

## MSPO INITIAL CERTIFICATION SUMMARY REPORT

<b>Standard:</b>	<b>MS2530-3:2013 (Part 3) General Principles for Oil Palm Plantations and Organized Smallholders</b>	
<b>Type of Certification:</b>	<b>Individual Certification</b>	
<b>Organization:</b>	<b>NORMA SUMBER SDN BHD [925514-w]</b>	
<b>Main Office Address:</b>	<b>No 10, 1<sup>st</sup> Floor, Jalan Tok Tok, 96100, Sarikei, Sarawak</b>	
<b>Phone/Fax No:</b>	<b>Tel: 019 819 3255</b>	<b>Fax:</b>
<b>Plantation Site Address:</b>	<b>NCR, Sungai Selidap, Petai, 96100, Sarikei, Sarawak</b>	
<b>Project No:</b>	<b>BQAS/NSSB/009/09/19</b>	<b>September, 2019</b>
<b>Certification Body:</b>	<b>BQAS Certification (M) Sdn Bhd (11179994-x) Sublot 6, 2<sup>nd</sup> Floor, Block A, Kings' Center, Simpang Tiga, 93350, Kuching, Sarawak.</b>  <b>Accreditation No: [MSPO 06092019 CB 0015]</b>  <b>Tel: +6 082 572 043</b> <b>Mobile: +6 017 814 1112</b> <b>Email: <a href="mailto:bqassb@gmail.com">bqassb@gmail.com</a></b> <b>Website: <a href="http://www.bqas.com.my">www.bqas.com.my</a></b>	
<b>Documented by:</b>	<b>Wilfred S Landong</b>	<b>Lead Auditor</b>
<b>Certified by:</b>	<b>Douglas Alau</b>	<b>Date: 25 09 2019</b>
<b>Certificate issued on:</b>	<b>Date: 01 10 2019</b>	<b>Validity: 01 10 2019 to 30 09 2024</b>

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## EXECUTIVE SUMMARY

This is an Initial Certification Audit & scope is Individual Certification of Norma Sumber Sdn Bhd [NSSB] under the Standards MSPO MS2530-3:2013 for Oil Palm Plantations & Organized Smallholders

Norma Sumber Sdn Bhd [NSSB] main office is located at No 10, 1<sup>st</sup> Floor, Jalan Tok Tok, 96100, Sarikei, Sarawak.

The Plantation site is located at Geo-coordinates N02°06.10.6' E111°35.11.0'; with address @ NCR, SUNGAI SELIDAP, PETAI, 96100, SARIKEI approximately 10 kilometers from Sarikei Town. Established in December, 2010, the Plantation consist a total certified area of 325.54 hectares of lowland with sandy loam type soil. 22.36 hectares from a total owned land area of 374.9 hectares [mainly peat land] is conserved as Riparian zones.

NSSB employed a total headcount of 28 fulltime employees [staff & general workers].

Plantation lands are owned by shareholders/Directors of Norma Sumber Sdn Bhd.

The assessment method used follows principles of **3P** (Paper, Practice & People).

This certification assessment is a sampling process where management systems effectiveness & efficiency are confirmed via an Audit Trail that the Auditor established to make an accurate conclusion. Information & data were systematically gathered & documented from interviews [with a cross section random sample of stakeholders], observations of process and activities, field audits & review of documentations and records.

Assessments were done at both the Main Office in Sarikei and the Plantation/Site Office during both Stage 1 & Stage 2 Audits.

Stage 1 Audit was conducted on 22 to 23 April 2019 & Stage 2 on 18 to 20<sup>th</sup> June 2019 respectively. 3 Auditors were assigned to do the Assessments; clocking a total of 13 Mandays to complete the Audits. There were 7 Findings in Stage 1 Audit classified as AWF (acceptable with findings noted); in areas of management system readiness, policy/policies documentation, legal register, procedures documentation, HIRARC, management plan, boundary mapping & soil and topographic information. The corrective action report (CAR) raised for these findings were closed out on 05 06 2019.

In Stage 2 Audit 7 OFI (opportunity for improvements) were recorded; in areas of Management Commitment & Responsibility, Transparency of information & documents relevant to MSPO requirements, Social Impact Assessment, Complaints & Grievances, Employees Safety & Health & Training & Competency. The corrective action report (CAR) for these findings were closed out on 25 08 2019.

In both Audit Stages, dialogues and interviews were conducted with stakeholders [workers, local communities, landowner & other land users] to gauge understanding of MSPO principles, applications & its importance and relevance to sustainable growth and production of palm oil products. Also assessed were their opinion & working relationship with NSSB Management and this was found to be positive. Local communities were also allowed access and use of roads within the plantation

Plantation workers [mainly foreign] are remunerated well above minimum wage; and living conditions in the Estate meet minimum requirements of health & safety regulations. Available amenities in both estates include treated water, domestic waste collection & disposal, electricity and telecommunication services.

The Audit team has conducted a rigorous assessment of NSSB and it is evidenced that it has complied & conformed to MSPO2530-3:2013 Certification standards, conditions & requirements.

Conclusively, the Lead Auditor therefore, recommended that upon conclusion and closure of [OFI] of Stage 2 Audit Norma Sumber Sdn Bhd be certified under MSPO Standards MS2530-3:2013.



## 1. INTRODUCTION

Norma Sumber Sdn Bhd [established in 2010] is a company based in Sarikei, Sarawak; and located approximately 10 kilometers from Sarikei Town.

This report presents the assessments, findings & recommendations on certification evaluation of NSSB which is seeking certification under MSPO MS2530-3:2013.

This is an Initial Certification Audit to assess the entity's preparedness, compliance & conformance to MSPO Standards MS2530-3:2013 (Part 3: Requirements for Oil Palm Plantations & Organized Smallholders)

### 1.1. INFORMATION: CERTIFICATION ASSESSMENT

Type of Assessment:	Initial Certification Audit	
Scope of MSPO Certification:	Palm Oil Plantation	Certified Area: 325.54hectares
MSPO Standard:	MS2530-3:2013	

### 1.2. INFORMATION: CERTIFIED ENTITY

Company Name:	<b>NORMA SUMBER SDN BHD</b>	Registration No	<b>925514-w</b>	
Address:	No 10, Jalan Tok Tok, 96100, Sarikei, Sarawak.			
Site Name:	Norma Sumber Sdn Bhd			
Address:	NCR, Sungai Selidap, Petai, 96100, Sarikei, Sarawak.			
Management Contact details:				
Name	Job Title	Mobile	Telephone	Email
Wong Yiik Ping [Mr]	Estate Manager	012 8897890	084 656608	<a href="mailto:sarikeicity@yahoo.com">sarikeicity@yahoo.com</a>
Wong Ling Tung [Mr]	Director	019 8193255	084 656608	<a href="mailto:wildanwong@yahoo.co.uk">wildanwong@yahoo.co.uk</a>
No of Employees	Local: 8	Foreign: 20	Total: 28	
MPOB License No:	6032 6110 2000	Expiry Date: 30 09 2019		
Scope of Activity:	MENJUAL DAN MENGALIH FFB#			
Date of Establishment:	16 12 2010	Geo-Coordinates: N02°06.10.6' E111°35.11.0'		
Area: 347.9 HA	Certified Area: 325.54HA	Reserved Area: 22.36HA		
FFB Production (actual) 2018:	7828.70MT	FFB Production (estimate) 2019:	8138MT	2020: 8789MT
Sources of FFB: Own estate	Main FFB purchaser: Won Lin Enterprise Sdn Bhd (Collection Center)			
No of Planting Blocks: 98	No of Palm trees: 52,761	Age Range: 3 years to 8 years		
Palm Species	Calix 600: 70%	Golden Hope 500: 30%		
Topography: Mainly lowland	Soil Type: Mainly sandy loam			
Land Status: Ownership	<input checked="" type="checkbox"/> Own Land	<input type="checkbox"/> Rented	<input type="checkbox"/> Joint Venture	
Other Sustainability Certification:	Nil			

## 2. THE AUDIT TEAM

Audit Stage	Name:	Role
Stage 1	Wilfred S Landong	Lead Auditor
	Duke Ladin	Auditor in Training
Stage 2	Wilfred S Landong	Lead Auditor
	Charles Tibok	Auditor
	Duke Ladin	Auditor in Training

A.	Wilfred S Landong	Lead Auditor
Qualifications:		
<ul style="list-style-type: none"> <li>Advanced Dip in Business &amp; Management, UK</li> <li>Degree in Marketing, UK</li> <li>Masters in Marketing, UK</li> <li>Successfully completed MSPO Lead Auditor Course (Pioneer Group) On 30<sup>th</sup> January, 2015</li> </ul>		
Working Career & Experience:		
Year ended	Employer	Highest Job
1980	Cigarette Importers & Distributor	Area Executive
1990	Sebor Sarawak Sdn Bhd	Divisional Manager
1997	Gillette (M) Sdn Bhd	Country Manager
1999	Zuelling (M) Sdn Bhd	Sales & Marketing Director
2002	TimeDotCom. Bhd	Vice President
2012	Sarawak Forestry Corporation Sdn Bhd	General Manager
Present	BQAS Certification (M) Sdn Bhd	Managing Director
Relevant MSPO Related Credentials:		
<p>Sarawak Forestry Corporation SB</p> <ul style="list-style-type: none"> <li>Pioneer GM of Sarawak Forestry Corporation SB (SFC), a wholly owned Company of Sarawak Government; responsible for formulating and implementing the Company's organization structure, policies, regulations, procedures etc. Custodian of accreditation &amp; certification related to management of Protected areas &amp; Biodiversity conservation.</li> <li>During tenure of office, Certification achieved included ISO9001 (2004), ISO14001(2004), OHSAS1800 (2007)</li> <li>Intimate knowledge of sustainable forestry management and regulatory requirements enhanced a clear perspective &amp; understanding of how palm oil industry should be managed sustainably.</li> <li>Highly conversant &amp; knowledgeable on Sarawak Forests Ordinances, Wildlife Protection Ordinance, Land Code, Native/NCR land laws; easily can relate and apply to governance and implementation of MSPO Principles &amp; guidelines.</li> </ul>		



