

MSPO CERTIFICATION SUMMARY REPORT

WINSOME HARVEST PALM OIL MILL SDN.
BHD

SURVEILLANCE 02

Remote Audit Date: 22/03/2021 - 23/03/2021

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MSPO Certification Summary Report

Company Name: Winsome Harvest Palm Oil Mill Sdn. Bhd

Certifying Unit: Winsome Harvest Palm Oil Mill

Client Number: 92-086

Audit Type: ASA 02

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

Winsome Harvest Palm Oil Mill Sdn. Bhd has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct Annual Surveillance 02 for its palm oil mill according to MS 2530-4:2013 Part 4 General principles for palm oil mills.

1.1. Objective

The objective of this surveillance 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 Winsome Harvest 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 one (1) team member. The team contributes to the review of documents, assessment of the project activity and preparation of this report.

Qualification of the Lead Auditor (Trainee): Navin Baskram

Requirement	Qualifications
Post-secondary education, college or university diploma / degree in one of the following <ol style="list-style-type: none">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	Bachelor in Biotechnology and Master in Environmental Management.

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Requirement	Qualifications
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)	Four (4) years working experience in oil palm plantation and two (2) years' experience as sustainability executive and Internal Auditor. Two (2) years' experience in RSPO accreditation for RSPO scheme accreditation body.
Successfully completed MPOCC endorsed lead auditor trainings	Successfully completed MS2530 series of standards for Lead Auditor.
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.	Completed 20 man days requirement to qualify as auditor. Currently undergoing process of completing 15 man days as trainee lead auditor for qualification as Lead Auditor.
Good Milling Practices. Palm oil milling working experience or auditing experience	Four (4) years working experience in oil palm plantation.
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Successfully completed ISO9001:2015 standard for 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 ISO45001:2018 standard for Lead Auditors course.
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Pending completion of 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 ISO14001:2015 standard for Lead Auditor course.
Able to communicate in Bahasa Malaysia, English and / or any other local language.	Able to communicate in both Bahasa Malaysia and English.

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Qualification of Team Member

Requirement	Assessor	Qualification	Compliance
Post-secondary education, college or university diploma / degree in one of the following i) Agriculture; ii) Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences,); iii) Engineering, Process Technology; iv) Energy Management, Quality Management; v) Social Sciences and/or Anthropology; vi) Business Management; or vii) Other relevant related fields	Chan Shi Lie	Graduate in Bachelor of Media Technology (Major in Broadcasting).	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)	Chan Shi Lie	6 years working experience in oil palm plantations.	Yes
Successfully completed MPOCC endorsed lead auditor trainings	Chan Shi Lie	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.	Chan Shi Lie	Qualified as auditor after completion of 20 man days as trainee auditor.	Yes
Field working experience in the palm oil sector or demonstrable equivalent	Chan Shi Lie	6 years working experience in oil palm plantations.	Yes
Good Milling Practices. Palm oil milling working experience or auditing experience	Chan Shi Lie	6 years working experience in oil palm plantations.	Yes

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Requirement	Assessor	Qualification	Compliance
Successfully completed Quality Management Systems (QMS) ISO9001 standard	Chan Shi Lie	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	Yes
Health and safety auditing on the mill processes and activities Or Successfully completed Occupational, Health & Safety Management System ISO 45001 standard	Chan Shi Lie	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	Yes
Workers welfare and social auditing experience or Successfully attended SA8000 or related social or ethical accountability codes	Chan Shi Lie	Successfully completed SA 8000 Basic training.	Yes
Environmental and ecological auditing or experience with mill processes and activities. or Successfully completed Environmental Management Systems ISO 14001 standard	Chan Shi Lie	Successfully completed IMS ISO 9001, 14001 and 45001 LA course.	Yes
Able to communicate in Bahasa Malaysia, English and / or any other local language.	Chan Shi Lie	Able to communicate in both Bahasa Malaysia and English.	Yes

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2. METHODOLOGY

The audit approach consists of the following steps:

- Appointment of team members;
- Contact client for relevant documentation according to the applicable MSPO standards;
- 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) (if any)
- Draft audit reporting
- Technical review
- Final audit reporting
- Final approval, certification decision and issuance of certificate.

The ASA 02 audit is conducted in single stage in accordance to the certification procedure.

Surveillance:

Surveillance 02 audit conducted remotely from 22/03/2021 – 23/03/2021 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) – for standalone mills
 - Standard Operating Procedures including Mill Operation Manual
 - Work Flow Charts
 - Management Plans
 - Operating licenses and approvals
 - Operating records
 - Training records
 - Applicable Legislation Documents
- Virtual inspection, 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 (27 October 2020) Guidance on Remote Audits due to Covid-19 Pandemic on travelling restrictions.

The remote audit follow the IAF MD4:2018 and as guided by the ISO 9001 Auditing Practices Group Guidance on Remote Audits

The communication tool applied for remote audit is WhatsApp, Microsoft Teams and 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

Winsome Harvest Palm Oil Mill Sdn. Bhd is located at 36 KM Semporna Kunak Highway, Sipit Magai, Semporna, Sabah.

The mill began operation in 2006 with an operating capacity of 45 MT per hour. In year 2014, it was upgraded to 90 MT per hour operating capacity.

Name of Mill	Location	Coordinates
Winsome Harvest POM	36 KM Semporna – Kunak Highway, Sipit Magai, Semporna, Sabah.	4.553056°N; 118.359194°E

3.1. Production volume

Volume for the past year Jan 2020 to Dec 2020			Actual volumes Jan 2021 to February 2021			Projected volume Jan 2021 to Dec 2021		
FFB	CPO	PK	FFB	CPO	PK	FFB	CPO	PK
127,572.28	24,634.13	6505.01	15,937.47	28,15.03	851.66	200,000	40,000	10,000

3.2. Maps of Mill Location

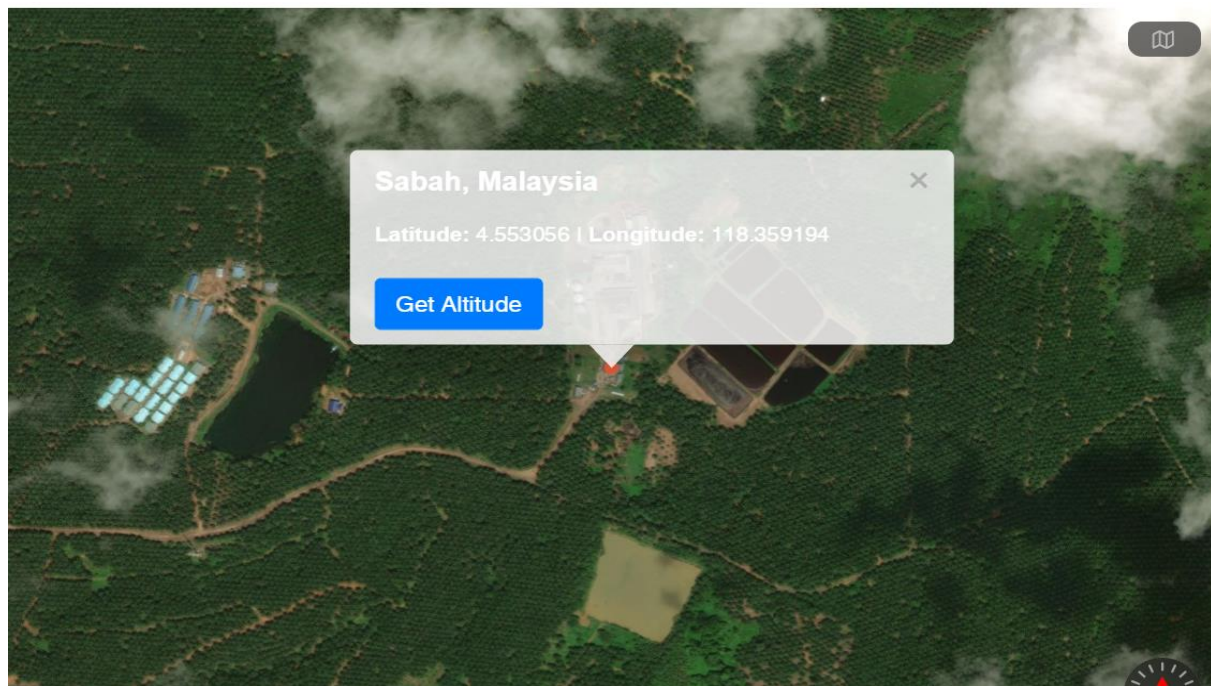


Figure 1: Winsome Harvest Palm Oil Mill coordinate on Sabah map.

