training conducted to mill workers dated 01/02/2021.	Yes
i	TPOM assigned mill workers to attend the First Aid Training dated 01/02/2021. List of first aiders displayed at mill office notice boards. First aid kits available at workshop, stores and mill office manage by trained first aider.	Yes
j	TPOM established monthly Accident KPI to monitor the accidents and injuries record. Reviewed on the accident and injury record, there is no accident and injury of more than 4 days medical leave reported from January 2021 until the audit date. Annual Accident Report JKPP 8 for year 2020 submitted to DOSH dated 25/01/2021 with seven cases of hearing impairment.	Yes
4.4.5.1	TPOM adopt Human Rights Policy established by HSPHB dated 01/10/2016 signed by Chief Executive – Group Plantations. The policy is publicly displayed at the notice board in both Malay and English languages. Briefing on Human Rights Policy to staffs and workers conducted on 15/02/2021. Agenda of internal stakeholders meeting include MSPO introduction, company policies, social issues raised, complaint & grievance; and question & answer.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>No issue is raised related to human rights by external stakeholders meeting dated 22/07/2021.</p> <p>Phone call interview workers informed they are briefed on company policies during policy training and morning muster.</p>	
4.4.5.2	<p>TPOM adopted Equal Opportunity Policy established by HSPHB dated 01/03/2019 signed by Chief Executive – Group Plantations.</p> <p>The policy states HSPHB shall ensure the hiring, remuneration, access to training, promotion, termination or retirement will be implemented based on business needs, job requirements and individual qualifications regardless to race, religion, gender, ethnic origin, social class, caste, national origin, affiliation or any other distinguishing characteristic.</p> <p>Briefing on Equal Opportunity Policy to staffs and workers conducted on 15/02/2021.</p> <p>Document review, no complaints records on discriminatory issue lodged from internal stakeholders as at audit date.</p> <p>Phone call interview workers inform no discrimination cases reported from their workplace.</p>	Yes
4.4.5.3	<p>TPOM adopted HSPHB employment agreement for workers in line with legal requirement.</p> <p>Document review on employment agreement verify pay rate of RM42.31 per day. Payslip review and verify daily rate comply with Minimum Wages Order 2020.</p> <p>The employment agreement is in Bahasa Malaysia language version which able to understand by the Indonesia worker.</p> <p>Phone call interview with workers they are briefed on information stated on employment agreement signed.</p> <p>Phone call interview workers understand and able to explain the daily rate as describe in the contract agreement.</p> <p>Review on payslip, deduction on electricity made on workers' payslip in accordance with Deduction Permit from Jabatan Tenaga Kerja.</p>	Yes
4.4.5.4	<p>TPOM engage with contractor for mil maintenance work.</p> <p>Document review on payslip, verify contractor's workers are paid according to minimum wages required by law.</p>	Yes
4.4.5.5	<p>TPOM established workers list contain worker name, gender, date of birth, date joined, type of work, wages and period of employment.</p>	Yes
4.4.5.6	<p>TPOM adopt HSPHB employment agreement for workers and signed by both parties.</p> <p>The employment agreement is in Bahasa Malaysia language which can be understand by worker.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>The employment agreement describes the pay rate of RM42.31 per day in accordance to Minimum Wages Order 2020.</p> <p>Phone call interview workers informed they understand on the wages rate paid to them.</p>	
4.4.5.7	<p>TPOM established thumb print system to record attendance of workers.</p> <p>Photo review verify working hours is displayed at notice board.</p> <p>Phone interview workers inform they understand the working hours established.</p>	Yes
4.4.5.8	<p>TPOM established the working hour for staffs and workers.</p> <p>Office working hours: Working hours: 7:00 am – 4.00 pm Rest hours: 12:00 pm -1:00 pm Shift: Morning shift: 7.00 am – 4.00 pm Afternoon shift: 4.00 pm – 12.00 am Rest hour: 1 hour for each shift.</p> <p>The working hours are in line with requirement of Sabah Labour Ordinance of 8 hours of work excluding rest time.</p> <p>Overtime approval was given upon fill up the overtime record form by the respective workers.</p> <p>Phone call interview workers feedback they understand the working hours and overtime time.</p> <p>Document reviewed workers payslip are, comply with Minimum Wages Order 2020.</p>	Yes