BQAS Certification (M) SB	
<ul style="list-style-type: none"> <li>As MD of BQAS responsible for the formulation &amp; implementation of Quality Manual, Policies &amp; Procedures as required for Accreditation as Certified Body by Department of Standards Malaysia (DSM) under ISO/IEC 17021-1.</li> <li>Top management accountability &amp; responsibility to ensure BQAS conformance &amp; compliance on operations, implementation &amp; administration of MSPO MS2530:2013 as required by the owner of the Standard (MPOCC).</li> </ul>	
<b>B.</b>	<b>Charles Tibok</b> Auditor
Qualifications	
<ul style="list-style-type: none"> <li>Bachelor of Science (Hons) in Quantity Surveying, UK</li> <li>Successfully completed MSPO Lead Auditor Course in 2017</li> </ul>	
Working Career & Experience	
<ul style="list-style-type: none"> <li>Asst. Project Coordinator: WWF Malaysia</li> <li>Senior Quantity Surveyor/Deputy Director (Contracts): University Malaysia Sabah</li> <li>Manager, Contracts: SCHB Engineering Services Sdn Bhd</li> <li>Senior Quantity Surveyor: DRB Hicom Bhd</li> <li>Senior Quantity Surveyor: Sabah Housing &amp; Town Development Authority</li> <li>Quantity Surveyor: Bumiputera Participation Unit, Kota Kinabalu</li> </ul>	
Relevant MSPO Related Credentials:	
<ul style="list-style-type: none"> <li>Auditing experiences with 2 Universities in Sabah</li> <li>External Auditor for Marine Protected Areas for Sabah Parks</li> <li>Completed QMS MS-ISO-2008 in 2009</li> <li>Completed QMS MS-ISO-2000 in 2007</li> <li>Internal Quality Auditing: 2007</li> <li>Risk Management: 2005</li> <li>Total Quality Management: 1994</li> </ul>	
<b>C.</b>	<b>Duke Ladin</b> Auditor in Training
Qualifications	
<ul style="list-style-type: none"> <li>Bemidji State University, Bemidji, Minnesota, USA in 1999</li> <li>Bachelor of Arts (Hons) in Management, Open University Malaysia [OUM] 2016</li> <li>Successfully completed MSPO Auditor Course in February 2019</li> </ul>	
Working Career & Experience	
<ul style="list-style-type: none"> <li>Oil Palm Planter [MPOB License 4528 2700 1000 since 2009]</li> <li>Contractor – Construction Company [2014-2017]</li> <li>Project Manager [2007-2013]</li> </ul>	
Relevant MSPO Related Credentials:	
<ul style="list-style-type: none"> <li>As an Oil Palm Planter, highly conversant and experienced in operating Oil Palm Smallholding Company</li> <li>Practical experience in Palm oil Business &amp; Business management practices.</li> </ul>	



**3. AUDIT METHODOLOGY**

This certification assessment is a SAMPLING process where management systems effectiveness & efficiency are confirmed via an audit trail that the Auditor established to make an accurate conclusion.

Information gathering Data collection	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Observation of process &amp; activities</li> <li>• Review of documentations &amp; records</li> <li>• Site visits</li> <li>• Field inspections</li> </ul>
Assessment method	<p>Paper</p> <ul style="list-style-type: none"> <li>• Assessing past implementations from records, reports of the management system</li> </ul> <p>Practice</p> <ul style="list-style-type: none"> <li>• Assessing current implementation from observing current practices</li> </ul> <p>People</p> <ul style="list-style-type: none"> <li>• Assessing future maintenance from interviewing personnel on understanding &amp; assessing competencies</li> </ul>

**Stage 1: Audit Findings Classification**

Term	Meaning / Description
Acceptable	Fulfill requirement of audited standard
Acceptable with findings noted	Demonstrate conformity. There are, however, improvement opportunity identified that will benefit the organization
Not acceptable	Demonstrate absence or total breakdown of system to meet standard requirement

**Stage 2: Audit Findings Classification**

Term	Meaning	Description
YES	Compliance	Fulfill requirement of audited standard
OFI	Opportunity for improvements	Demonstrate conformity. There are, however, improvement opportunity identified that will benefit the organization
NO (minor NC)	Minor non conformity	Non-compliance to standard requirements or company's SOP; or are issues that when combined, jeopardized the functioning of the system
NO (major NC)	Major non conformity	Demonstrate absence or total breakdown of system to meet standard requirement, or a number of minor NC against a clause of standard requirements / at a particular area. Of last assessment that are not effectively addressed will be classified as major NC.

#### 4. AUDIT PLAN

##### AUDIT SITES:

For both Stage 1 & Stage 2 the Audit Team performed assessments at:

- Norma Sumber Sdn Bhd main office [documentations]
- Plantation site office/field Audits

##### STAGE 1 AUDIT PROGRAM:

Date	22 to 23 04 2019	No of Auditors	2	No of Mandays	4
Day 1	Documentation Audit at Norma Sumber Plantation Office/Opening Meeting				
Day 2	<ul style="list-style-type: none"> <li>• Plantation Site &amp; Field Audit/ Stakeholders Consultation &amp; interviews</li> <li>• Closing Meeting &amp; Stage 1 Audit Report presentation</li> </ul>				

##### Audit Parameters:

- Basic information about the entity
- Management system: scope & documentation
- Evaluation of location/site specific conditions
- Review understanding regarding requirements of the MSPO Standards (key performance, processes, objectives)
- Related statutory & regulatory aspects & compliance
- Land status/legality
- MSPO policies, procedures
- Management Manual
- Management Plan
- Resources management (water/non-renewable energy use)
- Determine preparedness for Stage 2 Audit
- Fertilizers/Chemical/Schedule waste stores
- Estate Office & Workers Quarters, Signages
- Boundary Markers, Geo-coordinates, Buffer Zone, Riparian Reserves
- Stakeholders interviews

##### STAGE 2 AUDIT PROGRAM:

Date	18 & 19 <sup>th</sup> June 2019	No of Auditors	2	No of Mandays	6
Day 1	Documentation Audit at NSSB Plantation Office/Opening Meeting				
Day 2	Plantation Office Site & Field Audit/ Stakeholders Consultation & interviews				
	Documentation Audit at NSSB Plantation Office/Closing Meeting/Audit Report				

##### Audit Parameters:

- Evaluate implementation, including effectiveness of the management system
- Information & evidence about conformity to all requirements
- Performance monitoring, measuring, reporting
- Reviewing against key performance objectives & targets
- Performance as regards legal compliance
- Operational control of the client's process





- Internal auditing & Management review
- Management responsibilities for policies
- Links between the normative requirements, policy
- Competence of personnel
- Customer specific requirements
- Harvesting / collection of loose fruits / logistics & traceability of FFB
- Use of PPE / Safety & Health training program
- Revisit other points/areas of buffer zone, Riparian reserves, boundaries
- Implementation of Policies & procedures at all stores (fertilizer, chemical, schedule waste store)
- Improvements to workers' quarters – health & safety
- Infrastructure / roads & drainage / natural water management
- Continuous improvement plan & implementation
- Implementation of Best practices
- Implementation of environmental management plan
- Stakeholders & workers interview

**5. AUDIT PROCESS**

The Audit Process for both Stage 1 & 2 Assessments was programmed similarly as follows:

No	Process	Description / Activities
1	Public Notification	Written notice to inform public on MSPO Audit is posted at Plantation Office 1 month before Audit dates. Public notice as follows: <ul style="list-style-type: none"> <li>• Stage 1: 1<sup>st</sup> March, 2019</li> <li>• Stage 2: 1<sup>st</sup> May, 2019</li> </ul>
	↓	
2	Audit Plan	Auditee received 2 weeks before Audit dates
	↓	
3	Audit Day 1	<p style="text-align: center;"><u>Main Office, Sarikei</u></p> <p>a. <u>Opening Meeting</u>                      Participants:                      Audit Team &amp; Auditee Management                      Agenda:                      Audit Plan, Objectives, Assessment Method</p> <p>b. <u>Documentation Review</u>                      Management Systems, Policies, Procedures, MSPO Principles 1 to 6 documents etc.</p>
	↓	
4	Audit Day 2	<p style="text-align: center;"><u>Norma Sumber Plantation Site / Office Audit</u></p> <p>a. Stakeholders interviews, MSPO knowledge of Estate staffs, Checks &amp; verifications on Boundary, Buffer Zone, Riparian Zone, Waste/scheduled waste management, Water</p>



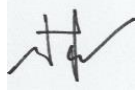
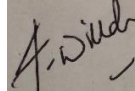
		<p>management, Water courses, Staff/workers housing &amp; amenities, Harvesting, Use of PPE, Stores, Workshop</p> <p>b. <u>Closing meeting</u>                  Participants:                  Audit Team &amp; Auditee Management                  Agenda:                  Report / Checklists: review, discuss &amp; decide corrective &amp; forward action to be taken with Auditee</p>
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<b>6.</b>	<b>STAGE 1 AUDIT</b>	<b>MSPO MS2530-3:2013</b>
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<b>MSPO Stage 1 Audit Report</b>	<b>Reference No.: SP/AU/ST1/04/19</b>
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<b>Standard(s):</b>	<input type="checkbox"/> MS 2530-1 <input type="checkbox"/> MS 2530-2 <input checked="" type="checkbox"/> MS 2530-3 <input type="checkbox"/> MS 2530-4
<b>Other Standards and/or Edition:</b>	NIL

<b>Organization:</b>	NORMA SUMBER SDN BHD	
<b>Address:</b>	NO 10, 1 <sup>ST</sup> FLOOR, JALAN TOK-TOK, 96100, SARIKEI, SARAWAK	
<b>City, State, Zip:</b>		
<b>Country:</b>		
<b>Organization Representative:</b>	WONG LING TUNG (MR)	
<b>Stage 1 Audit Date:</b>	22 04 2019 – 23 04 2019	
<b>Stage 2 Scheduled Date:</b>		
<b>BQAS Audit Team:</b>	Name	Role
	Wilfred Landong	Lead Auditor
	Duke Ladin	Auditor in Training

ACKNOWLEDGEMENT & DECLARATION		
<b>BQAS LEAD AUDITOR</b>	<b>WILFRED LANDONG</b>	<b>Signature &amp; Date:</b>  23 04 19
<b>COMPANY REPRESENTATIVE</b>	<b>WONG LING TUNG (MR)</b>	<b>Signature &amp; Date:</b>  23 04 19

This acknowledges the BQAS audit team's visits to this location and the organizations receipt of the report. Distribution of this report consists of the organization named above and parties names per contractual agreement. Additional distribution must be authorized by the organization.