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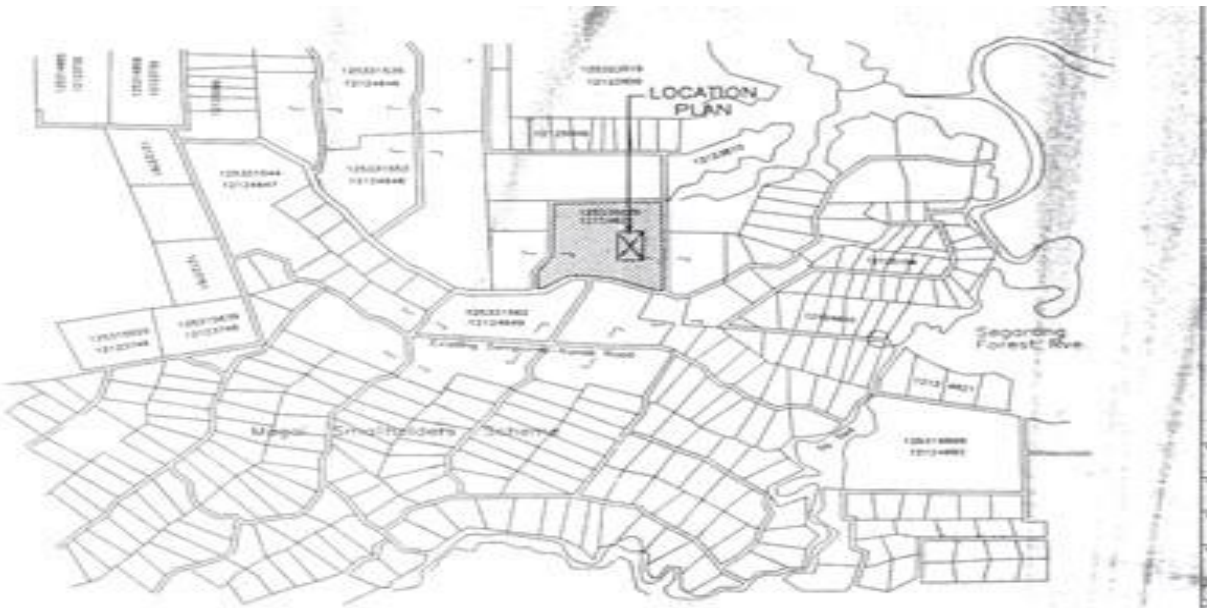


Figure 2: WHPOM location map

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4. CERTIFICATION ASSESSMENT

4.1. ASA 02

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 Audit:

The surveillance 02 audit is conducted from 22/03/2021 to 23/03/2021.

During the last surveillance audit, there are 2 Major, 2 Minor, 7 Opportunities for Improvement (OFI) are raised.

During this audit, the major and minor non-compliance raised in the last audit, the audit team has review by means of inspection of estate(s), conduct interviews, review and verify documents that are established, corrected and implemented appropriately by the estate management. 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.

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

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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	<p>Winsome Harvest Palm Oil Mill (WHPOM) established MSPO policy dated 16/03/2020 available in both Bahasa Malaysia and English language signed by Executive Director.</p> <p>The policy statement committed for continual improvement practice and continuous production of oil palm products in a sustainable manner.</p> <p>Reviewed and verified pictorial evidence of policy displayed at notice boards.</p> <p>Briefing on MSPO policy conducted for internal stakeholders on 02/03/2021 and external stakeholders dated 15/03/2021.</p> <p>Phone interview with sampled workers consisting of maintenance workers, miscellaneous workers and laboratory workers informed they are aware of company policies and information displayed at notice boards.</p>	Yes
4.1.1.2	<p>WHPOM revised MSPO policy dated 16/03/2020 signed by Executive director states that WHPOM is also committed for continual improvement practice.</p> <p>The policy states:</p> <p>'WHPOM is also committed for 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>WHPOM established Internal Audit Procedure, doc. no.: WHSOP-MP-1 dated 01/07/2019 describes in point 6.1 (ii) the frequency and coverage of MSPO systems audit scheduling once a year.</p> <p>WHPOM established Sustainability plan dated 19/03/2021 include program for internal audit.</p> <p>Latest internal audit conducted on 17/02/2021 to 18/02/2021 audited by Sustainability Officer with no findings raised and 8 OFIs.</p>	Yes
4.1.2.2	<p>WHPOM establish Internal audit report template, doc. no.: IAR-2020 include audit findings, details of non-conformity, audit conclusion, remarks, recommendation and strength.</p>	Yes

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	Latest internal audit conducted from 17/02/2021 to 18/02/2021 with no non-conformities raised except eight (8) opportunities for improvement.	
4.1.2.3	WHPOM internal audit result is discussed in Management Review meeting dated 23/02/2021 include discussion on internal audit result.	Yes
4.1.3.1	<p>WHPOM conducted Management Review Meeting dated 23/02/2021 includes agenda as follows:</p> <ol style="list-style-type: none"> Changes, improvement or modification of Sustainability Management system; Internal and external audit findings; Status of outstanding issues from previous meeting. <p>Management Review Procedure, document number WHSOP-MP-2 rev 01 effective date 01/07/2018 revision date 21/01/2019.</p> <p>The procedure point 4.1 (i) stated 'Management review meeting is conducted at least once a year after internal audit was conducted.'</p> <p>The procedure point 4.4.3 stated management review meeting record will be kept for 10 years.</p> <p>Management review meeting minute is kept since 1st year of MSPO certification from 2019 until 2021 with latest management review meeting conducted on 23/02/2021.</p>	Yes
4.1.4.1	<p>WHPOM established Continuous Improvement Plan doc. no.: WH-CIP rev 03 updated on 10/03/2021 covers the following:</p> <ol style="list-style-type: none"> Environmental management plan; Waste Reduction; Pollution and emissions; Social Impacts; Health & Safety Issues; General Forward planning and other issues. <p>Example:</p> <p>Pollution and emission:</p> <ol style="list-style-type: none"> Improvement action: Training program on domestic waste control; Purpose of improvement: MSPO requirements; Expected outcomes: Good management of domestic waste disposal Timeframe: Continuous; Responsibility: SW competent PIC; Location: Mill; 	Yes

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Principle 1: Management Commitment & responsibility		
Indicator	Summary of Assessment	Compliance
	7. Status: Review internal stakeholders meeting minute dated 02/03/2021 include briefing for domestic waste disposal.	
4.1.4.2	WHPOM established SOP Continual Improvement doc. no.: WHSOP-MP 10 dated 01/07/2018 include flow chart and procedure for new information and techniques.	Yes

Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
4.2.1.1	<p>WHPOM established Communication Procedure updated on 21/01/2019 states procedures for internal stakeholders communication under section 5.1 and external stakeholders communication under section 5.2.</p> <p>Stakeholders list is established and updated on 10/01/2020 includes the surrounding neighbours, government agencies, NGO, suppliers and customers.</p> <p>WHPOM has shared Internal stakeholders meeting notification on the 22/02/2021. MSPO presentation slides and "Borang Soal Selidik" was shared with external stakeholders via email on the 15/03/2021. This is mainly due to the COVID-19 pandemic movement restrictions implied by the Sabah state government.</p> <p>WHPOM conducted internal stakeholders meeting on 02/03/2021 participated by staffs and workers. External stakeholders meeting was conducted on 15/03/2021 via email to obtain feedback.</p> <p>Topics of discussion for stakeholders meetings include MSPO standard, company policies, COVID-19 measurements, communication procedure, gender committee, complaint and grievance procedure.</p> <p>Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory informed they are aware of company policies and information displayed at notice boards.</p> <p>Pictorial evidence of request form and box available at mill office has been reviewed and verified.</p> <p>As of audit date, no request of information observed in the record book.</p>	Yes
4.2.1.2	<p>WHPOM established master list of documents updated on 01/02/2021.</p> <p>Pictorial evidence of the documents availability list displayed at the mill office notice boards has been reviewed and verified.</p> <p>Example of publicly available documents:</p> <ol style="list-style-type: none"> 1. Company policies; 2. Complaint & Grievance procedures; 3. Permits & Licenses; 4. Organization Chart. 	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
	<p>Example of documents could be provided upon approved by management:</p> <ol style="list-style-type: none">1. Land title;2. Effluent Report;3. MSPO Audit Report;4. CHRA and noise monitoring report. <p>Examples of confidential documents:</p> <ol style="list-style-type: none">1. Financial Statement;2. Payroll;3. Accounting reports.	
4.2.2.1	<p>WHPOM established Communication Procedure doc. no.: WHSOP-MP 5 revision 01 dated 21/01/2019.</p> <p>The stakeholders meeting conducted on 02/03/2021 and 15/03/2021 include briefing on SOP Consultation and Communication.</p> <p>Pictorial evidences of consultation and communication flow chart displayed at notice boards were reviewed and verified.</p> <p>Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory workers informed they are aware of company communication procedures and information displayed at notice boards.</p>	Yes
4.2.2.2	<p>WHPOM appoints the production executive as the communication officer.</p> <p>Stakeholders are informed during the meeting conducted on 02/03/2021 and 15/03/2021.</p> <p>Reviewed and verified appointment letter dated 30/01/2021. Appointment is renewed on a yearly basis.</p>	Yes
4.2.2.3	<p>WHPOM established and updated stakeholders list on 10/01/2020 includes the surrounding neighbours, government agencies, NGO, suppliers and customer.</p> <p>Records of stakeholders meetings conducted on 03/02/2020 and 04/02/2020 maintained.</p> <p>Stakeholders are informed of the communication procedure during meeting on 02/03/2021 and 15/03/2021.</p> <p>Record review shows there are no requests from stakeholders.</p>	Yes
4.2.3.1	<p>WHPOM established Traceability SOP doc. no.: WHSOP-MP3 revision 03 updated on 15/03/2021.</p> <p>The objective of the procedure is to ensure that the origin of palm product can be documented, verified and information maintained across the supply chain.</p> <p>The SOP has a flowchart describing the steps and documentation</p>	Yes