4.4.5.9	<p>TPOM adopt HSPHB payslip as record to documents the wages and overtime of the workers.</p> <p>Review on payslip for September 2021, rate are RM42.31 per day paid to workers as describe in employment agreement.</p> <p>Phone call interviewed verify, workers informed the wages paid in line with legal requirement.</p>	Yes
4.4.5.10	<p>TPOM provide benefits to workers such as medical care, SOCSO and incentives.</p> <p>Phone call interview with workers informed they are provided with benefits by their employer.</p>	Yes
4.4.5.11	<p>TPOM is adopts the industry best practices for housing.</p> <p>Photo evidences reviewed, water tank, electricity, prayer room, clinic and grocery store are provide at housing area.</p>	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	Phone call interview workers informed they are provided with housing, electricity and water supply by their employer.	
4.4.5.12	<p>TPOM adopt Sexual Harassment, Violence and Abuse Policy established by HSPHB dated 20/11/2017 signed by Chief Executive – Group Plantations.</p> <p>TPOM established Gender Community joint by among the employer and employee representative.</p> <p>The policy displayed at all milk notice board.</p> <p>Sighted minutes of meeting for Gender Committee Year 2021 conducted dated 21/07/2021.</p> <p>The meeting include the workers and staffs with meeting agenda discuss on sexual harassment awareness, policy, reporting procedure, child care center, COVID-19 policy and others.</p> <p>Meeting minutes reviewed, no sexual harassment case lodged as at audit date.</p> <p>Phone call interview with mill workers informed they are briefed on sexual harassment and violence policy conducted in their workplace. They inform no related cases lodged.</p> <p>Document review, verify briefing record on sexual harassment policy to workers conducted on 15/02/2021 with attendance list.</p>	Yes
4.4.5.13	<p>TPOM adopt HSPHB Freedom Of Association And Rights To Collective Bargaining policy establish dated 01/03/2019 signed by Chief Executive – Group Plantations.</p> <p>The policy states HSPHB shall recognize and respects the rights of employees to join trade unions of their choice and bargain collectively subject to the provisions of relevant national legislation.</p> <p>Briefing on Freedom of Association and Foreign worker policies to staffs and workers conducted on 15/02/2021.</p> <p>Document review and phone call interview with workers inform no trade union form by workers at TPOM.</p> <p>JCC committee established to discuss on workers issues. JCC meeting conducted on 22/07/2021 involved management and worker representative.</p> <p>Meeting agenda discuss include company policies, safety and health, environment, housing hygiene, complaint discussion and other matter arise.</p> <p>Phone call interview workers informed they understand the function of JCC meeting.</p>	Yes
4.4.5.14	TPOM adopt HSPHB Child Labour Policy establish dated 02/01/2017 signed Chief Executive – Group Plantations.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>Briefing on Child Labour Policy to staffs and workers conducted on 15/02/2021.</p> <p>Review on the workers list, verify the workers are above the minimum age of employment is based on date of birth updated October 2021.</p>	
4.4.6.1	<p>TPOM established annual training programme year 2021 dated 02/01/2021.</p> <p>Training planned including safety and health, environmental aspect and work operation.</p> <p>Example of the training conducted:</p> <ul style="list-style-type: none"> • Confine Space SOP – 08/03/2021 • Recycle – 08/02/2021 • Covid-19 Prevention – 22/02/2021 <p>Training record are available and well maintain include training photo, attendance and training material.</p>	Yes
4.4.6.2	<p>TPOM established training programme based on job description and work station of the workers.</p> <p>Example of the training conducted:</p> <ul style="list-style-type: none"> • For wireman and mechanic, Welding machine conducted on 19/07/2021 • For laboratory and store attendant, BOD conducted on 28/04/2021 • For mill staffs, COVID-19 prevention conducted on 22/02/2021 <p>Document reviewed on the training records and phone call interview with workers informed they have been briefed on COVID-19 Prevention.</p>	Yes
4.4.6.3	<p>TPOM established annual training program for 2021 and had listed type of the training to be conducted every month as continuous training plan.</p> <p>Example of training programme;</p> <ol style="list-style-type: none"> 1. SOP digester & press on 27/12/2021 2. Working at height on 20/12/2021 3. SOP sterilizer on 06/12/2021 	Yes

Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>TPOM adopted HSPHB group Environment Policy dated 15/11/2018 signed by Chief Executive – Group Plantations.</p> <p>The policy describes:</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"> Establish appropriate infra structures and responsibility for environmental affairs within our organizations and carry out appropriate and routine assessment and reporting procedures on such matters. Complying with all relevant environmental legislation of the country. <p>During remote photo review, environmental policy is displayed at mill notice boards and workers housing.</p> <p>TPOM established Environment Impact Assessment, Management Action Plans and Continuous Improvement Plans dated 19/08/2021.</p> <p>During phone call interviewed with mill workers, they have been briefed on company environmental policy and environmental impact in mill.</p>	
4.5.1.2	<p>a</p> <p>TPOM adopted HSPHB group Environmental Policy dated 15/11/2018 signed by Chief Executive – Group Plantations.</p> <p>The policy states the company committed to protect environment and maintain good balance between environmental conservation and business objective.</p>	Yes
	<p>b</p> <p>TPOM established Environment Impact Assessment, Management Action Plans and Continuous Improvement Plans conducted on 19/08/2021.</p> <p>The assessment include following:</p> <ol style="list-style-type: none"> POME EFB Production of fiber / shell / boiler ash Scheduled waste Transport of CPO & PK Smoke emissions from mill stack and vehicles. <p>Example:</p> <p>Aspect : Scheduled Waste</p> <ol style="list-style-type: none"> SW 305 Lubricant SW 306 Hydraulic <p>Impact:</p> <ol style="list-style-type: none"> Indiscriminate throwing and spillages of spent oil causes pollution to soil and waterways. <p>Plan and monitoring programs:</p> <ol style="list-style-type: none"> All scheduled wastes are properly arranged in the scheduled wastes store. 	