**1. INFORMATION ABOUT THIS ORGANISATION**

NOTE: Provide here information about the main site or excerpt site(s) that is included in this Certification

<b>ORGANIZATION</b>		<b>NORMA SUMBER SDN BHD (925514-W)</b>				
1	Site or Remote Location	<b>Site</b>				
2	Facility covered under this Audit	Oil Palm Plantation				
		Site Office Management Facilities				
3	Primary Function of the Site	Plantation/Organized Smallholders				
4	Address	NCR, Sungai Selidap, Petai, 96100, Sarikei, Sarawak.				
5	Headcount	Staffs	8	General Workers	20	
6	Planned / Recommended Stage 2 Audit Man days					
7	Production Capacity	2019 [estimate]	8138MT	2018	7828.70MT	
	2017	6097.47MT	2016	3784.04MT	2015	1704.50MT

<b>SCOPE</b>	<b>Lists the Scope of Registration for each applicable standards</b>
MPOB Registration No	6032 6110 2000
Scope of Registration	MENJUAL DAN MENGALIH FFB#

**2. MANAGEMENT SYSTEM READINESS (GENERAL)**

Was the review of the client's status and understanding regarding requirements of the standard/ specification, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system was found to be adequate?	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Generally adequate, however more understanding is required by staff of the Estate. Management System not fully documented</b>
The Top-Level Management System Manual detailing justification for exclusions, inclusion of or reference to documented procedures for the management system, and providing a description of the interaction between processes?	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Best Management Practices documented. Noted there is interaction between process.</b>
List any manual discrepancies: 1. No response to BQAS required 2. Changes will be reviewed during Stage 2 audit	
The policy is defined and appropriate to the purpose of the organization?	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Noted in file:</b> <b>Verified MSPO Policy well defined &amp; appropriate. Other policies include: Human Right Policy, Women's Right Policy, Special Labor &amp; Forced Labor Policy, Sexual Harassment Policy, Freedom of Association &amp; Collective Bargaining Policy, Equal Opportunity Policy, POLISI KESELAMATAN &amp; KESIHATAN, Environmental Policy, Zero Burning Policy.</b>
Transparency is identified to ensure management of stakeholders are meet with MSPO requirement.	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b>



	<b>Transparency Officer (Liong Yick Khung) appointed On 01 01 19. Procedures &amp; Flowchart established and documented</b>
Transparency is identified in complying with traceability system.	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Traceability Officer appointed 01 01 19</b> <b>Traceability System, Procedures &amp; Flowchart not fully documented</b>
Process for identification of legal and other requirements.	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Legal requirement register established.</b> <b>Laws &amp; Ordinances &amp; Regulations available.</b>
Process for internal and external communication.	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Company information flow chart available.</b> <b>Process for internal and external communication not fully documented</b>
The outputs from management reviews are consistent with the commitment to continual improvement.	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not applicable due to not required for group management of independant smallholder (refer to 2.1d for detail) <input type="checkbox"/> Special case with valid reason agreed by Lead Auditor <b>Comments/Justification/Evidence:</b> <b>Management Review meeting done on 22 03 19. MR procedure documented on April 19. Continual Improvement Plan (Environmental Plan &amp; Social Plan- CSR with 2 longhouses of local community – 400 popn/36 doors for 2019) planned &amp; documented.</b>
Internal audits planned and performed? Records are available?	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not applicable due to not required for group management of independant smallholder (refer to 2.1d for detail) <b>Comments/Justification/Evidence:</b> <b>Internal Audit conducted on 04 03 19. CAR form issued &amp; recorded. All NC closed by MSPO Coordinator 05 04 19.</b>
Is a translator required?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>2.1 SUPPLEMENT FOR MS 2530-2, MS 2530-3 &amp; MS 2530-4 (POLICIES)</b>	
Review the information listed below to determine readiness of the organization for the stage 2 audit.	
MSPO Policy	<input checked="" type="checkbox"/> Acceptable- <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>MSPO Policy dated 03 03 19 documented.</b>



Safety and Health Policy	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <ol style="list-style-type: none"> <li><b>Poliy Keselamatan dan Kesihatan signed by Managing Director dated 03 03 19 noted and verified</b></li> <li><b>Viewed appointment letters dated January 2019 of H &amp; S Committee Chairman (YP Wong), Secretary, Employer Representative, Employee Representative and Coordinator (Mr Wong Ling Tung).</b></li> <li><b>HIRARC documentation viewed.</b></li> <li><b>SOPs viewed in 4.4 Employees Safety and Health File</b></li> <li><b>Viewed Training Programme which includes SHE for 2019-2020 viewed in 4.6 File based on Training Matrix in 4.6 File</b></li> <li><b>PPE, Harvesting and Fire Control briefings/training done. Attendance lists viewed in 4.6 File</b></li> </ol>
Sexual Harrassment Policy	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Viewed and verified Sexual Harassment Policy, signed by MD dated 03 03 19</b>
Equal Opportunity Policy	<input checked="" type="checkbox"/> <b>Acceptable</b> <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Viewed and verified Equal Opportunity Policy, signed by MD on 03 03 19.</b>
Environmental Policy	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Viewed and verified Environmental Policy signed by MD dated 1/3/2019</b>

B) PROCEDURES	
Training Procedure	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Viewed &amp; verified Training Procedure dated 03 03 19 signed by MD</b>
Internal Audit Procedure	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Internal Audit Procedure documentation incomplete</b>



Complaint and grievance Procedure	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <ol style="list-style-type: none"> <li>1. Viewed Carta Aliran Aduan (Flowchart of Complaint) – 1. No timeframe for each stage.</li> <li>2. No referencing of document. (OFI)</li> <li>3. No complaint forms at complaint box location(OFI)</li> </ol>
Communication Procedure	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> Viewed flowchart and Procedure; Application for Company Information in file No.2
Emergency and Incident procedure	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Viewed and verified procedure in Emergency, Preparedness and Response including flowchart in NSSB/SOP/SHE/04 Rev1 dated 5/4/2019 p.1-8</b>
Traceability SOP	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Traceability Procedure incomplete and flowchart not available</b>
Site Management SOP	<input type="checkbox"/> Acceptable <input checked="" type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <input type="checkbox"/> Not Applicable for MS 2530-4 (palm oil mill) <i>Note: in case of single site certification</i> <b>Comments/Justification/Evidence:</b> <b>Viewed Best Management Practices in file No.6 with procedures for Trunk Weeding, Soil Sampling, Selective Weeding-Chemical, Road Maintenance, Rat Control, Integrated Pest Management, General Maintenance, General Information on Manuring, FFB Harvesting, FFB Delivery, Drainage, Disease Control and Census.</b>
Mill Management SOP	<input type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <input checked="" type="checkbox"/> Not Applicable for MS 2530-3 (plantation) <i>Note: in case of single site certification</i> <b>Comments/Justification/Evidence:</b> <i>Not applicable</i>



Chemical Handling SOP	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> Viewed & verified SOPs in File No.4 Occupational Safety and Health- Policy, Regulations and Standard Operating Procedures: Meracun, Store Bahan Kimia dan Baja, Chemical Mixing, Chemical Spraying and Manuring
Scheduled Waste Handling SOP	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> Viewed Scheduled Waste Handling in File No.5 Waste Control / Waste Identification 4. Scheduled Waste ref NSSB/WI/ENV/05 REV.1 dated 20/4/2019 p.3

**C) DOCUMENTS**

List of Stakeholder	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independent Smallholder) <b>Comments/Justification/Evidence:</b> <b>Documents available to be found at MSPO File No 4, V1/2019: List of stakeholders (functions), registers of stakeholders for suppliers updated on 17th April, 2019, registers of stakeholders for Contractor updated on 19th April, 2019, Government bodies,Local community, Internal Stakeholders.</b>
Land ownership	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>MPOB licence registered the Norma Sumber Sb plantation cover the area of 325.54 hectares. Land ownership documents: Sales and purchase agreement between Gait Anak Gambang, Richard Ujet anak Sandai and Ilam binti Iman dated . Ilam is one of the directors appointed to Norma Sumber SB on 23 May 2011 as mentioned in the Form 49. Purchase Agreement between previous land owners from the surrounding communities and Ilam binti Iman eg. From Rh Bernabas and Rh Jugo dated May, August and September, 2009.</b>
Customary Right document	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Not applicable to the occupied land <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Own land; no customary rights issue</b> <b>There are no conflicts on land issues between the surrounding land owners (neighbors) and previous land owners.</b>
Boundary mapping of the land	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Verified and noted Boundary mapping of the plantation areas. Block mapping. Area mapping with GPS coordinate for point of entry and end border points.</b>





HIRARC	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder) <b>Comments/Justification/Evidence:</b> <b>Documents are to be found in MSPO File No 4, V1/2019. Listed are: Estate safety &amp; health letter of appointments for coordinator/manager (Company ref: NSSB/OSH-SHC/19/001), Letter of commitment by top management, OSHA management chart, SOP (BM) on harvesting, chemical handling, chemical storages, office and workers' quarters, etc. HIRARC tables and matrix for chemical, transportations, fertilizing, storekeeping, parts and maintenance materials and wastes collection.</b>
Training Programme	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder) <b>Comments/Justification/Evidence:</b> <b>Documentation on training located in folder MSPO File no 4, V1/2019. Documents are Executive Staff &amp; Workers Annual Training Programme schedule for year 2019 to 2020. Training supposed to start in April, 2019, Training Needs Analysis for the year 2019/2020, Training matrix analysis for the year 2019, Pictures of training conducted, attendance for BMP and OSHA training on 8<sup>th</sup> April 2019, FFB harvesting and ripeness standard and manuring on 30<sup>th</sup> March 2019.</b>
Environmental Policy and Management Plan	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder) <b>Comments/Justification/Evidence:</b> <b>Files can be found in MSPO File no 5, V1/2019 under the header Environmental Management Plan. To include are Emergency Response Plan (ERP) for Chemical Spillage &amp; Chemical waste, chemical waste chart, Environment policy letter of commitment by the top management, listing of endangered animals, Management plan for environmental monitoring and actions.</b>
Non-renewable energy estimation	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder) <b>Comments/Justification/Evidence:</b> <b>The plantation usage and expenditure on petrol and diesel is amounted to 22,419 litres which equivalent to RM 49,108.07 in 2018.</b>
Waste Identification	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <b>Comments/Justification/Evidence:</b> <b>Files to be found in MSPO File no 5, V1/2019: Waste control/Waste identification, file reference NSSB/WI/ENV/05 that mentioned waste identification and control measures on Biomass waste, Construction waste, Domestic waste, schedule waste, sewage and E-waste.</b>