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Principle 2: Transparency		
Indicator	Summary of Assessment	Compliance
	<p>Type of documents for FFB received:</p> <ol style="list-style-type: none"> 1. FFB delivery notes issued by estates or suppliers and mill weighbridge tickets; 2. Type of documents such as weighbridge tickets for CPO and PK delivery; 3. Delivery notes, weighbridge tickets issued, weighbridge tickets from receiving party and summary of delivery. 	
4.2.3.2	<p>WHPOM admin officer conduct daily inspection for received FFB and delivery of CPO and PK.</p> <p>Internal audit conducted from 17/02/2021 to 18/02/2021 include traceability with no finding raised on traceability system.</p>	Yes
4.2.3.3	<p>WHPOM appoint the admin officer to monitor the traceability documents on daily basis.</p> <p>Reviewed and verified appointment letter dated 30/01/2021. Appointment is renewed on a yearly basis.</p>	Yes
4.2.3.4	<p>WHPOM established daily summary records of FFB received and CPO and PK delivered.</p> <p>Sampled records on 13/03/2021 for WHPOM are traceable and well maintained.</p> <p>Example:</p> <p>FFB delivery note from Estate to Mill:</p> <ol style="list-style-type: none"> 1. DO Number; 2. Date; 3. Supplier; 4. FFB net weight; 5. MPOB licence no; 6. Ticket no. <p>Mill weighbridge ticket to refinery:</p> <ol style="list-style-type: none"> 1. Ticket no; 2. DO Number; 3. CPO net weight; 4. Date; 5. MPOB licence no; 6. Buyer. <p>Traceability SOP doc. no.: WHSOP-MP-3 rev no. 03 update on 15/03/2021 clause 7.0 (iii), states retention period of documents is at least 5 years.</p> <p>Reviewed and verified records from 2017 to 2020 and records are retained by the mill.</p>	Yes

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Principle 3: Compliance to legal requirements		
Indicator	Summary of Assessment	Compliance
4.3.1.1	WHPOM established Summary of Legal register on 02/01/2019 latest review on 04/03/2021. Example: 1. MPOB license number 508310104000 valid until 31/01/2022; 2. JTK Sabah lesen untuk menggaji pekerja bukan permastautin license number: B-000132/09 valid until 02/04/2022; 3. Permit for Boiler No.1 SB PMD 144 valid until 02/05/2022; 4. Air receiver SB PMT 7299 valid until 02/06/2022.	Yes
4.3.1.2	WHPOM established Summary of Legal register on 02/01/2019 latest review on 04/03/2021. The list include applicable Laws and regulations and relevant clause: 1. Akta Langkah-langkah Sementara Bagi mengurangkan Kesan Penyakit Korona Virus 2019 (COVID-19) 2020; 2. Ordinan Darurat (Standard Minimum Perumahan, Penginapan dan Kemudahan Pekerja) (Pindaan) 2021.	Yes
4.3.1.3	WHPOM established summary of permits and licenses dated 08/03/2021 to monitor expiry date for each license.	Yes
4.3.1.4	WHPOM appoint mill engineer and admin officer as PIC to monitor update legal register dated 30/01/2021.	Yes
4.3.2.1	WHPOM land title is country lease issued by Sabah Land Authority. Land tenure: 99 years Land use: Agricultural of economic value	Yes
4.3.2.2	WHPOM is located in Winsome Harvest Estate land area.	Yes
4.3.2.3	WHPOM land title include a location map with boundary mark and size. Photos of WHPOM boundary marker is review.	Yes
4.3.2.4	WHPOM land title is country lease issued by Sabah Land Authority. Therefore, no disputes found during review of land title.	Yes
4.3.3.1	WHPOM land title is country lease issued by Sabah Land Authority. Therefore, no disputes found during review of land title.	Yes
4.3.3.2	WHPOM land title is country lease issued by Sabah Land Authority. Therefore, no applicable.	Yes
4.3.3.3	WHPOM land title is country lease issued by Sabah Land Authority. Therefore, no issue on land use rights and no FPIC or negotiation records.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.1.1	<p>WHPOM updated SIA WHPOMSIA01, revision 2 on 10/03/2021 include the positive and negative impacts, management plan to promote positive impacts and mitigate negative impacts.</p> <p>Example:</p> <p>Positive impact: All workers aware the location of complaint and grievance box</p> <p>Negative impact: Poor main road condition</p> <p>WHPOM establish Social Impact Management Plan (SIMP), doc. no.: WHPOMSIA-02 reviewed on 10/03/2021.</p> <p>Social Impact Management Plan include:</p> <ol style="list-style-type: none"> 1. Stakeholder feedback: Improve the surau infrastructure and add on fencing around the surau area; 2. Action taken: To improve surau infrastructure and fencing condition; 3. Expected outcome: Workers can have a comfortable place for praying; 4. Time frame: 2020; 5. PIC: Supervisor; 6. Status: Completed on 05/04/2020. <p>Pictorial evidence of WHPOM Surau is reviewed and verified. The area have been fenced.</p>	Yes
4.4.2.1	<p>WHPOM established Complaint and Grievance procedure and flow chart doc. no.: WHSOP-MP 4 dated 01/07/2018.</p> <p>SOP describes person responsible handling complaint and grievances is mill manager.</p> <p>Timeline to resolve grievance within 30 days.</p> <p>The complaint form and box are available at Mill office.</p> <p>Briefing on complaint and grievances procedure conducted on 02/03/2021 for internal stakeholders and 15/03/2021 for external stakeholders.</p> <p>Phone interview with workers inform they understand the process to make complaint.</p>	Yes
4.4.2.2	<p>WHPOM established Complaint and Grievance procedure and flow chart doc. no.: WHSOP-MP 4 dated 01/07/2018.</p> <p>Described in the SOP the timeline to resolve is within 30 days.</p> <p>Complaint record is review, there is no complaint lodge as of audit date.</p>	Yes
4.4.2.3	WHPOM established complaint form dated 01/07/2018.	Yes

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Indicator	Summary of Assessment	Compliance
	Review and verified pictorial evidence of complaint form and box availability at mill office. Complaint form and box is available at mill office.	
4.4.2.4	<p>Review and verified pictorial evidence of WHPOM Complaint and Grievance procedure and flow chart displayed at main gate notice board and mill office's notice board.</p> <p>Briefing on complaint and grievances procedure conducted on 02/03/2021 for internal stakeholders and 15/03/2021 for external stakeholders.</p> <p>Phone interview with workers informed they understand the complaint procedure.</p>	Yes
4.4.2.5	WHPOM complaint records from 2018 to 2021 is reviewed, there is no complaint lodge as of audit date.	Yes
4.4.3.1	WHPOM contributes to local communities' development by hiring local communities as mill operators and office administrative staffs and engage local communities to operate the mill canteen.	Yes
4.4.4.1	<p>WHPOM revised Occupational Safety and Health (OSH) Policy on 01/03/2020 signed by Executive Director.</p> <p>OSH policy states:</p> <ol style="list-style-type: none"> 1. Management commitment to obey the Occupational Safety and health Act 1994, and Factory and Machinery Act 1967; 2. Promote OSHA awareness among workers; 3. Ensure safety and absent of risk to health awareness at workplace. <p>Reviewed and verified pictorial evidences of OSH policy displayed at security post and mill notice Board.</p> <p>OSH Policy has been communicated during:</p> <ol style="list-style-type: none"> 1. Internal Stakeholders meeting on 02/03/2021; 2. External Stakeholders meeting on 15/03/2021. <p>COVID-19 briefing: 02/03/2021 for Internal stakeholders and 15/03/2021 for external stakeholders.</p>	Yes
4.4.4.2	<p>a</p> <p>WHPOM revised Occupational Safety and Health (OSH) Policy on 01/03/2020 signed by Executive Director.</p> <p>OSH Policy briefed to internal stakeholders on 02/03/2021 and 15/03/2021 for external stakeholders.</p> <p>Reviewed and verified pictorial evidence of policy displayed at security post and mill notice Board.</p> <p>WHPOM established Safety & Health Management Plan Year 2020 on 05/02/2021 includes:</p> <ol style="list-style-type: none"> 1. SHC Meeting; 	Yes