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>2. Containment trays are used to contain any leaking oil during vehicle repair or servicing.</p> <p>Continuous improvement plan</p> <p>1. e-SWIS monitoring at monthly basis</p> <p>During remote document review, e-SWIS monitoring records are documented and maintained as at September 2021.</p> <p>During remote photos review, scheduled waste store is manage properly and scheduled wastes are labelled and stored separately.</p>	
4.5.1.3	<p>TPOM established Environmental Impact Assessment, Management Action Plan and Continuous Action Plan dated 19/08/2021 included list of activities, aspects, impacts towards environment, action plan and improvement plan.</p> <p>Example:</p> <p>Issue: Scheduled Waste Production.</p> <p>Impacts: Indiscriminate throwing and spillages of spent oil causes pollution to soil and waterways.</p> <p>Action Plan: All scheduled wastes are properly arranged inside the scheduled waste store, regular inspection of the scheduled waste store and oil traps by the workshop supervisor. Cleaning is done whenever necessary.</p> <p>Continuous Improvement Plan: e-SWIS monitoring at monthly basis.</p> <p>Responsibility: Mill manager / mill assistant</p> <p>Timeframe: Established and continues monitored</p> <p>Remarks: Environmental Quality (Scheduled Wastes) Regulation 2005.</p> <p>During remote document review, e-SWIS monitoring records are documented and maintained as at 17/09/2021.</p> <p>During remote photos review, the scheduled waste store is manage properly and scheduled wastes are labelled and stored separately.</p>	Yes
4.5.1.4	<p>TPOM established Environmental Impact Assessment, Management Action Plans and CIP include promote positive impact.</p> <p>Example:</p> <p>Environmental Aspect: Empty fruit bunch (EFB), mill waste product produced from the operations.</p> <p>Environmental Impacts: Positive Impacts: Organic fertilizer for oil palm plantations.</p> <p>Action Plans: Plans and monitoring programme: Regular delivery to nearest estate for applications.</p> <p>Continuous Improvement Plan: Estate to let Agronomist know on EFB applied and to reduce fertilizers accordingly on a yearly basis.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Responsibility: Admin Manager</p> <p>Timeframe: Established and continually improvement.</p> <p>During remote document review, EFB delivery record to Tabin estate for month of September 2021 is documented and maintained.</p>	
4.5.1.5	<p>TPOM established training programme year 2021 dated 02/01/2021 includes environment training and policy.</p> <p>Example:</p> <ol style="list-style-type: none"> 1. Recycle 3R conducted on 08/02/2021. 2. Environmental Policy briefing 15/02/2021 <p>During phone call interview with workers informed they understand company environmental policy and environmental impact in mill.</p>	Yes
4.5.1.6	<p>TPOM conducted 3rd environmental meeting on 30/06/2021.</p> <p>During remote document review, the environmental minute of meeting dated 30/06/2021 is documented and maintained.</p> <p>The topics includes in the environmental meeting are mill activities would affect the environmental such as Continuous Emission Monitoring System (CEMS), Palm Oil Mill Effluent (POME), Scheduled Wastes and Noise Risk Assessment.</p>	Yes
4.5.2.1	<p>TPOM established fossil fuels management plan records include 5 years baseline for diesel consumption from 2016 to 2020.</p> <p>The baseline from 2016 to 2020 are used for monitoring diesel consumption in year 2021. Diesel consumption records for month of January until September 2021 compared with baseline established.</p> <p>Graph of diesel consumption is established to closely monitor the monthly diesel usage. TPOM conduct monitoring of diesel consumption by establish summary of diesel consumption combine with graph pattern for effective monitoring.</p>	Yes
4.5.2.2	<p>TPOM established budget for diesel consumption year 2021.</p> <p>TPOM recorded the actual diesel consumption compared against the baseline for effective monitoring.</p> <p>The actual diesel consumption record for the month of January until September 2021 is archived and maintained.</p> <p>Interviewed with Mill Manager informed, the actual fuel consumption is lower against the budgeted due to reducing in generator set usage.</p>	Yes
4.5.2.3	<p>TPOM does not practice renewable energy for the mill operations.</p>	Yes
4.5.3.1	<p>TPOM established list of waste generated and management plan latest review on 19/08/2021.</p> <p>The table describe the type of wastes and sources as below:</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services																	
Indicator	Summary of Assessment		Compliance														
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4.5.3.2	a	<p>TPOM established list of wastes and management plan.</p> <p>Example 1:</p> <p>Type of waste: Used Oil</p> <p>Source of waste: Workshop</p> <p>Pollutions: Seeping of oil into the ground can affect the quality of ground water</p> <p>Monitoring plan: Proper scheduled wastes management are conducted and authorised contractor is appointed for collection.</p> <p>PIC: Mill assistant</p> <p>During remote video review, the spill kit is available in the lubricant oil store and no sign of oil spillage sighted.</p>	Yes														
	b	<p>TPOM use kernel shell and fiber as boiler fuel.</p> <p>EFB, boiler ash and decanter cake are sent to the nearby estate as part of recycling programme as organic fertilizer.</p> <p>Example:</p> <p>During remote document review, EFB delivery record to Tabin estate for month of September 2021 is documented and maintained.</p>	Yes														
4.5.3.3		<p>TPOM adopted SOP HSPHB/SSOP/25-19 Chemical Store updated on 31/01/2019.</p> <p>The SOP describes storage, handlings and disposal of used chemicals containers.</p> <p>Example:</p> <p>Empty chemical containers from laboratory and water treatment plant.</p> <p>Action plan: Authorised contractor is appointed to collect scheduled wastes on regular basis.</p> <p>During remote document review, scheduled wastes inventory record is maintained and consignment note dated 14/09/2021 by the authorised</p>	Yes														