<p>Water Management Plan</p>	<p><input checked="" type="checkbox"/> Acceptable  <input type="checkbox"/> Acceptable with findings noted  <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed  <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder)  <b>Comments/Justification/Evidence:</b>  <b>Water management plan in mentioned briefly in Environment Plan 2019 located at MSPO file no 5, V1/2019. Additional documents are file no NNSB/WI/ENV/03 titled Water Quality Control and Rain Water Management Programme (Water Supply) 2019.</b></p>
<p>Business Management Plan</p>	<p><input type="checkbox"/> Acceptable  <input checked="" type="checkbox"/> Acceptable with findings noted  <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed  <b>Comments/Justification/Evidence:</b>  <b>Business Plan documentation incomplete</b></p>
<p>Product Pricing Mechanism</p>	<p><input checked="" type="checkbox"/> Acceptable  <input type="checkbox"/> Acceptable with findings noted  <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed  <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder)  <b>Comments/Justification/Evidence:</b>  <b>Product pricing mechanism is extracted from Wonlin Enterprise SB receipt statement to Norma Sumber SB on the 1<sup>st</sup> to 31<sup>st</sup> March 2019.</b>  <b>Calculation for FFB:</b>  <b>Total FFB Delivered - FFB rejected=Net FFB received.</b>  <b>Oil Extraction Rate (OER)= 19.75%</b>  <b>Kernel Extraction Rate (KER)= 3.75%</b>  <b>Calculation of price:</b>  <b>MPOB avg. price for CPKO/CPO/PK - MPOB Cess - Fixed Distribution Cost - Sarawak CPO Sales Tax - Sarawak CPKO Sales Tax= Ramp Price</b>  <b>(OER + KER = Gross price FFB) - Processing Fees – Transport charges = Net price FFB</b>  <b>(Nett amount FFB X Nett Price FFB) = Nett total Price amount</b>  <b>* Processing fees = RM 50</b>  <b>* transport charges = RM 22 per MT</b></p>
<p>Contractor Agreement</p>	<p><input checked="" type="checkbox"/> Acceptable  <input type="checkbox"/> Acceptable with findings noted  <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed  <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder)  <b>Comments/Justification/Evidence:</b>  <b>Not using contractors.</b></p>
<p>Soil and Topographic Information</p>	<p><input type="checkbox"/> Acceptable  <input checked="" type="checkbox"/> Acceptable with findings noted  <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed  <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder)  <b>Comments/Justification/Evidence:</b>  <b>Incomplete documentation and informations.</b></p>
<p>Social and environmental impact assessment  <input checked="" type="checkbox"/> Social Impact Assessment –</p>	<p><input checked="" type="checkbox"/> Acceptable  <input type="checkbox"/> Acceptable with findings noted  <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed  <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder)  <b>Comments/Justification/Evidence:</b>  <b>Noted and verified SIA documents dated 03 03 19</b></p>

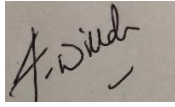
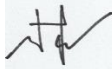


Legal Assessment of Customary land	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Not Applicable <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder) <b>Comments/Justification/Evidence:</b> <b>Land purchase agreement is in order with no legal problems been found.</b>
Compensation claim of customary land	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Acceptable with findings noted <input type="checkbox"/> Not Applicable <input type="checkbox"/> Unacceptable – recommend audit (Stage 2) to be delayed <input type="checkbox"/> Not Applicable for MS 2530-2 (Independant Smallholder) <b>Comments/Justification/Evidence:</b> <b>Land purchase agreement is in order.</b>
Job Description (Except for independant smallholder)	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Not Acceptable <b>Comments/Justification/Evidence:</b> <b>Job descriptions mentioned in the folder MSPO File no 4, v1/2019 are as follow: Assistant Estate Manager, Field Conductor, Admin Executive, Clerk and Purchasing Officer.</b>
Payslip (Except for independant smallholder)	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Not Acceptable <b>Comments/Justification/Evidence:</b> <b>Payment voucher for worker’s wages from Mr Simon Ting Sing King a local dated 31<sup>st</sup> March 2019 and Mr Mauwazi [foreign worker] dated 31<sup>st</sup> March 2019. All in conformance with minimum wage requirement</b>
Sales and Delivery record of FFB (for independant smallholder only)	<input checked="" type="checkbox"/> Acceptable <input type="checkbox"/> Not Acceptable <b>Comments/Justification/Evidence:</b> <b>All records [weighbridge tickets, mill receipts &amp; payments etc.] documented and in order.</b>

<b>4.</b>	<b>STAGE 1</b>	<b>FINDINGS</b>
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	LISTS OF FINDINGS	STAGE 1 AUDIT	23 & 24 04 2019
1.	Understanding of Management System Generally adequate, however more understanding is required by staff of the Estate. Management System not fully documented		
2.	Traceability Traceability System, Procedures & Flowchart not fully documented		
3.	Internal & External Communications Process for internal and external communication not fully documented		
4.	Internal audit Internal Audit Procedure documentation incomplete		
5.	Complaint Procedure Viewed Carta Aliran Aduan (Flowchart of Complaint) – 1. No timeframe for each stage. No referencing of document. No complaint forms at complaint box location		
6.	Business Management Plan Business Plan documentation incomplete		
7.	Soil and Topographic Information Incomplete documentation and informations.		


**THE FINDINGS AS DISCUSSED ARE SUITABLE**

Action will be taken by	Date:	30 05 19
Management Representative [Managing Director]	Name: Wong Ling Tung	Signature:  24 05 2019
Lead Auditor	Name: Wilfred Landong	Signature:  24 04 2019

5.	STAGE 1	AUDIT RESULTS
Further special technical competencies needed?		<input type="checkbox"/> Yes, please specify: <input checked="" type="checkbox"/> No
List any further information necessary for planning the Stage 2 audit: Nil		
Based upon review of the above, please state your		<input checked="" type="checkbox"/> Ready for Stage 2 as scheduled <input type="checkbox"/> Ready for Stage 2 with concerns <input type="checkbox"/> Not ready for Stage 2

**OVERALL ASSESSMENT OF STAGE 1**

Based on overall Audit results, Norma Sumber Sdn Bhd is ready to be assessed under STAGE 2. This is conditional to all action to be taken in STAGE 1 Corrective Action Report is completed & closed by or before STAGE 2 Audit Date.

**WILFRED LANDONG**  
**LEAD AUDITOR**  
**24<sup>TH</sup> APRIL 2019**

**Notes**

The stage 1 audit was based on collecting the necessary information regarding:

- the scope of the management system, processes and location(s)
- reviewing the organization's status and understanding regarding the requirements of the standard
- the identification of objectives, processes and operations of the management

The above stated recommendation regarding the organization's readiness for registration or upgrade is limited to this information collected and was not based on a full audit of the management system.

The information in this report should assist the organization in determining any action(s) needed prior to the stage 2 audit and whether to proceed with the stage 2 audit as currently scheduled.



<b>6.1</b>	<b>REPORT SUMMARY: FINDINGS/ACTION TAKEN / CLOSURE</b>
<b>6.1.1</b>	<b>SUMMARY OF FINDINGS</b>
<p>There were 7 Findings in Stage 1 Audit classified as AWF (acceptable with findings noted). 8 corrective action reports [CAR] were raised on these findings and presented to Auditee for action [at end of Stage 1 Audit] with timeline of 2 months from 24 04 2019 to respond.</p>	
<b>6.1.2</b>	<b>ACTION TAKEN BY AUDITEE</b>
<p>Auditee responded with documentations &amp; photo evidence [where appropriate] on corrective action taken; last submission of response by Auditee received on 30 05 2019.</p>	
<b>6.1.3</b>	<b>CLOSURE OF CAR BY LEAD AUDITOR</b>
<p>The corrective action report (CAR) for these findings were closed out by Lead Auditor on 05 06 2019; upon satisfactory confirmation and verification that all corrective actions taken were in line with MSPO requirements &amp; MS2530-3:2013 Standards</p>	


**7.0. STAGE 2 AUDIT [ASSESSMENT] MSPO MS2530-3:2013**
**7.1 BASIC INFORMATION**
**A. CERTIFICATION BODY**

Name	BQAS Certification (M) Sdn Bhd			
Audit Dates:	From	18 June 2019	To	20 June 2019
Audit Duration:	9 man-days			
Audit Team:	Name	Role		
	Wilfred Landong	Lead Auditor		
	Charles Tibok	Auditor		
	Duke Ladin	Auditor in Training		

**B. CERTIFIED ENTITY**

Company Name:	NORMA SUMBER SDN BHD		Registration No	925514 W	
Address:	NO 10, JALAN TOK TOK 96100, SARIKEI				
Site Name:	NORMA SUMBER SDN BHD				
Address:	NCR, SUNGAI SELIDAP, PETAI, 96100, SARIKEI, SARAWAK				
Management Contact details:					
Name	Job Title	Mobile	Telephone	Email	
WONG YIHK PING	ESTATE MANAGER	012 8897890	084 656608	<a href="mailto:sarkeicity@yahoo.com">sarkeicity@yahoo.com</a>	
WONG LING TUNG	DIRECTOR	019 8193255	084 656608	<a href="mailto:wildanwong@yahoo.co.uk">wildanwong@yahoo.co.uk</a>	
No of Employees	Local	8	Foreign	20	Total 28
MPOB License No:	6032 6110 2000		Expiry Date:	30 09 2019	
Scope of Activity:	MENJUAL DAN MENGALIH FFB#				
Date of Establishment	16 12 2010		Geo-Coordinates	N02°06.10.6' E111°35.11.0'	
Certified Area:	347.9 HA	Planted Area	325.54HA	Reserved Area	22.36HA
FFB Production (actual) 2018	7828.70MT	FFB Production (estimate) 2019	8138MT	2020	8789MT
Sources of FFB	Own estate	Main FFB purchaser	Won Lin Enterprise Sdn Bhd (Collection Center)		
No of Planting Blocks	98	No of Palm trees	52,761	Age Range	3 years to 8 years
Palm Species	Calix 600	70%	Golden Hope 500	30%	
Topography			Soil Type		
Land Status: Ownership	<input checked="" type="checkbox"/> Own Land		<input type="checkbox"/> Rented		<input type="checkbox"/> Joint Venture
Other Sustainability Certification:	Nil				