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Indicator	Summary of Assessment	Compliance
	2. Workplace Inspection; 3. Medical Surveillance; 4. Fire Drill.	
b	WHPOM revised HIRARC dated 08/02/2021 for mill operation activities covering loading ramp, sterilizer, workshop, shovel, kernel plant, boiler station, laboratory & etc. HIRARC on sterilizer station had been reviewed after the minor incident occurred in March 2020.	Yes
c. i	WHPOM conducted training on "Makmal & Pengendalian Bahan Kimia Makmal" on 20/13/2021. Training record for Effluent Treatment Plant dated 21/12/2020 is reviewed.	Yes
c. ii	Reviewed and verified pictorial evidences submitted for WHPOM chemical store, lubricant store and workshop, SDSs is displayed accordingly at respective stores. All chemicals are stored properly on its designated area.	Yes
d	WHPOM provide PPE to all workers based on HIRARC assessment for each work activities. Phone interview with workers inform they received the PPE provided by WHPOM according to their job task. Example: 1. Workshop – Safety goggle; 2. Loading Ramp – Safety boots; 3. Laboratory – Hand glove. WHPOM established list of PPE based on HIRARC for each work activities. Review PPE issuance records for safety boots in 1 st half of 2021. Example: 1. Workshop: 14 workers; 2. Shift A operator: 16 workers received.	Yes
e	WHPOM established SOPs for safe handling and storage of chemicals as below: 1. Document "WHSOP-OP35" "Pengendalian Bahan Kimia", rev no: 02, dated 03/03/2020; 2. Document "WHSOP-OP20" "Pengendalian Bahan Buangan Terjadual" rev no: 02, dated 03/03/2020.	Yes

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Indicator	Summary of Assessment		Compliance
		Reviewed and verified pictorial evidences of chemical store is in proper arrangement and original packing and label.	
	f	WHPOM appointed safety officer coordinator as person in-charge for health and safety matters in mill dated 02/10/2017.	Yes
	g	<p>WHPOM conducted latest Safety and Health Committee (SHC) meeting conducted on 22/02/2021. SHC minute meeting, attendance list and memo meeting are maintain and review.</p> <p>SHC meeting conducted 4 times a year. In year 2020 SHC meeting conducted as follows:</p> <ol style="list-style-type: none"> 1st SHC: on 07/01/2020 2nd SHC: on 28/04/2020 3rd SHC: on 22/07/2020 4th SHC: on 02/11/2020 <p>One (1) accident with six (6) days MC is reported and discuss in the OSH meeting dated 28/04/2020. WHPOM has submit the JKKP 6 to DOSH on 25/03/2020.</p> <p>Accident reports, emergency SHC minute meeting and revised HIRARC are review.</p> <p>Discussion related Covid-19 pandemic is included in the OSH meeting.</p>	Yes
	h	<p>WHPOM established SOP Incident reporting and Investigation WHSOP-MP-7 rev 00 dated 01/07/2018.</p> <p>Objectives of SOP:</p> <ol style="list-style-type: none"> 1. To ensure all OSH incidents are reported; 2. To ensure all OSH incidents are investigated appropriately with a view to prevention of similar occurrences; 3. To ensure compliance with legal requirements for incidents notification to DOSH. <p>WHPOM established Emergency response and Preparedness procedure WHSOP-MP-8 rev 00 dated 01/07/2018 include the contract details for responsible person.</p> <p>One accident with 6 days MC has been reported to DOSH on 25/03/2020.</p> <p>The accident investigation report dated 23/03/2020 and emergency safety & health committee meeting minute dated 25/03/2020 is review.</p> <p>WHPOM updated the SOP sterilizer dated 17/04/2020 on safety work practices.</p>	Yes

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Indicator	Summary of Assessment	Compliance
	WHPOM revised HIRARC dated 16/04/2020 to add the hazard, risk control measures to mitigate the hazard of the sterilizer station.	
i	WHPOM updated list of first aider on 15/03/2021. Reviewed and verified pictorial evidence of first aid kit located at engine room and lab. Record of first aid kits inspection is maintained and monitored.	Yes
j	WHPOM registered with MyKKP registration number: SB/05/01/616. Review JKKP 8 submitted on 12/01/2021, one (1) accident in year 2020 was reported to DOSH. The accident has been reported and discussed in SHC minute meeting on dated 28/04/2020. Review JKKP 6 form been submitted on 25/03/2020.	Yes
4.4.5.1	WHPOM revised Social Policy updated on 01/03/2020 signed by Executive Director. The policy states: 1. Promote and enhance quality of life and wellbeing of the employees and communities; 2. Prohibit any form of domestic violence. Briefing on the policy conducted on 02/03/2021 for internal stakeholders and 15/03/2021 for external stakeholders. Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory workers informed they are aware of the policy displayed at notice boards.	Yes
4.4.5.2	WHPOM revised Recruitment and selection policy dated 01/03/2020 signed by Executive Director. The policy states: Actively promotes equality of opportunity for all with the right talent, skills and potential and welcome application from a wide range of candidates including those with criminal record. Commit to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, responsibility for defendants, age, physical and or mental disability or offending background. Briefing on the policy conducted on 02/03/2021 for internal stakeholders. Phone interview with workers indicate they are aware on the policy. Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory workers informed they aware on the policy and no discrimination occurs in the mill.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
4.4.5.3	<p>WHPOM established workers contract agreement and pay slips in accordance with Sabah Labour Ordinance and Minimum Wage Order 2020 with a monthly rate of RM 1,100 as the mill is not located at the City Council area stipulated in the Order.</p> <p>Both local and foreign workers are provided with a copy of workers contract agreement and pay slip.</p> <p>Worker's pay slip for the month of February 2021 was review is in compliance with legal requirement.</p>	Yes
4.4.5.4	<p>WHPOM established mechanism to monitor contractors' workers' wage by monitoring the pay slip provided by contractor.</p> <p>Review on contractor workers' pay slip for February 2021 is in accordance with the Minimum Wage Order 2020.</p>	Yes
4.4.5.5	<p>WHPOM established list of workers with latest update on 11/03/2021.</p> <p>List of workers includes:</p> <ul style="list-style-type: none">i. Name of workers;ii. Identification number / passport number;iii. Gender;iv. Date of joint;v. Birthday;vi. Job description;vii. Basic salary.	Yes
4.4.5.6	<p>WHPOM established contract agreement with workers.</p> <p>Contract agreement is available in Bahasa Malaysia.</p> <p>A copy of contract agreement is provide to workers and duly signed by both workers and management.</p>	Yes
4.4.5.7	<p>WHPOM use thumbprint and check roll for monitoring of working hours for both staff and workers.</p> <p>Example:</p> <p>Working hours start from 7 am until 4 pm with 1 hour rest time in between.</p> <p>Reviewed and verified pictorial evidence of working hours displayed at notice board and in contract agreement.</p> <p>Contract agreement signed by workers includes rate of overtime.</p> <p>Phone Interview with sampled workers consisting of maintenance, miscellaneous and laboratory workers indicate they understand the minimum wages and overtime rate.</p>	Yes
4.4.5.8	<p>WHPOM established working hours for mill operations.</p> <p>Example:</p>	Yes