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Principle 5: Environment, natural resources, biodiversity and ecosystem services																												
Indicator	Summary of Assessment	Compliance																										
	<p>contractor verified the scheduled wastes is disposed not more than 180 days and quantity are not more than 20mt.</p> <p>Example of scheduled wastes disposed:</p> <ul style="list-style-type: none"> SW 305, SW 306, SW 102, SW 410, SW110, SW 429, and SW 409. 																											
4.5.3.4	<p>TPOM domestic wastes are disposed at Tomanggong estate landfill sites with distance far from housing and water source as indicate in the estate and TPOM maps.</p> <p>During remote photos review at landfill site, signage is install to indicate opening and closing date, with a proper fencing and only domestic waste is disposed in the landfill.</p>	Yes																										
4.5.4.1	<p>TPOM established Type of Waste Generated and Management dated 19/08/2021 including solid wastes, liquid wastes and gaseous waste.</p> <p>Example:</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Source</th> <th>Waste</th> <th>Disposal / treatment method</th> </tr> </thead> <tbody> <tr> <td>Solid</td> <td>Workshop</td> <td>Used battery</td> <td>3rd party authorised scheduled wastes collector</td> </tr> <tr> <td>Liquid</td> <td>Workshop</td> <td>Used oil</td> <td>3rd party authorised scheduled wastes collector</td> </tr> <tr> <td>Gaseous</td> <td>Farm tractor / generator set</td> <td>Smoke emission</td> <td>Regular maintenance of machines.</td> </tr> </tbody> </table> <p>There are GHG emission release at TPOM:</p> <table border="1"> <tbody> <tr> <td>Diesel Usage</td> <td>CO</td> </tr> <tr> <td>EFB</td> <td>CH4</td> </tr> <tr> <td>Waste Oil</td> <td>CO</td> </tr> <tr> <td>Power Generator</td> <td>CO, SoX, NoX</td> </tr> <tr> <td>Palm Oil Mill Effluent</td> <td>CH4</td> </tr> </tbody> </table>	Category	Source	Waste	Disposal / treatment method	Solid	Workshop	Used battery	3 rd party authorised scheduled wastes collector	Liquid	Workshop	Used oil	3 rd party authorised scheduled wastes collector	Gaseous	Farm tractor / generator set	Smoke emission	Regular maintenance of machines.	Diesel Usage	CO	EFB	CH4	Waste Oil	CO	Power Generator	CO, SoX, NoX	Palm Oil Mill Effluent	CH4	Yes
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Waste Oil	CO																											
Power Generator	CO, SoX, NoX																											
Palm Oil Mill Effluent	CH4																											
4.5.4.2	<p>TPOM established Waste Management Plan dated 19/08/2021 include the environmental impact and its action taken to reduce identified significant pollutants and emissions.</p> <p>Example:</p> <table border="1"> <thead> <tr> <th>Source</th> <th>Waste Generated</th> <th>Action plan to reduce pollutants and emission</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Source	Waste Generated	Action plan to reduce pollutants and emission				Yes																				
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Principle 5: Environment, natural resources, biodiversity and ecosystem services				
Indicator	Summary of Assessment			Compliance
	Effluent Pond	POME - Methane (CH4)	Land irrigation	
	Generator set	Smoke (Carbon)	Regular servicing	
	Mill waste product	EFB - Methane (CH4)	Field application	
	During remote document review, EFB delivery record to Tabin estate for month of September 2021 is documented and maintained.			
4.5.4.3	<p>TPOM POME is treated by open pond system before discharge to land irrigation.</p> <p>HSPHB internal laboratory conduct final discharge POME test for TPOM on 20/10/2021.</p> <p>Mitigation action taken by TPOM was to apply final discharge of POME to land irrigation according to DOE discharge limits, with BOD below 100mg/l.</p> <p>Further verification on final discharge result dated 20/10/2021 stated the BOD level is 5 mg/L.</p> <p>During remote document and photos review observed the treated POME discharge for land irrigation at Tomanggong estate.</p>			Yes
4.5.5.1	a	<p>TPOM established Water Management Plan updated on 20/08/2021.</p> <p>The plan has identified source of water and water usage.</p> <p>Source of water: Water catchment pond</p> <p>Water usage: Mill processing activities</p> <p>Source of water: Water catchment pond and rain water</p> <p>Water usage: Domestic use</p> <p>During remote photos review and recorded videos of TPOM housing area observed each houses provided with water tanks.</p> <p>During phone call interview with workers informed, they received treated water supply for daily used from TPOM water treatment plant.</p>		Yes
	b	<p>TPOM established Water Management Plan updated on 20/08/2021 describes that TPOM release POME through land irrigation.</p> <p>During remote document review, final discharge POME analysis dated 20/10/2021 stated the result met the DOE discharge limits with BOD below 100 mg/L.</p> <p>TPOM established performance monitoring Log Book for Effluent pond and land irrigation to monitor the effluent pond and final discharge of POME.</p>		Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>TPOM flow meter log book for field irrigation is review. Latest flow meter reading dated 30/09/2021 to Tomanggong estate.</p>	