**Principle 1:****Management Commitment and Responsibility****Criterion 4.1.1: Malaysian Sustainable Palm Oil (MSPO) Policy**

Indicator	Requirement	Compliance	Findings
4.1.1.1	A policy for the implementation of MSPO shall be established.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Norma Sumber (NS) had the following Policy document; ref NSSB/MSPO/P/001-010 dated 01 03 19 & 06 03 19; signed by Managing Director: <ol style="list-style-type: none"> <li>1. MSPO Policy</li> <li>2. Environmental Policy</li> <li>3. Zero Burning Policy</li> <li>4. Equal Opportunity Policy</li> <li>5. Freedom of Association and Collective Bargaining Policy</li> <li>6. Human Rights Policy</li> <li>7. Sexual Harassment Policy</li> <li>8. Special Labor &amp; Forced Labor Policy</li> <li>9. Women Rights Policy</li> <li>10. Occupational Health &amp; Safety Policy</li> </ol> Adequate no of policies and verified in compliance with MSPO requirements
4.1.1.2	The policy shall also emphasize commitment to continual improvement.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	MSPO Policy signed on 28 04 2019 by MD read as: <i>NORMA SUMBER SDN BHD is committed to produce oil palm yields by adhering by MSPO principles, environmental and social interests and continuously improve the utilization of human resources, processes and technologies to ensure sustainable practices.</i> Noted as adequate emphasis on continual improvements.

**Criterion 4.1.2: Internal audit**

Indicator	Requirement	Compliance	Findings
4.1.2.1	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	Internal Audit (IA) is planned annually by NS. IA was conducted on 04 03 19 on preparedness and compliance of NS for MSPO Certification under MS2530-3:2013. Another Internal Audit is planned in October 2019 to assess implementation of MSPO policies and procedures.
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	IA was conducted on 04 03 19 on preparedness and compliance of NS for MSPO Certification under MS2530-3:2013. Results were documented; root cause of NC identified; CAR summary was documented on 06 03 19. <b>However, CAR (corrective action report) was not raised to close out the findings although it was noted in the summary actions had been taken on various dates.</b>
4.1.2.3	Report shall be made available to the management for their review.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The Internal Audit Report and review on MSPO Certification progress was discussed in a Management review meeting Ref: MSPO/MR/01/2019.



			<p>Attended by MD, Estate Manager and all Directors of NS.</p> <p>Arising from meeting, Estate Manager asked to closely monitored and hastened the completion of new store building for fertilizers, workshop, &amp; scheduled waste.</p> <p>This demonstrate compliance</p>
<b>Criterion 4.1.3: Management review</b>			
4.1.3.1	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>NS had documented a document ref MSPO/MR/1/1/19 dated 01 04 19. On paragraph 3.1.3 of the document following were noted:</p> <p>Planning</p> <ul style="list-style-type: none"> <li>Follow up actions from previous management review</li> <li>Review related policies</li> <li>Review audit results &amp; status of corrective action</li> </ul> <p>Management review output</p> <ul style="list-style-type: none"> <li>Improve the effectiveness of the MSPO system</li> <li>Identify &amp; provide necessary resources</li> <li>Revise related procedures and policies when required</li> </ul> <p>Verified based on current documentation &amp; records, NS had complied with this criteria</p>
<b>Criterion 4.1.4: Continual improvement</b>			
4.1.4.1	The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>NS documented its continuous improvement plan vide documents Social Impact Assessment &amp; Environment Management Plan dated 30<sup>th</sup> April 2019.</p> <p>SIA Plan:</p> <ul style="list-style-type: none"> <li>The plan includes analysis in relation to the successful fulfillment of NS goal towards sustainability. Impacts analysis was done on employees, contractors, service providers, gov't agencies, local community &amp; environment NGO.</li> </ul> <p>Environment Plan includes impact assessment &amp; improvement plan on:</p> <ul style="list-style-type: none"> <li>Water quality management</li> <li>Soil erosion, slope and sediment pollution</li> <li>Domestic waste management</li> <li>Schedule waste management</li> <li>Chemical management</li> <li>Air quality management etc.</li> </ul> <p>Verified through document review that NS is in compliance.</p>
4.1.4.2	The company shall establish a system to improve practices in line with new	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>NS is building a new weighbridge for its own use. This weighbridge is for its own and</p>

	information and techniques or new industry standards and technology, where applicable, that are available and feasible for adoption.	<input type="checkbox"/> OFI	neighboring smallholders use to ensure correct weight measurement of FFB before sending for sale to mills or collection center. NS also plan to use Drone Technology to do field inspection and inventory checks with effect from Year 2020.
4.1.4.3	An action plan to provide the necessary resources including training, to implement the new techniques or new industry standard or technology (where applicable) shall be established.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Training Plan for NS is documented vide document NSSB/MPO/TP/01/19 dated 03 03 19. Weighbridge & Drone training is planned to be conducted in 2019 NS planned the following no and training areas for its employees and management in 2019/2020 <ul style="list-style-type: none"> <li>• 17 types of training on safety &amp; health</li> <li>• 12 training on SOP/Policies</li> <li>• 9 training on environmental management</li> <li>• FFB grader course</li> </ul>

**Principle 2:****Transparency****Criterion 4.2.1: Transparency of information and documents relevant to MSPO requirements**

Indicator	Requirement	Compliance	Findings
4.2.1.1	The management shall communicate the information requested by the relevant stakeholders in the appropriate languages and forms, except those limited by commercial confidentiality or disclosure that could result in negative environmental or social outcomes.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Policies, Safe Handling of Chemicals poster, Zero burning poster, Illegal rubbish dumping poster, Contractual work rates and memo of Publicly Available Documents are found at the site office notice boards. The 'Record Book of Stakeholder or interest party who has viewed/obtained documents' during the time of the audit has not registered any request for documents. Publicly Available Documents can be obtained by filling up a form 'Application for Information Form' which the sample is in the folder NSSB/925514-W/MSPO/2.1-Procedures, 2.2 - Transparent method of communication & Consultation, 2.3 - Traceability/File no 2. In compliance with requirements.
4.2.1.2	Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	List of Publicly Available documents are listed in a memo dated 04/03/2019 sighted in the folder NSSB/925514-W/MSPO/2.1-Procedures, 2.2 - Transparent method of communication & Consultation, 2.3 - Traceability/File no 2. It was signed and approved by the Estate Manager, a position in NSSB that is second to Managing Director. The documents to be publicly available: <ol style="list-style-type: none"> <li>1. Land titles/User rights</li> <li>2. Safety and health plans</li> <li>3. Plans and impact assessment relating to environment and social</li> </ol>



			<p>4. Pollution prevention and reduction plans</p> <p>5. Details of complaints and grievances</p> <p>6. Negotiation procedures</p> <p>7. Continual improvement plans</p> <p>Stakeholders have being briefed on the matter during the first stakeholder meeting on the 30/04/2019. Minutes of the meeting can be found in the file Ref. NSSB/MSPO/MOM/01-19.</p>
<b>Criterion 4.2.2: Transparency method of communication and consultation</b>			
4.2.2.1	Procedures shall be established for consultation and communication with the relevant stakeholders.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<p>The flow chart for consultation and communication is viewed in the file NSSB-MSPO-SOP-002 dated 02/05/2019.</p> <p>Viewed also flow chart for complaints and grievances management procedures for internal and external stakeholders found in the file Ref. NSSB-MSPO-OSH-FC-001-19.</p> <p><b>The flow chart doesn't explain much of the procedure and also it should indicate that it was approved by the management.</b></p>
4.2.2.2	A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>The management nominated Mr Liong Yick Khung (Plantation clerk) to be person-in-charge of consultation and communication. His appointment letter is sighted in file Ref. NSSB/MSPO/APL/1/2019 approved and signed by the Estate Manager.</p>
4.2.2.3	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>List of stakeholders are properly documented. During the time of audit there are no records of information request and complaints and grievances in the log/record books.</p>
<b>Criterion 4.2.3: Traceability</b>			
4.2.3.1	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s).	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<p>The flow chart of the traceability procedure in the file Ref. NSSB-MSPO-SOP-001 was established on 02/05/2019.</p> <p><b>The traceability procedures should be explained in more detail. The flow chart should also indicate that it has been approved and signed by the top management.</b></p>
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>The plantation clerk is responsible for daily inspection and reported to estate manager. The estate manager will compile all relevant records monthly. FFB production and sales records are to be reviewed by the management quarterly.</p> <p>The traceability inspections and recording samples can be viewed in the folder NSSB/MSPO-2.3/Traceability.</p> <p>Noted all above is complied with.</p>
4.2.3.3	The management should identify and assign suitable employees to implement	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>The management has appointed Mr Liong Yick Khung as person-in-charge for traceability.</p>

	and maintain the traceability system.	<input type="checkbox"/> OFI	Viewed appointment letter is in file Ref. NSSB/MSPO/APL/2/2019 dated 01/01/2019 approved and signed by the Estate manager.
4.2.3.4	Records of sales, delivery or transportation of FFB shall be maintained.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Records are maintained through documents: <ul style="list-style-type: none"> <li>● Harvesting Muster Chit</li> <li>● FFB Block transportation Chit</li> <li>● Weighbridge Advice Tickets</li> <li>● Sales &amp; payment receipts</li> </ul>

**Principle 3:****Compliance to Legal Requirements****Criterion 4.3.1: Regulatory requirements**

Indicator	Requirement	Compliance	Findings
4.3.1.1	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed MPOB license, trading license, company incorporation, Customs registration, EPF, Diesel fuel permit, SOCSO, and vehicle registration records and found them to be in order and valid.
4.3.1.2	The management shall list all laws applicable to their operations in a legal requirement register.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Legal Requirements Register listing applicable legislation and MSPO Legal Requirements File1 containing the whole Federal Constitution & File 2 containing state ordinances including the Sarawak Land Code, Wildlife Protection Ordinance and Forest Ordinance.
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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Mr Wong Yiik Ping, the Estate Manager is in charge of compliance based on appointment letter NSSB/MSPO/APL/5/2019 dated 1/1/2019.
4.3.1.4	The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Mr Wong Yiik Ping, the Estate Manager is in charge of compliance based on appointment letter NSSB/MSPO/APL/5/2019 dated 1/1/2019.