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Indicator	Summary of Assessment	Compliance												
	<p>Process section:</p> <table border="1"> <thead> <tr> <th>FFB received (Mt)</th><th>Shift A</th><th>Shift B</th></tr> </thead> <tbody> <tr> <td>Below 550</td><td>9.00 am – 5.00 pm</td><td>5.00pm – 1.00 am</td></tr> <tr> <td>600 – 750</td><td>9.00am – 7.00 pm</td><td>7.00pm- 3.00am</td></tr> <tr> <td>800 above</td><td>7.00am – 7.00pm</td><td>7.00pm-7.00am</td></tr> </tbody> </table> <p>Workers are allowed rest time of 45 minutes within the working hours. Phone interviews with operators informed the working hours is based on above schedule as and when necessary. Example: Lab section: Working hours start from 7.00 am until 5.00 pm with 2 hours rest time in between. Phone interview with laboratory workers informed they understand and able to explain the working hours and overtime provided.</p>	FFB received (Mt)	Shift A	Shift B	Below 550	9.00 am – 5.00 pm	5.00pm – 1.00 am	600 – 750	9.00am – 7.00 pm	7.00pm- 3.00am	800 above	7.00am – 7.00pm	7.00pm-7.00am	
FFB received (Mt)	Shift A	Shift B												
Below 550	9.00 am – 5.00 pm	5.00pm – 1.00 am												
600 – 750	9.00am – 7.00 pm	7.00pm- 3.00am												
800 above	7.00am – 7.00pm	7.00pm-7.00am												
4.4.5.9	<p>WHPOM pay workers' wages based on Minimum Wage Order 2018 of RM1, 100 / month or RM42.31 / day.</p> <p>Review worker's pay slip include total net pay and overtime paid.</p> <p>Review worker's pay slip describes details of overtime breakdown include total paid, over time rate and total hours or day working for daily and rest day.</p> <p>Phone interviewed with sampled workers consisting of maintenance, miscellaneous and laboratory informed they understand and aware on the overtime rate working on normal working day, rest day and public holiday.</p>	Yes												
4.4.5.10	<p>WHPOM provide benefits for employees as following:</p> <ul style="list-style-type: none"> i. Medical care to workers; ii. Long service incentive. 	Yes												
4.4.5.11	<p>WHPOM adopted industry best practices for workers housing.</p> <p>Pictorial evidence of workers housing is reviewed and verified. Workers' housing are provided with:</p> <ul style="list-style-type: none"> 1. Clean water and electricity; 2. Kitchen and washroom; 	Yes												

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	3. Water tank for every 2 house.	
4.4.5.12	<p>WHPOM revised Social Policy dated 01/03/2020 signed by Executive Director states ensure to prevent sexual harassment and any other forms of violent against women, workers and community.</p> <p>WHPOM established procedure on Sexual Harassment document no: WH-PLGS-001 dated 01/07/201.</p> <p>WHPOM established female gender committee chaired by Admin Officer. Latest female gender meeting on 05/11/2020 include discussion on social and sexual harassment matters.</p> <p>Briefing on SOP Sexual Harassment conducted on 02/03/2021 for internal stakeholders and 15/03/2021 for external stakeholders.</p> <p>Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory informed they understand the process of reporting.</p> <p>Phone interview with workers inform there is no practice of violence or sexual harassment at workplace.</p>	Yes
4.4.5.13	<p>WHPOM revised Social Policy dated 01/03/2020 signed by Executive Director.</p> <p>The policy states in clause no.10 "Maintain and provide open transparent methods for communication and consultation between company and employees, local communities and other affected or interested parties".</p> <p>Briefing on the policy conducted on 02/03/2021 for internal stakeholders and 15/03/2021 for external stakeholders.</p> <p>Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory informed they are aware on their right and freedom to join trade union. They informed communication between workers and employer will be held during stakeholders and safety meetings.</p>	Yes
4.4.5.14	<p>WHPOM revised Social Policy dated 01/03/2020 signed by Executive Director states to ensure no child or young person shall be, or required or permitted to be engaged in any employment other that those allowed by the laws.</p> <p>Review worker list dated 11/03/2021 the youngest worker employed by mill is 18 years old.</p> <p>Example: Junior clerk DOB 29/09/2001, DOJ 01/08/2020.</p> <p>Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory informed they are aware no child of young person allowed to work at the mill.</p>	Yes
4.4.6.1	WHPOM established Training Procedure DOC WHSOP – MP 6, Rev 00, 01/07/2018.	Yes

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Principle 4: Social Responsibility, health, safety and employment conditions		
Indicator	Summary of Assessment	Compliance
	<p>WHPOM established training plan for OSH, SOP and Environment year 2021 as follows:</p> <ul style="list-style-type: none">i. Training Plan for OSH dated 05/02/2021 (includes Fire drill, LOTO, ERP, etc);ii. Training plan for SOP dated 15/02/2021 (includes engine room, sterilizer, press & digester, oil room & etc). <p>Example of briefing conducted:</p> <ul style="list-style-type: none">1. Covid-19 prevention on 02/03/2021;2. SWP for Lab dated 20/03/2021;3. Fire drill at worker's housing area dated 14/03/2021.	
4.4.6.2	<p>WHPOM established training need analysis dated 08/03/2021.</p> <p>Training need analysis established based on worker's job description.</p> <p>Example:</p> <p>Job description: Effluent attendant</p> <p>TNA: Effluent SOP, Fire Drill, Firefighting and safety data sheet.</p>	Yes
4.4.6.3	<p>WHPOM established Annual Training Programme of Year 2021 for OSH, SOP & Environment aspects:</p> <ul style="list-style-type: none">i. Environment List of Activities for year 2021 (SOP, EMC & Briefing);ii. "Jadual Program Keselamatan & Kesihatan bagi Tahun 2021" (Office safety, mechanical handling, SDS & HIRARC);iii. "Jadual Latihan Dalam (SOP) Tahun 2021" (engine room, sterilizer, press & digester, oil room).	Yes

Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.1.1	<p>WHPOM established Environmental Policy dated 01/03/2020 in dual languages of English and Bahasa Malaysia.</p> <p>The policy describe:</p> <ul style="list-style-type: none">• Compliance with legal and statutory frameworks;• Zero burning at mill;• Precautions on use of chemicals;• To comply with best milling practices;• Manage and reduce environmental impacts and pollutants;• Apply appropriate planning to protect community and environment from mill activity impacts;	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"> Educating and enhancing awareness pertaining to protection of environment. <p>Briefing of environmental policy has been shared with workers during internal stakeholder meeting on 02/03/2021.</p> <p>Slide presentations on Environmental policy has been shared with external stakeholders via email on 15/03/2021 due to the Covid-19 pandemic movement restrictions.</p> <p>Pictorial evidence of policy displayed at notice boards has been reviewed and verified.</p> <p>WHPOM established Environmental Management Plan for year 2021 updated on 17/03/2021.</p> <p>Example of content:</p> <p>Area: Loading ramp</p> <ol style="list-style-type: none"> Aspect: <ol style="list-style-type: none"> Smoke emission by FFB lorry / tractor; Leakage or spillage of hydraulic oil. Impact: <ol style="list-style-type: none"> Air pollution; Land pollution. Control measure: <ol style="list-style-type: none"> Encourage switch off engine if vehicle stop for more than 3 Minutes. Management control: <ol style="list-style-type: none"> To advise outside transporter/estate management to have regular maintenance for their vehicle; Training on handling of spillage. PIC: Environment officer; Status: Under control / Continuous Monitoring. <p>Phone interview with estate tractor driver informed that drivers have been notified by the mill to ensure engine is switched off if vehicle stopped for more than 3 minutes.</p> <p>Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory workers informed they are aware of company policies and information displayed at notice boards.</p>	
4.5.1.2	<p>a WHPOM Environmental Policy established dated 01/03/2020. The policy is available in dual languages which are English and Bahasa Malaysia.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>WHPOM established Environmental Management Plan for year 2021 updated on 17/03/2021.</p> <p>Environmental policy and objective has been included in the Environmental Management Plan.</p> <p>The objectives are:</p> <ol style="list-style-type: none"> 1. To comply with environmental legal and regulation; 2. To ensure personal are aware of usage of handling and disposal of chemicals; 3. To ensure a continuous awareness of the need to check and monitor key environmental components for WHPOM and take appropriate measures to avoid any effect on environment. 	
b	<p>WHPOM established Environmental Aspect and Impact Identification Analysis (EAIIA) updated on 17/03/2021.</p> <p>Example of the Aspect and Impact analysis describes:</p> <ol style="list-style-type: none"> 1. Process / activity; handling and storing of scheduled waste; 2. Aspect; Potential leakage of Scheduled Waste due to poor conditions of storage containers; 3. Environmental Impact (Actual/Potential); Water and land pollution; 4. Assessment condition : Normal; 5. Applicable compliance regulations: Environmental Quality Act 1974, Scheduled Waste Regulation 2005; 6. Control measure: Scheduled waste management/ Housekeeping; 7. Risk level: Significant; 8. Management Control Measure: To follow Scheduled Waste Management SOP; 9. Person In-Charge (PIC): Environmental Officer. <p>Reviewed and verified records of scheduled waste storage and disposal which are in accordance with the SOP.</p> <p>Reviewed and verified pictorial evidence of scheduled waste store. The store is locked, clean and all scheduled waste items are labelled correctly. A sump to trap leaked waste lubricant oil is also constructed and in good condition.</p> <p>Phone interview with Environment Officer informed awareness and understanding on scheduled waste management according to Scheduled Waste Regulation 2005.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
4.5.1.3	<p>WHPOM Environmental Management plan include action to mitigate negative impact and promote positive impacts.</p> <p>Example:</p> <ol style="list-style-type: none"> 1. Identification of waste products/pollutants: Used lubricant oil; 2. Environmental Impacts: <ol style="list-style-type: none"> i) Negative Impact: Leakage causing contamination of soil; ii) Positive Impact: Waste disposed by Licensed DOE transporter. 3. Plans and monitoring program: <ol style="list-style-type: none"> i) Use fibre as spill kit; ii) Training on how to handle spillage. 4. Continuous Improvement program: Monitoring of generation of used oil monthly. 5. Documents to be reviewed: <ol style="list-style-type: none"> i) Inspection checklist; ii) Scheduled waste disposal records. <p>Reviewed and verified pictorial evidence of spill kits located at scheduled waste store for spillage management.</p> <p>Training on scheduled waste management is schedule in April 2021.</p> <p>Scheduled waste store inspection checklist carried out on 17/02/2021 has been reviewed and verified.</p> <p>Reviewed and verified lubricant oil usage for stock card no 02 H 011, 02 H 013, and 02 H 010. The stock card has information of incoming lubricant, usage and balance carry forward.</p>	Yes
4.5.1.4	<p>WHPOM established CIP document no. WH-CIP updated on 17/03/2021.</p> <p>The CIP included Environmental Management Plan as part of improvement to promote positive impacts.</p> <p>Example:</p> <p><u>Positive Impact</u></p> <ol style="list-style-type: none"> 1. Improvement Action: Plastic container reduction – Plastic bottle 2. Purpose of Improvement: To educate people 3. Expected outcome : Adopt 3 R concept, Reduce, Reuse and Recycle 4. Timeframe: Continuous 5. Review and monitor empty container disposal records 6. Responsibility: Environmental Officer 	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>7. Status: Continuously reused or sent to recycling centre. Reviewed and verified records of waste segregation and disposal.</p> <p><u>Negative Impact</u></p> <ol style="list-style-type: none"> 1. Improvement Action: Smoke emission from boilers stack - proposal of Electrostatic Precipitator (ESP) installation for mill; 2. Purpose of Improvement: Clean Air regulation 2014; 3. Expected outcome : Smoke emissions from the boilers can be controlled by ESP by collecting dust from the flu gas produced by boilers; 4. Timeframe: 2020; 5. Review and monitor: By measure of particulate using CEMS; 6. Responsibility: Board of directors; 7. Status: Project pending due to financial issue. <p>Reviewed and verified records of empty container disposal records on 10/03/2021.</p>	
4.5.1.5	<p>WHPOM established training programs titled Environmental List of Trainings for the year 2021.</p> <p>The trainings include SOP training on chemical handling, scheduled waste, effluent treatment plant, domestic and recycle waste.</p> <p>Training records including pictorial evidences on cleanliness of compound has been carried out on 02/01/2021 has been reviewed and verified.</p> <p>Phone interview with sampled workers consisting of maintenance, miscellaneous and laboratory workers informed they understand the company's SOP related to their job scope.</p>	Yes
4.5.1.6	<p>WHPOM latest Environmental committee meeting was conducted on the 28/12/2020. The frequency of the environmental meetings are biannually.</p> <p>The meetings were participated by the Mill management and workers representatives.</p> <p>Reviewed and verified evidence of meeting minutes and agenda. The meeting on the 28/12/2020 covered topics such as effluent management, scheduled waste and store management.</p>	Yes
4.5.2.1	<p>WHPOM established records of diesel / FFB mt and electricity / FFB mt for three years 2015 to 2020.</p> <p>Baseline values for both electricity and diesel usage has been set based on the average of the respective years.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Diesel and electricity consumption for the year 2020 is lower compared to the average baseline value from 2015 to 2019.</p> <p>The electricity and diesel usage for the year 2020 is higher compared to the year 2019. The electricity and diesel usage was higher due to the usage of genset as the turbine was under used due to limited mill operations with regards to COVID-19 measurement instructions by the state government.</p> <p>Monitoring of usage of electricity and diesel is on monthly basis.</p>	
4.5.2.2	<p>Reviewed and verified WHPOM budget for electricity and diesel consumption for the year for year 2020.</p> <p>Actual usage of fuel is higher compared to the budget in 2020. This is due to the usage of genset as the turbine was under used due to limited mill operations with regards to COVID-19 measurement instructions by the state government.</p> <p>Monitoring of diesel and electricity usage per ton FFB process is on annual basis while there are records of monitoring on a monthly basis.</p>	Yes
4.5.2.3	<p>WHPOM use fiber and kernel shell as renewable fuel for boiler to generate for steam for mill operation and power generation.</p> <p>Reviewed in the CIP, the erection of methane biogas plant is planned to be established by the year 2020 to capture methane gas for electricity generation purposes.</p>	Yes
4.5.3.1	<p>WHPOM established waste management plan updated on 16/03/2021.</p> <p>Example</p> <p>Source of waste generated: Office</p> <p>Type of waste identified: Paper, bottle, food container, tin, glass and boxes.</p> <p>Ways to reduce pollution: Record keeping and send to recycle center.</p> <p>Reviewed and verified records of waste management such as plastic bottles and glasses segregation on 10/03/2021.</p> <p>Phone interview with office staff informed awareness on office waste management.</p>	Yes
4.5.3.2	<p>a</p> <p>WHPOM established waste management plan updated on 16/03/2021.</p> <p>Source of waste generated: Boiler Operation</p> <p>Type of waste identified: Boiler Ash, Boiler clinker.</p> <p>Ways to reduce pollution: Use for estate road repair.</p> <p>Pictorial evidences of boiler ash sent to estate for road repair work has been reviewed and verified.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Reviewed and verified Customs Report of Sales and Purchase for Boiler Ash from 01-22/03/2021 amounting to 18.10 Kg sent to estate for road maintenance purposes.</p>	
b	<p>WHPOM wastes generated from milling operation are identified and documented in the waste management plan.</p> <p>Stated in the plan palm kernel shell, mesocarp fibre, EFB are recycled to reduce dependency on non-renewable waste such as fossil fuel and supplied for field application as nutrient supplements for palms.</p> <p>Example:</p> <p>Palm kernel shell used as fuel for boiler.</p> <p>Mesocarp used as fuel for boiler operation.</p> <p>EFB used as fuel or for field application at plantation.</p> <p>Sighted records of Empty Fruit Bunch dispatch records as below for field application and sold to power producers:</p> <ul style="list-style-type: none"> • Date; • WB Ticket; • Product; • Net weight; 	Yes
4.5.3.3	<p>WHPOM established SOP for Scheduled Waste Management document no: WHSOP-OP 20, rev 02, dated 03/03/2020.</p> <p>The procedure describe:</p> <ul style="list-style-type: none"> • Handling and storage; • Issuing of chemical; • Exposure control and PPE; • First aid measure; • Related record; • Management of chemical waste and spillage; • Disposal of scheduled waste. <p>Scheduled waste inventory is updated using E-SWIS system.</p> <p>Scheduled waste has been disposed according to the regulation as consignment note dated 22/09/2020 available.</p> <p>There are supporting records from the Department of Environment visit on 28/09/2020 stating compliance towards Scheduled Waste Regulation 2005.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	Latest DOE visit on 12/11/2020 did not have any non-conformity for the mill.	
4.5.3.4	<p>WHPOM domestic wastes disposed at landfill.</p> <p>Reviewed and verified distance of landfill to nearest waterways via google maps is approximately 700 m while landfill to workers quarters is approximately 1.5 Km.</p>	Yes
4.5.4.1	<p>WHPOM established waste management plan updated on 16/03/2020.</p> <p>The plan includes polluting activities such as scheduled wastes, process wastes, domestic wastes, scrap iron, greenhouse gases emission, dust, air quality and noise.</p> <p>Assessment monitoring for polluting activities such as Isokinetic stack emission for Oxide of Sulfur and Oxide of Nitrogen for PM10, PM2.5, NO₂, SO₂, CO and CO₃ has been carried out according to the DOE licence specifications and results of emissions are within the respective specifications.</p> <p>Disposal and treatment method for scheduled wastes is through E – Swiss collection contractor. Scheduled waste has been disposed according to the regulation as consignment note dated on the 22/09/2020 were available.</p> <p>Greenhouse gas emission from diesel mainly Carbon Monoxide (CO) is monitored by fuel monitoring records on a monthly basis.</p> <p>Reviewed and verified diesel monitoring record for the month of February 2021.</p>	Yes
4.5.4.2	<p>WHPOM plans for reduction of pollution and emission has been reviewed and verified.</p> <p>Action plans include installation of biogas plant to reduce greenhouse gasses emissions from effluent, installation of Electrostatic Precipitator (ESP) to reduce air pollution from boiler smoke and particulate, mulching of solid waste such as decanter cake, EFB as fertilizer from effluent to reduce water pollution.</p> <p>Monitoring records for records of solid waste disposal and effluent flowmeter records of effluent are within the specific parameters.</p> <p>Monitoring of stack has reported approximately 12 % of higher reading compared to parameter, however the mill has highlighted their action plan to install ESP in 2020 but this has been put on hold due to financial issues. This is to further verify in the next surveillance audit.</p>	Yes
4.5.4.3	<p>WHPOM POME is treated by traditional open ponding system.</p> <p>Monthly analysis of POME is carried out by an external laboratory.</p> <p>Sampled test conducted on 10/02/2021 with the BOD result is below permissible limit of 200mg/l under the specifications of the DOE licence for WHPOM.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Indicator	Summary of Assessment		Compliance
	<p>The treated POME is discharge to the waterways according to DOE requirements. This was confirmed during the DOE visit to the mill on the 12/11/2020 as no non-conformities were highlighted during the visit.</p> <p>Reviewed and verified records of effluent discharge sent to DOE in February 2021.</p> <p>Mill's competent person for effluent treatment plant management has recently resigned. Mill has identified Environment Officer as replacement to be competent person for effluent treatment.</p>		
4.5.5.1	a	<p>WHPOM established water management plan updated on 17/03/2021.</p> <p>The plan describes source of water from catchment pond and rainwater harvesting.</p> <p>Usage of water is for domestic usage and milling activities.</p> <p>Raw water: FFB process ration is at 1 M³/FFB Mt which in accordance with best practices.</p> <p>Water supply for workers domestic usage is 60M³/worker.</p> <p>Phone interview with workers informed that water supply is sufficient and quality of water is satisfactory.</p> <p>Raw water quality test was carried out by SAMM accredited external laboratory on 08/09/2020.</p> <p>Raw water testing is carried out annually.</p> <p>Reviewed and verified pictorial evidences of storage tanks provided at worker quarters for domestic usage are in good condition.</p>	Yes
	b	<p>WHPOM POME is treated using traditional ponding system.</p> <p>Outgoing water from the mill effluent tested by SAMM accredited external laboratory on 10/02/2021 has been reviewed and verified.</p> <p>All results are within specifications for BOD, COD, Total Nitrogen, Ammonical Nitrogen, Total Solids, Suspended Solids, Oil & Grease, Volatile Fatty Acids and Total Alkalinity.</p> <p>Example:</p> <p>BOD is below 20 mg/l.</p> <p>Final discharge is monitored on a monthly basis and reported to DOE.</p>	Yes
	c	<p>WHPOM monthly analysis of POME is carried out by an external laboratory.</p> <p>WHPOM POME is treated using traditional ponding system.</p> <p>WHPOM wastewater are discharged for land irrigation at nearby estate.</p>	Yes