c	<p>TPOM established Water Management Plan updated on 20/08/2021 describes water monitoring as follow:</p> <ul style="list-style-type: none"> To record daily use of water on daily basis and summarize on month end <p>Rain harvesting is implemented at housing area.</p> <p>During remote document review, building & premises inspection checklist conducted dated 30/09/2021.</p>	Yes
4.5.5.2	<p>TPOM established Water Management Plan updated on 20/08/2021 describes as follows:</p> <ol style="list-style-type: none"> TPOM has practiced discharge of POME to land irrigations. Final discharge water quality testing will be carry out as per Department of Environment (DOE) requirements. <p>During remote document review on land irrigation log book, TPOM practice discharge of POME for land irrigation at Tomanggong estate.</p> <p>During remote document review, POME final discharge test dated 20/10/2021 stated result met the DOE discharge limits with BOD below 100 mg/ L.</p> <p>EIA under CIP has stated on:</p> <ol style="list-style-type: none"> Monitoring of the POME discharge to land irrigation Monitoring of watercourse on water quality Index analysis. <p>Example:</p> <p>TPOM has carried out water testing on September 2021 as per guideline in Water Management Plan to conduct (WQI) on monthly basis.</p>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>TPOM established list of SOPs for mill operations.</p> <p>The latest review is on 17/04/2021.</p> <p>Example list of SOPs as follow;</p> <ol style="list-style-type: none"> Processing Sterilization station Clarification / Oil Room Nut & Kernel station POME 	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	<p>Training for POME handling conducted on 08/02/2021.</p> <p>Phone call interviewed with workers informed they had been briefed on of mill SOPs and training has been carried out.</p>	
4.6.1.2	<p>TPOM implemented following best practices:</p> <p>Stack measurement for dust particulates and smoke emissions using CEMS an online monitoring system in accordance to DOE requirements.</p> <p>Carbon Monoxide (CO) emissions report dated 14/07/2021 for monitoring period 08/04/2021 is reviewed. The results is in accordance to DOE requirements with emission below 1000 mg/m³.</p> <p>Review on POME final discharge BOD test, the BOD level is in accordance to DOE discharge limits with BOD below 100 mg/l.</p>	Yes
4.6.2.1	<p>TPOM established budget for year 2021 and business plan for year 2022-2025.</p> <p>The budget includes crop projection 2021 and forecast for the next 4 years.</p> <p>Example:</p> <p>Crop forecast, CPO forecast, PK forecast OER % forecast and KER % forecast.</p> <p>The projection for capex business plan year 2021 is review.</p> <p>Capital expenditure for year 2021: ESP for Boiler.</p>	Yes
4.6.3.1	<p>TPOM managed and control purchase of products by receiving quotation from seller.</p> <p>Documents reviewed and verified quotation for purchasing of chemicals, and other works that states the proposed price with purchasing order issued based on the agreed price.</p>	Yes
4.6.3.2	<p>TPOM purchases of chemicals and tools using a quotation and purchase order system.</p> <p>The payment is made based on terms and conditions stated in the quotation provided by the supplier.</p>	
4.6.4.1	<p>TPOM engaged transporter for transport of CPO</p> <p>The contract agreement dated 08/10/2020 is duly agreed and signed by both parties.</p> <p>The contract agreement include statement of contractor shall follow MSPO requirements.</p> <p>Remote document review on contract agreements under point (e) describes contractor shall understand the requirements of MSPO and participate in trainings related to sustainability certification standard requirements carry out by HSPHB</p>	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	TPOM conducted training to contractor on 06/05/2021. Training attendance, photos and agenda are included in the records.	
4.6.4.2	TPOM engaged transporter for transport of CPO. Remote document review, the contract agreement dated 08/10/2020 is duly agreed and signed by both parties.	Yes
4.6.4.3	TPOM contract agreement for transportation CPO stated in appendix 1 'Relevant sustainability certification body has access to contractor or operation if an audit is deemed necessary'.	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 corrections and corrective actions have been implemented to address the identified audit findings.
	The last audit results of this system have been reviewed, in particular to assure appropriate corrections and corrective actions have implemented to address any nonconformity identified.
	The last audit results of this system have been reviewed, in particular to assure appropriate corrections and corrective actions have not been implemented effectively. The non-conformity will be re-raised.
x	No non-conformity raised in previous audit.
<p><i>Note 1: If a minor non-conformity raised in last audit, is not closed out or repeated, the finding will be raised to a Major non-conformity.</i></p> <p><i>Note 2: All major and minor NCs raise in last audit are required to capture in this report together with the review of the non-compliance implementation.</i></p>	