**Criterion 4.3.2: Land use rights**

4.3.2.1	The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Sales and Purchase Agreements in MSPO File 3, 3.2 – Legal Requirements Register file of all 8 parcels of NCR land making up the estate between previous owners and current majority shareholder of Norma Sumber, Mdm Iham Binti Iman and found them to be in order.
4.3.2.2	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Sales and Purchase Agreements in MSPO File 3, 3.2 – Legal Requirements Register of all 8 parcels of NCR land making up the estate between previous owners and current majority shareholder of Norma Sumber, Mdm Iham Binti Iman and found them to be in order.



4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<p><b>NS had commenced boundary marking only recently.</b></p> <p><b>Belian Perimeter boundary markers are in the process of being put in position. (OFI) and process is to be completed within 3 months (based on NS management feedback)</b></p>
4.3.2.4	Where there are, or have been, disputes, documented proof of legal acquisition of land title and fair compensation that have been or are being made to previous owners and occupants; shall be made available and that these should have been accepted with free prior informed consent (FPIC).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Sales and Purchase Agreements in MSPO File 3, 3.2 – Legal Requirements Register file of all 8 parcels of NCR land making up the estate between previous owners and current majority shareholder of Norma Sumber, Mdm Iham Binti Iman and found them to be in order. No evidence of any dispute from previous landowners.
<b>Criterion 4.3.3: Customary rights</b>			
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Sales and Purchase Agreements in MSPO File 3, 3.2 – Legal Requirements Register file of all 8 parcels of NCR land making up the estate between previous owners and current majority shareholder of Norma Sumber, Mdm Iham Binti Iman and found them to be in order.
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights shall be made available.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Available, viewed against neighboring titled and NCR land parcels and found to be in order.
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Sales and Purchase Agreements in MSPO File 3, 3.2 – Legal Requirements Register file of all 8 parcels of NCR land making up the estate between previous owners and current majority shareholder of Norma Sumber, Mdm Iham Binti Iman and found them to be in order.

<b>Principle 4:</b>	<b>Social Responsibility, Health, Safety and Employment Condition</b>
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<b>Criterion 4.4.1: Social impact assessment (SIA)</b>			
<b>Indicator</b>	<b>Requirement</b>	<b>Compliance</b>	<b>Findings</b>
4.4.4.1	Social impacts should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	Social Impact analysis in relation to the internal and external stakeholders is viewed in the folder NSSB/MSPO-1.4/Continual Improvement attached as an Appendix A Positive and negative Social Impact is viewed in the folder NSSB/MSPO-1.4/Continual Improvement attached as an Appendix D. Stakeholders meeting was held on 30/04/2019 as mentioned in file Ref. NSSB/MSPO/MOM/01-19 1. The perceived positive and negative social impact mentioned Government

			<p>regulatory agencies, local communities and environmental NGOs as being listed in Appendix A.</p> <p>2. There is timeline of action plans being documented for mitigating negative impacts.</p> <p>3.</p>
<b>Criterion 4.4.2: Complaints and grievances</b>			
4.4.2.1	A system for dealing with complaints and grievances shall be established and documented.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<b>Well documented flow chart of addressing internal and external stakeholders' complaints and grievances can be viewed in the file NSSB-MSPO-OSH-FC-001-19. The procedure did not indicate that it was approved, signed and dated by the top management.</b>
4.4.2.2	The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	A committee was formed on 28/02/2019 to address Complaints and Grievances. The first meeting of the committee was held at the plantation site office on the same date as the committee formation. As the time of the audit, there is no complaints and grievances being registered.
4.4.2.3	A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Complaints and Grievances sample form can be viewed at the folder NSSB/MSPO-4.2/Complaints and Grievances. The form can be obtained from the estate clerk that is station at the site office. Complaint and Suggestion box can be sighted outside the site office.
4.4.2.4	Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The stakeholders were made aware of complaints and grievances through the first stakeholders meeting dated 30/04/2019. Minutes of the meeting can be found in the file Ref. NSSB/MSPO/MOM/01-19. Also through the first Complaints and Grievances Committee meeting dated 28/02/2019 found in the folder NSSB/MSPO-4.2/Complaints and Grievances.
4.4.2.5	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	At the time of audit there is no Complaints and Grievances being registered. Through stakeholders interviewed, the workers and neighbouring land owners are aware of the procedures of making complaints and grievances.
<b>Criterion 4.4.3: Commitment to contribute to local sustainable development</b>			
4.4.3.1	Growers should contribute to local development in consultation with the local communities.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Interviewed with the stakeholders, NSSB is appreciated for helping the neighbouring land owners to build an access road to their lands. NSSB said to have advertised and offered jobs to the surrounding locals at Rumah Panjang (Rh) Pitre Amit and Rh Lebay anak Ringgit at Sg Petai.

Criterion 4.4. 4: Employees safety and health			
4.4.4.1	An occupational safety and health policy and plan shall be documented, effectively communicated and implemented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>Occupational safety and health (OSH) policy was established on 28/04/2019 in the file NSSB-MSPO-P-008. It was approved and signed by the managing director.</p> <p>The policy is prominently displayed in Bahasa Malaysia at the site office boards.</p> <p>The first OSH meeting was recorded on 16/01/2019 which included the formation of OSH committee for 2019/2020. The minutes of the meeting can be sighted in the folder 'Estate Meetings'.</p> <p>OSH procedures booklet is also sighted being display near the storage main door, together with Safety Data Sheets.</p> <p>Hazard identification, Risk assessment and Risk control (HIRARC) is properly documented in the folder NSSB/MSPO-4.4/Employees Safety and Health/CHRA.</p> <p>OSH related training are recorded in Executive staff &amp; Workers Annual Training Programme Schedule 2019/2020 in the file Ref. NSSB/MSPO/T/01-19.</p>
4.4.4.2	The occupational safety and health plan shall cover the following:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	
A.	A safety and health policy, which is communicated and implemented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>Safety Data Sheets (SDS) booklet is sighted near the storage main door.</p> <p>The following training (OSH) are recorded to have being conducted with attendance verified:</p> <ul style="list-style-type: none"> <li>B. SOP Harvesting 8/04/2019</li> <li>C. PPE 8/04/2019</li> <li>D. SOP Motorcycle 06/04/2019</li> <li>E. Safety and Health Awareness 06/04/2019</li> <li>F. SOP Manuring 30/03/2019</li> </ul>
B.	The risks of all operations shall be assessed and documented	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>Viewed HIRARC is properly documented with extensive risks have been identified in the folder NSSB/MSPO-4.4/Employees Safety and Health/CHRA.</p> <p>Occupational Safety and Health (OSH) procedures are properly documented which also include a comprehensive emergency response flow chart in the file Ref. NSSB/SOP/SHE/04.</p>
C	An awareness and training programme which includes the following requirements for employees exposed to pesticides:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>SDS booklet, SOP booklet and Chemical Handling Awareness poster are prominently being display at the site office.</p> <p>There no record of handling of pesticide training being recorded at the time of the audit.</p>
C.1	All employees involved shall be	<input checked="" type="checkbox"/> Yes	Training needs analysis for staff and field

	adequately trained on safe working practices; and	<input type="checkbox"/> No <input type="checkbox"/> OFI	workers is adequately documented in the folder NSSB/MSPO-4.6/Training. Training according to the Executive staff & Workers Annual Training Programme Schedule 2019/2020 in the file Ref. NSSB/MSPO/T/01-19 are still on going.
C.2	All precautions attached to products shall be properly observed and applied.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	SDS booklet is available to be viewed beside the main storage door. SDS is adequately documented. Also viewed is a 'Register of Chemicals Hazardous to Health' found in the folder Ref. NSSB/MSPO-4.4/Employees Safety and Health/CHRA that contained name of ingredients in the pesticide and fertilizer that can be hazardous to the workers' health.
D	The management shall provide the appropriate personal protective equipment (PPE) at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	PPE distribution form can be viewed in the folder NSSB/MSPO-4.4/Employees Safety and Health/PPE FORM. The form recorded the PPE being distributed to the workers daily. The workers had been recorded to attend PPE training on 08/04/2019.
E	The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labelling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	SOP for proper and safe handling of chemicals is to be viewed in the folder Ref. NSSB/MSPO-4.4/Employees Safety and Health/SSOP. The SOP is properly documented and in compliance
F.	The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust must have knowledge and access to latest national regulations and collective agreements.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The management formed the Safety and Health Committee on 16/01/2019 as mentioned in the minutes of meeting viewed in the folder title 'Estate meetings'. It represented by the representatives of management and employees. The chairman of the committee is Mr Wong Yiik Ping as stated in an appointment letter Ref. NSSB/OSH-SHC/19/021 dated 21/01/2019. They have access to the latest national regulations and collective agreements documentation at the site office.
G.	The management shall conduct regular two-way communication with their employees where issues affecting their business such as employee's health, safety and welfare are discussed openly. Records from such meetings are kept and the concerns of the employees and any remedial actions taken are recorded	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The first OSH meeting was held on 16/01/2019 with the minutes of the meeting can be viewed in the folder 'Estate Meetings'. The second was on the 02/05/2019. Noted and verified regular communication between management & workers.