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Principle 5: Environment, natural resources, biodiversity and ecosystem services		
Indicator	Summary of Assessment	Compliance
	<p>Sampled test conducted on 10/02/2021 with the BOD result is below permissible limit of 200mg/l under the specifications of the DOE licence for WHPOM.</p> <p>The treated POME is discharge to the waterways according to DOE requirements. This was confirmed during the DOE visit to the mill on the 12/11/2020 as no non-conformities were highlighted during the visit.</p> <p>Reviewed and verified latest effluent discharge records in February 2021 submitted to DOE.</p>	
4.5.5.2	<p>WHPOM POME is treated using traditional ponding system.</p> <p>WHPOM wastewater are discharged for land irrigation at nearby estate.</p> <p>WHPOM has planned to install biogas system to capture methane from POME by 2020. Information retrieved from the CIP for year 2020.</p> <p>However, there is a delay in implementation due to Covid-19 pandemic.</p> <p>The next target date is still under discussion within the top management.</p>	Yes

Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
4.6.1.1	<p>WHPOM establish Mill Operation Procedures Master List for mill operations updated on 15/03/2021.</p> <p>Example SOPs for work operations:</p> <ol style="list-style-type: none"> Loading ramp, WHSOP-OP 1; Sterilizer, WHSOP-OP3; Stripping and threshing, WHSOP-OP4 Press and digester, WHSOP- OP5 Oil room, WHSOP-OP6 <p>Training conducted:</p> <ol style="list-style-type: none"> Laboratory Quality Analysis 19/03/2021; Engine Room SOP is scheduled to be carried out in March 2021. <p>Phone interview with laboratory and engine room workers informed they understand the SOP and workflow.</p>	Yes
4.6.1.2	<p>WHPOM Implement best practices to comply with legal requirements:</p> <ol style="list-style-type: none"> Monthly monitoring and testing of wastewater by external 3rd party laboratory according to DOE requirements done 22/09/2020; Installed CEMS for monitoring of stack emissions and opacity with direct reporting to DOE, request for quotation on 11/11/2020 reviewed; 	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	3. Annual JKPP accident reporting for JKPP 8 for the year 2020 carried out on 12/01/2021.	
4.6.2.1	<p>WHPOM establish Summary of Budget year 2020 to year 2025 that includes:</p> <ol style="list-style-type: none"> 1. Production cost which covers CPO production, PK production, FFB price average, PK price average, OER, etc; 2. Fixed cost which covers CPO and PK transport, CPO CESS, etc; 3. Milling cost which covers administrative cost, manufacturing cost and variable cost. 	Yes
4.6.3.1	<p>WHPOM established documentation for product purchasing.</p> <p>Purchase order for shovel servicing dated 16/03/2021 include:</p> <ol style="list-style-type: none"> 1. Vendor; 2. Purchase order no; 3. Date; 4. Description of service; 5. Quantity; 6. Unit Price; 7. Amount; <p>Delivery order for shovel servicing dated 16/03/2021 include:</p> <ol style="list-style-type: none"> 1. Customer; 2. Purchase order no; 3. D/O No; 4. Date; 5. Description of service; 6. Quantity; 7. Unit Price; 8. Amount; <p>Good receipt note for service provided dated 16/03/2021 include:</p> <ol style="list-style-type: none"> 1. Supplier; 2. D/N No; 3. PO No; 4. Invoice no; 5. Description of service; 6. Quantity; 7. Unit Price; 	Yes

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Principle 6: Best Practices		
Indicator	Summary of Assessment	Compliance
	<p>8. Amount;</p> <p>The total amount stated in all documents from purchase order to payment receipt are the same.</p>	
4.6.3.2	<p>WHPOM engaged contractor for CPO and PK transportation.</p> <p>The agreement is signed by both parties.</p> <p>The contract agreement includes:</p> <ul style="list-style-type: none"> • Agreement/Duration; • Undertakings by Transporter; • Undertaking by company; • Payment; • Termination; • Notices; • Time; • MSPO requirement compliance; • Weight discrepancies; • Transportation charges (Attached listing in the contract agreement). <p>Invoicing by the transporter is on the last day of the month and payment will be made within thirty (30) days of the receipt Invoice.</p> <p>Reviewed and verified payment for invoice IV0115/20 sent on 31/10/2020. Payment receipt for the invoice is within 30 days.</p>	Yes
4.6.4.1	<p>WHPOM engage transport contractor for CPO and PK delivery.</p> <p>Reviewed on contract agreement section 19 states contractor to understand and agree to fulfill the MSPO requirements and all policies of WHPOM.</p> <p>Training related to MSPO provided to contractor on 12/11/2020.</p>	Yes
4.6.4.2	<p>The contract agreement between WHPOM and contractor dated 02/01/2021 signed by both parties describe the service, terms of payment and conditions.</p>	Yes
4.6.4.3	<p>WHPOM established contract agreement with contractor date 02/01/2021 include a statement under section 19 (ii) which states "The carrier shall allow MSPO Certification Bodies Auditor to check the relevant MSPO documents".</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 corrections and corrective actions have been implemented to address the identified audit findings.
X	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.
	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 raised 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	2	MAJOR Non-Conformities
	2	MINOR Non-Conformities

Non Conformity Number 1			
Indicator # and Description:		4.4.4.2 (h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees	
Location:		Worker's housing	
Description of Finding / Objective Evidence:			
During the site visit at worker quarters, it was found that only 7 fire extinguishers are available in case of emergency, which is insufficient to support 19 blocks of worker quarters.			
Last fire drill was conducted on 02/04/2019 but only for the mill compound, the fire drill has not conducted at worker quarters area.			
No inspection record of the firefighting equipment sighted for worker quarter area.			
The emergency evacuation layout and emergency contact number are not sighted at worker quarters.			
The agenda in the safety and health committee minute meeting dated 07/01/2020 is not emphasize on the monitoring of the existing emergency response plan and progress.			
Classification		<input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor	
Raise by:	Chan Shi Lie		Date Raise: 09/03/2020
Deadline for implementation			10/05/2020
Root Cause Anlysis (by company):			

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Non Conformity Number 1

The management overlook the importance of Fire Extinguisher in Line site. The inspection record was not found.