4.5. Detail of Audit Findings Identified during last audit

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

4.6. Detail of Remote Audit Findings Identified during This Audit

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

REMOTE AUDIT OUTCOME		
During this remote audit,	0	MAJOR Non-Conformities
	0	MINOR Non-Conformities

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Nr.	Indicator	Description	Location	Opportunity for Improvement
1	4.3.1.3	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force.	Office	TPOM may consider improve the monitoring of Legal Register.

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5. CONCLUSION

Hap Seng Plantations (River Estates) Sdn Bhd has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct surveillance 04 audit for its mill, Tomanggong Palm Oil Mill according to MSPO 2530-4:2013 Part 4 General principles for palm oil mills.

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

In conclusion the certified unit has been established, implemented and continued to improve in managing the estates are in line with the Principles & Criteria of the applied standards of MS 2530-4:2013. Part 4 General principles for palm oil mills.

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

Certified CPO January to September 2021:	18,851.85 mt
Certified PK January to September 2021:	3,748.13 mt
Projected CPO October to December 2021:	10,467.00 mt
Project PK October to December 2021:	2,250.00 mt

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6. RECOMMENDATION

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

The structure of the audit was in accordance with the audit plan included in to this summary report.

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

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

	Recommended for Certification
x	Recommended for Continuity of Certification
	Recommended for Suspension of Certification

Puchong, 08/12/2021

Joseph Sim Siaw Seng
TUV NORD (Malaysia) Sdn Bhd
Audit Team Leader

Puchong, 22/12/2021

Cheong, Chun Yuen (Robert)
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 regard to the management system.

Annex / Enclosures

Annex /
corresponding audit documentation

- P&C Audit Report / Checklist(s)
- Audit Plan