H.	Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Accident and emergency procedures are found to be properly documented in the file Ref. NSSB/SOP/SHE/04. Additionally, in the procedures, it is mentioned the suggested formation of Emergency Response Team.
I.	Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	There is a plan to attend First Aid Training in the near future. Mr Wong Ling Tung designate Safety Officer and Mr Simon Ting Sing King will attend the course organized by Malaysia Red Crescent (MRC) on the date to be decided by MRC. First Aid kits are prominently sighted in the site office.
J.	Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	There is a sample of the form used to record occupational accidents, poisoning and disease in the folder NSSP/MSPO-4.4/Employees Safety and Health/JKKP Form. The form is titled 'Register of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease'. As at the date of Audit, there is no accident, poisoning and sickness being recorded.
<b>Criterion 4.4.5: Employment conditions</b>			
4.4.5.1	The management shall establish policy on good social practices regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and effectively communicated to the employees.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	There are a few policies sighted in regards to human rights namely: <ul style="list-style-type: none"> <li>● Social Policy NSSB-MSPO-P-003</li> <li>● Women Rights Policy NSSB-MSPO-P-007</li> </ul> The mentioned policies were established and signed by the Managing Director on the 28/04/2019. All policies are prominently display in the site office.
4.4.5.2	The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	NSSB does not engage in or support discriminatory practices as mentioned in their commitment in the Equality Policy in a file Ref. NSSB-MSPO-P-001 dated 28/04/2019.
4.4.5.3	Management shall ensure that employees' pay and conditions meet legal or industry minimum standards and as per agreed Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The employees pay and conditions meet the legal or industry minimum standards and as per agreed Collective Agreements. Verified through records of workers' wages, observation of living conditions and workers' interviewed on site.
4.4.5.4	Management should ensure employees of contractors are paid based on legal or industry minimum standards	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Not applicable as there is contractor used in the plantation works.



	according to the employment contract agreed between the contractor and his employee.		
4.4.5.5	The management shall establish records that provide an accurate account of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, and date of birth, date of entry, a job description, wage and the period of employment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Records of employees are being well established that contains the mentioned details. Job descriptions are details in the folder NSSB/MSPO-4.5/Employment Conditions Jobs Description.
4.4.5.6	All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract is available for each and every employee indicated in the employment records.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed workers contracts found to be fair that the terms and conditions mentioned in it are agreed and signed by both parties. A copy of employment contract also been given to the employees for their own references.
4.4.5.7	The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The time recording is using signed logbook to record the daily in and out and working hours of employees. Verification of working hours is done by the estate manager. Viewed past logbooks, overtimes were rare or almost none existence.
4.4.5.8	The working hours and breaks of each individual employee as indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed and shall always be compensated at the rate applicable and shall meet the applicable legal requirement.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	As for field workers, they adopt a flexible working hours based on daily productivity. There are no overtimes recorded as it is not advisable to work late in the plantation.
4.4.5.9	Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Wages and overtime payment documented on the pay slips are in line with legal regulations and collective agreements. Verified through the viewed copies of wages payment slips.
4.4.5.10	Other forms of social benefits should be offered by the employer to employees, their families or the community such as incentives for good work performance, bonus payment, professional development, medical care and health provisions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The management provided free medical check-up as stated in the work contract. Some employees are given the opportunities to attend external courses and training base on the management needs. Bonus payments for employees usually occurred during Chinese New Year or Hari Raya.
4.4.5.11	In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The living quarter is compliance to the Workers' Minimum Standards Housing and Amenities Act 1990 or any other applicable act. It does include basic amenities and facilities. Verified through site observations.





4.4.5.12	The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The Sexual Harassment policy was established at NSSB on 28/04/2019 approved and signed by the Managing Director. The file can be found in the file Ref. NSSB-MSPO-P-005.
4.4.5.13	The management shall respect the right of all employees to form or join trade union and allow workers own representative(s) to facilitate collective bargaining in accordance with applicable laws and regulations. Employees shall be given the freedom to join a trade union relevant to the industry or to organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The rights of employees to form or join trade union and allow workers own representatives to facilitate collective bargaining in accordance with applicable laws and regulations, are enshrined in NSSB's Occupational policy file Ref. NSSB-MSPO-P-006 and Freedom of Associations Policy in file Ref. NSSB-MSPO-P-002.
4.4.5.14	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children and young persons is acceptable on family farms, under adult supervision, and when not interfering with their education. They shall not be exposed to hazardous working conditions.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	There are no records sighted indicating that NSSB employed minors and children.
<b>Criterion 4.5.6: Training and competency</b>			
4.5.6.1	All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Employees training needs analysis and planning can be viewed in the folder NSSB/MSPO-4.6/Training. Viewed folder also contained pictures of employees on training and attendance sheets of workers training programme.
4.5.6.2	Training needs of individual employees shall be identified prior to the planning and implementation of the training program in order to provide the specific skill and competency required to all employees based on their job description.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Training Need Analysis for 2019/2020 and Training Matrix Analysis for the Year 2019 is viewed and noted in the folder NSSB/MSPO-4.6/Training.
4.5.6.3	A continuous training programme should be planned and implemented to ensure that all employees are well trained in their job function and responsibility, in accordance to the documented training procedure.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	Available for viewing is the Executive staff & Workers Annual Training Programme Schedule 2019/2020 in the file Ref. NSSB/MSPO/T/01-19. Noted and verified compliance

**Principle 5: Environment, natural resources, biodiversity and ecosystem services**
**Criterion 4.5.1: Environmental management plan**

Indicator	Requirement	Compliance	Findings
4.5.1.1	An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<ol style="list-style-type: none"> <li>Viewed Environmental Policy signed by the Managing Director on 1/3/2019 in MSPO file and found to be in order.</li> <li>Displayed prominently on site</li> </ol>
4.5.1.2.	The environmental management plan shall cover the following:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	
A.	An environmental policy and objectives	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Environmental Policy signed by the Managing Director on 1/3/2019 in MSPO file and found to be in order.
B.	The aspects and impacts analysis of all operations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Environmental Plan 2019 ref NSSB/MSPO/ENV/PLN/04/19 outlining Aspects, Impacts, Mitigation Actions, Monitoring Points and Frequency.
4.5.1.3	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Environmental Plan 2019 ref NSSB/MSPO/ENV/PLN/04/19 is documented. Stage 2 Field Audit found evidence of implementation; riparian zone signage installed at estate boundary at confluence of stream leading to Sg Petai.
4.5.1.4	A programme to promote the positive impacts should be included in the continual improvement plan.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Environmental Plan 2019 ref NSSB/MSPO/ENV/PLN/04/19. Stage 2 Field Audit verified and confirm implementation of program; 5 new Buffer Zone in flood prone areas are created in the estate along waterways
4.5.1.5	An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<ol style="list-style-type: none"> <li>The Environmental Policy and Zero Burning Policy both signed by the Managing Director dated 1/3/2019 are displayed visibly at the site office and various posters and signage regarding open burning, illegal dumping, hunting and riparian reserves are located on site.</li> <li><b>Random chats with workers revealed low levels of understanding of environmental management needs.(OFI)</b></li> <li><b>Training program is available but yet to be implemented (OFI)</b></li> </ol>
4.5.1.6	Management shall organize regular meetings with employees where their concerns about environmental quality are discussed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	As evidenced in Morning muster reports this is regularly communicated by Manger to workers



<b>Criterion 4.5.2: Efficiency of energy use and use of renewable energy</b>			
4.5.2.1	Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within an appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity and energy efficiency in the operations over the base period.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Records of fuel consumption for 2018 and estimate for 2019 of fuel are available as shown in MSPO File 5, 5.2 Noted and verified compliance
4.5.2.2	The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Records of fuel consumption for 2018 and estimate for 2019 of fuel are available as shown in MSPO File 5, 5.2. Norma Sumber do not use services of contractors
4.5.2.3	The use of renewable energy should be applied where possible.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Usage of Solar Energy for workers quarters had been studied and could be implemented (feedback from Estate Manager).
<b>Criterion 4.5.3: Waste management and disposal</b>			
4.5.3.1	Waste products and sources of pollution shall be identified and documented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed in File 5, 5.3 NSSB-MSPO-SOP-005 and NSSB/WI/ENV/05. Document on waste & pollution management
4.5.3.2	A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:		
A	Identifying and monitoring sources of waste and pollution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Identified and managed based on Environmental Plan 2019 in MSPO File 5, NSSB/MSPO – 5.1
B.	Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Pruned palm fronds used as ground cover and allowed to decompose naturally.
4.5.3.3	The management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Established as viewed SOP for 'Pengurusan Bahan Buangan Terjadual,' NSSB-MSPO,SOP-005 IN MSPO FILE 5, 5.2
4.5.3.4	Empty pesticide containers shall be punctured and disposed in an environmentally and socially responsible way, such that there is no risk of contamination of water sources or to	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	No used empty containers observed as all containers are collected and taken off site by the suppliers for recycling.

	human health. The disposal instructions on manufacturer's labels should be adhered to. Reference should be made to the national programme on recycling of used HDPE pesticide containers.		
4.5.3.5	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<ol style="list-style-type: none"> <li>Domestic waste collected daily and sent to collection center for collection 3 times a week by the local council.</li> <li>Waste segregation for recycling is practiced</li> </ol>
<b>Criterion 4.5.4: Reduction of pollution and emission</b>			
4.5.4.1	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid wastes and effluent.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Contained in Safety, Health and Environmental Work Instruction –Waste Control/Waste Identification ref NSSB/WI/EN/005 in MSPO File 5
4.5.4.2	An action plan to reduce identified significant pollutants and emissions shall be established and implemented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<ol style="list-style-type: none"> <li>Identified and managed based on Environmental Plan 2019 in MSPO File 5, NSSB/MSPO – 5.1</li> <li>Viewed SOP for 'Pengurusan Bahan Buangan Terjadual,' NSSB-MSPO,SOP-005 IN MSPO FILE 5, 5.2</li> <li>Viewed Zero Burning Policy ref. NSSB/MSPO-P-010 signed by Managing Director dated 1/3/2019 and found to be in order.</li> </ol>
<b>Criterion 4.5.5: Natural water resources</b>			
4.5.5.1.	The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> OFI	
A	Assessment of water usage and sources of supply.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>Water is mainly sourced from government supply supplemented by rainwater to outlying camps 1 and 2. Management of outgoing water is documented in MSPO File 5,</p> <ol style="list-style-type: none"> <li>Safety, Health and Environmental Work Instruction – Water Quality Control ref NSSB/WI/ENV/03 in MSPO File 5</li> <li>Rain Water Management Programme (Water Supply) 2019</li> </ol>
B	Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate's current activities.	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> OFI	Water Quality Management is identified and managed based on Environmental Plan 2019 in MSPO File 5, NSSB/MSPO – 5.1.
C	Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Rain water harvesting is practiced as outlined in Rain Water Management Programme (Water Supply) 2019 in MSPO File 5, 5.4 which include maintenance of distribution piping.