Fire drill was only conducted in mill and not specifically in Line site.

There are no emergency evacuation layout and emergency contact number shown in Line site area.

Correction (by company):

The management add more fire extinguisher in Linesite and inspection was conducted.

Fire drill was conducted in Linesite and liased with BOMBA.

Emergency evacuation layout and emergency contact number was displayed near emergency gather area.

Corrective / Preventive Action (by company)

To monitor and inspect fire extinguisher in Linesite annually.

To conduct fire drill for mill and linesite annually.

To renew emergency evacuation layout and emergency contact number annually.

Review of Correction & Corrective / Preventive Action

WHPOM conducted inspection for fire extinguisher at worker quarters on 04/05/2020 with addition fire extinguishers installed at the all 19 blocks/.

WHPOM had conducted fire drill training on 14/03/2020 at the workers quarters to improve the awareness.

In addition emergency evacuation layout and emergency contact numbers are display at worker quarters.

Based on the evidence documents review, it is sufficient to close the non-conformity.

The effectiveness of the implementation will be review in the next audit.

Closed: ☒ Yes ☐ No

Site verification : ☐ Yes ☒ No

Name of Lead Auditor:

Chan Shi Lie

Date of Closure:

05/05/2020

Review of Implementation

WHPOM established fire extinguisher inspection record. Latest inspection conducted on 18/02/2021 for a total of 21 units of fire extinguishers for 19 blocks housing. WHPOM conduct fire drill training for workers housing area on 14/03/2021.

Review on the submitted photos of the emergency evacuation layout and emergency contact number displayed at housing area information board.

The implementation is consider appropriate.

Name of Auditor:

Chan Shi Lie

Date of Review:

23/03/2021

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Non Conformity Number 2			
Indicator # and Description:	4.4.5.10 Other forms of social benefits should be offered by the employer to employees, their families or community such as incentives for good work performance, bonus payment, support of professional development, medical care provisions and improvement of social surroundings.		
Location:	WHPOM office		
Description of Finding / Objective Evidence:			
According to announcement notice from PERKESO to WHPOM dated 14/11/2019 that all employers are compulsory to register with SOCSO effective 1st January 2020.			
However, review on worker's pay slip for the month of January and February 2020, it was found that there are 2 workers are not registered with SOCSO.			
Classification	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor	
Raise by:	Chan Shi Lie	Date Raise:	09/03/2020
Deadline for implementation	Action plan to be submit on 09/04/2020 Verification will be on next surveillance audit		
Root Cause Analysis (by company):			
SOCSO only cover for Indonesian workers, while for Philippine and wife dependent workers there are no insurance provided for them.			
Correction (by company):			
WHPOM provide insurance for Philippine and wife dependent workers.			
Corrective / Preventive Action (by company)			
The insurance was provided for all workers that are not covered by SOCSO. Hence, the insurance will be yearly renew.			
Review of Correction & Corrective / Preventive Action			
The action plan submitted that WHPOM will seek quotation from insurance company to provide workmen compensation for workers not covered under SOCSO.			
The implementation will be review in next surveillance audit.			
Closed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Site verification : <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Name of Lead Auditor: Chan Shi Lie	Date of Closure: 05/05/2020		
Review of Implementation			
WHPOM registered SOCSO for workers dated 03/11/2020 and review on foreign workers' pay slip indicate no SOCSO deduction.			
The implementation is consider appropriate.			
Name of Auditor: Chan Shi Lie	Date of Review: 23/03/2021		

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Non Conformity Number 3			
Indicator # and Description	4.5.1.4: A programme to promote the positive impacts should be included in the continual improvement plan.		
Location:	WHPOM office		
Description of Finding / Objective Evidence:			
The establish EAIA did not identify positive impacts and include as a programme to promote in the CIP			
Classification	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor	
Raise by:	Cheong, Chun Yuen (Robert)	Date Raise:	09/03/2020
Deadline for Action Plan:		Action plan to be submit on 09/04/2020	
Root Cause Analysis (by company):			
No differentiation on negative and positive impact from established Environment Aspect and Impact Assessment (EAIA) to Continuous Improvement Plan (CIP).			
Correction (by company):			
Segregate into two parts, which are positive and negative impacts for easier identification and detection.			
Corrective / Preventive Action (by company)			
Review of continuous improvement plan (CIP) annually.			
Review of Correction & Corrective / Preventive Action			
The action plan submitted describe the proposed action to be taken to improve identification and detection of positive and negative impacts.			
The implementation of the action plan will be review in the next surveillance audit.			
Closed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Site verification : <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Name of Auditor:		Date of Review:	
Cheong, Chun Yuen		05/05/2020	
Review of Implementation			
WHPOM has revised the Environmental Impact and Aspect Assessment on 17/03/2021.			
Identification of positive impacts and negative impacts included in Environmental Management Plan and Continuous Improvement Plan.			
Reviewed and verified action plans to promote positive impact and mitigate negative impact example schedule waste management is deemed adequate.			
The implementation is appropriate.			
Name of Auditor:		Date of Review:	
Chan Shi Lie		23/03/2021	

Non Conformity Number 4	
Indicator # and Description	4.6.1.1: Standard operating procedures shall be appropriately documented and consistently implemented and monitored.
Location:	WHPOM office
Description of Finding / Objective Evidence:	

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Non Conformity Number 4	
WHPOM established SOP for LOTO dated 01/07/2018; However the implementation and monitoring the SOP is not effective.	
Classification	<input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor
Raise by: Chan Shi Lie	Date Raise: 09/03/2020
Deadline for Action Plan:	10/05/2020
Root Cause Analysis (by company):	
There are no training and exposure to workers regarding LOTO SOP.	
Correction (by company):	
Revise LOTO SOP and LOTO Form (Permit to work). Re-training to workers about LOTO SOP and LOTO Form. LOTO activity was monitored by Electrical Charge man.	
Corrective / Preventive Action (by company)	
To conduct training to workers whenever there are newcomers or amendment in the SOP. To monitor LOTO activity by Permit to Work LOTO and on site activity.	
Review of Correction & Corrective / Preventive Action	
WHPOM had revised LOTO SOP doc. no. LOTO rev. 01 dated 02/04/2020 that describing the work type, permit to work step for Lock Out and Tag Out and after completion of the work task. Training conducted on 05/05/2020 to all relevant mill personnel The documents submitted are sufficient to close the NC and further review in next audit.	
Closed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Site verification : <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Name of Lead Auditor: Chan Shi Lie	Date of Closure: 05/05/2020
Review of Implementation	
WHPOM had revised LOTO SOP doc. no. LOTO rev. 01 dated 06/02/2021 that describe the work type, permit to work, step for Lock Out and Tag Out and after completion of the work task. Reviewed and verified sample of latest permit for work carried out on 20/03/2021. Reviewed and verified training for LOTO at workshop on 08/02/2021 with pictorial evidences which was participated by electrical charge man and boiler man. Phone interview with participants informed awareness of the SOP. The implementation is adequate.	
Name of Lead Auditor (Trainee): Navin Baskram	Date of Review: 23.03.2021

4.5. 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

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During this remote audit,	0	MAJOR Non-Conformities
	0	MINOR Non-Conformities

Nr.	Indicator	Description	Location	Opportunity for Improvement
1	4.5.5.1	The management shall establish water management plans to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include: a. Assessment of water usage and sources	Office	Water quality testing could improve by including testing for treated water.

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5. CONCLUSION

Winsome Harvest Palm Oil Mill Sdn. Bhd has commissioned TUV NORD (Malaysia) Sdn Bhd to conduct annual surveillance 02 audit 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 December 2020:	24,634.13	mt
Certified PK January to December 2020:	6,505.01	mt
Projected CPO January to December 2021:	40,000	mt
Projected PK January to December 2021:	10,000	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, 10/04/2021

Navin Baskram
TUV NORD (Malaysia) Sdn Bhd
Audit Team Leader (Trainee)

Puchong, 10/04/2021

Cheong, Chun Yuen (Robert)
TUV NORD (Malaysia) Sdn Bhd
Certifier / Approver

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7. LIST OF STAKEHOLDERS

Table 7-1: List of Interviewed 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