	to reduce leakage, collection of rainwater, etc.).		
D	Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along natural waterways within the estate.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Noted and verified signages for riparian buffer zones are on site. Riparian Buffer zone management plan and implementation schedule for restoration is documented
E	Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Observed and verified during site Audit natural vegetation in riparian zone is undisturbed
F	Where bore well is being use for water supply, the level of the ground water table should be measured at least annually.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	No evidence of bore well being dug up during plantation site audit
4.5.5.2	No construction of bunds, weirs and dams across main rivers or waterways passing through an estate.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Stage 2 Field Audit verified and confirm there is no construction of bunds, weirs and dams across main rivers or waterways passing through the plantation.
4.5.5.3	Water harvesting practices should be implemented (e.g. water from road-side drains can be directed and stored in conservation terraces and various natural receptacles).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Rain water harvesting is practiced as outlined in Rain Water Management Programme (Water Supply) 2019 in MSPO File 5, 5.4 which include maintenance of distribution piping.
<b>Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value area</b>			
4.5.6.1.	Information shall be collated that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors). This information should cover:		
A	Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	The estate is bordered by adjoining titled and NCR land, either cultivated with palm oil or rubber or degraded secondary forest with seven (7) longhouses in the surrounding area. No sightings of listed RTE species have been reported apart from monitor lizards, fresh water turtles, snakes and common birds. However, posters of Rare, Threatened and Endangered species are displayed on site as are signs prohibiting hunting and fishing.
B	Conservation status (e.g. The International Union on Conservation of Nature and Natural Resources (IUCN) status on legal protection, population status and habitat requirements of rare, threatened, or endangered species), that could be significantly affected by the grower(s) activities.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	No sightings of listed RTE species have been reported in the area. However, posters of Rare, Threatened and Endangered species are displayed on site as are signs prohibiting hunting and fishing.
4.5.6.2.	If rare, threatened or endangered		

	species, or high biodiversity value, are present, appropriate measures for management planning and operations should include:		
A	Ensuring that any legal requirements relating to the protection of the species are met.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Posters of Rare, Threatened and Endangered species are displayed on site as are signs prohibiting hunting and fishing. In addition to that, workers staying on site are prohibited from rearing caged birds, whether threatened or not.
B	Discouraging any illegal or inappropriate hunting, fishing or collecting activities and developing responsible measures to resolve human-wildlife conflicts.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Signboards prohibiting hunting and fishing are prominently displayed at strategic locations on site.
4.5.6.3	A management plan to comply with Indicator 1 shall be established and effectively implemented, if required.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	A management plan is deemed unnecessary as the estate is bordered by adjoining titled and NCR land, either cultivated with palm oil and rubber or degraded secondary forest with seven (7) longhouses in the surrounding area and no sightings of listed RTE species have been reported in the area and thus not considered to have high biodiversity value.
<b>Criterion 4.5.7: Zero burning practices</b>			
4.5.7.1	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting shall be avoided except in specific situations, as identified in regional best practice.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Viewed Zero Burning Policy ref NSSB/MSPO-P010 signed by the Managing Director on 1/3/2019 disallowing any open burning including burning of domestic waste.
4.5.7.2	A special approval from the relevant authorities shall be sought in areas where the previous crop is highly diseased and where there is a significant risk of disease spread or continuation into the next crop.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	To be complied with as prescribed in the event of occurrence.
4.5.7.3	Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities) (Open Burning) Order 2003 or other applicable laws.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	To be complied with as prescribed in the event of occurrence.
4.5.7.4	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	This is not applicable as there are no replanting activities.

<b>Principle 6:</b>	<b>Best Practices</b>
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Criterion 4.6.1: Site management			
Indicator	Requirement	Compliance	Findings

Indicator	Requirement	Compliance	Findings
4.6.1.1	Standard operating procedures shall be appropriately documented and consistently implemented and monitored.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>The following SOP with ref: NSSB/MSPO/SOP/001 dated 02 05 19 were documented:</p> <ul style="list-style-type: none"> <li>Traceability</li> <li>Trunk weeding</li> <li>Soil sampling</li> <li>Selective weeding – chemical</li> <li>Road maintenance</li> <li>Rat control</li> <li>Integrated pest management</li> <li>General maintenance</li> <li>Manuring</li> <li>FFB harvesting &amp; delivery</li> <li>Drainage</li> <li>Disease control</li> <li>Census</li> </ul> <p>Each SOP had documented monitoring &amp; review period &amp; record keeping logbook.</p>
4.6.1.2	Where oil palm is grown within permitted levels on sloping land, appropriate soil conservation measures shall be implemented to prevent both soil erosion as well as siltation of drains and waterways. Measures shall be put in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>Norma Sumber estate is largely situated on peat low lying soil with highest elevation at 12 meters above sea level.</p> <p>NS drainage system to prevent contamination of surface and ground water through runoff by:</p> <ul style="list-style-type: none"> <li>Planting cover crops</li> <li>Promote growth of natural vegetation along drainage system</li> <li>Where water flow is of higher volume wood piles are stacked to reduce erosion especially during heavy rain.</li> </ul>
4.6.1.3	A visual identification or reference system shall be established for each field.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<p><b>Installation of block markers had just started during site audit. NS management plan is to complete installation by October 2019.</b></p>

Criterion 4.6.2: Economic and financial viability plan			
Indicator	Requirement	Compliance	Findings

4.6.2.1	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>NS Business Management Plan is documented vide NSSB/MSPO-6.2 dated 01 04 19. Contents of the plan include:</p> <ul style="list-style-type: none"> <li>Staffing mix</li> <li>FFB records/projection</li> <li>Financial performance (past 2 years/2 years projection)</li> <li>OPEX/CAPEX</li> <li>Profit &amp; Loss account</li> </ul> <p>Demonstrate compliance to requirements</p>
4.6.2.2	Where applicable, an annual replanting programme shall be established. Long	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>No replanting program being planned as the oldest palm trees is only 8 years and the</p>



	term replanting programme should be established and review annually, where applicable every 3-5 years.	<input type="checkbox"/> OFI	youngest 3 years.																					
4.6.2.3	The business or management plan may contain:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI																						
A	Attention to quality of planting materials and FFB.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	NS planted species are Calix 600 & Golden Hope 500. These are recommended species to NS for its type of soil which is mainly peat & loamy sand. Based on harvesting record the biggest FFB bunch weigh more than 30 kg. Verified during Field Audits/Harvesting that records are correct.																					
B	Crop projection: site yield potential, age profile, FFB yield trends.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	All these information are verified as contents in the Business Plan. Projection for 2019/2020 <table border="1" data-bbox="944 763 1442 1010"> <tr> <td>Items</td> <td>2019</td> <td>2020</td> </tr> <tr> <td>Yields</td> <td>25mt/ha</td> <td></td> </tr> <tr> <td>Age profile</td> <td>3 to 8 yrs</td> <td>4-9 yrs</td> </tr> <tr> <td>FFB production</td> <td>8138mt</td> <td>8789mt</td> </tr> <tr> <td></td> <td>2017</td> <td>2018</td> </tr> <tr> <td>FFB Production</td> <td>3784mt</td> <td>6097mt</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>	Items	2019	2020	Yields	25mt/ha		Age profile	3 to 8 yrs	4-9 yrs	FFB production	8138mt	8789mt		2017	2018	FFB Production	3784mt	6097mt			
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FFB production	8138mt	8789mt																						
	2017	2018																						
FFB Production	3784mt	6097mt																						
C	Cost of production: cost per ton of FFB.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Projection for cost per ton of FFB; as noted in the business plan <table border="1" data-bbox="944 1084 1370 1261"> <tr> <td>Item</td> <td>2019/2020 (rm)</td> </tr> <tr> <td>Harvesting</td> <td>46.00</td> </tr> <tr> <td>Loading</td> <td>8.00</td> </tr> <tr> <td>Transport etc.</td> <td>30.00</td> </tr> <tr> <td>Total</td> <td>84.00</td> </tr> </table>	Item	2019/2020 (rm)	Harvesting	46.00	Loading	8.00	Transport etc.	30.00	Total	84.00											
Item	2019/2020 (rm)																							
Harvesting	46.00																							
Loading	8.00																							
Transport etc.	30.00																							
Total	84.00																							
D	Price forecast	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Price forecast for FFB 2019/2020; noted in the business plan to be RM301.77 per mt																					
E	Financial indicators: cost benefit, discounted cash flow, return on investment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	All these are contents of the Budget/Financial projection/Profit & Loss Account. Forecast Profit/loss (before HQ cost) <ul style="list-style-type: none"> <li>• 2019: RM695,244</li> <li>• 2020: RM833,071</li> </ul>																					
4.6.2.4	The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	NS Directors & Shareholders meet Quarterly in a year to review company performance. Estate Management meeting is held at least once a month to discuss site management plan implementation. Monthly meeting records (Feb, Mar, April, May) verify NS estate staff meet monthly																					
<b>Criterion 4.6.3: Transparent and fair price dealing</b>																								
4.6.3.1	Pricing mechanisms for the products and other services shall be documented and effectively implemented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	NS documented the pricing mechanism vide NS/EM/04/19 dated 04 04 19. Service rates are paid as follows (all rates in RM): <ul style="list-style-type: none"> <li>• <a href="#">Harvesting@46.00/mt</a></li> </ul>																					





			<ul style="list-style-type: none"> <li>• <a href="#">Membaja@0.06/palm</a></li> <li>• Frond <a href="#">pruning@0.40/per</a> tree</li> <li>• weed <a href="#">spraying@25.00/per</a> Ha</li> <li>• loading from field to <a href="#">Ramp@8.00</a> per mt</li> <li>• driving earth <a href="#">excavator@12.00/hour</a></li> </ul>
4.6.3.2	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>For external contractor services NS doc ref NSSB/MSPO-6.4 dated 08 03 19 is used.</p> <p>Terms &amp; conditions viewed and verified to be fair, legal and transparent dealings.</p> <p>Noted that MSPO compliance conditions are included in the Contract documents</p>
<b>Criterion 4.6.4: Contractor</b>			
4.6.4.1	Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	<p>Norma Sumber does not engage services of Contractors for any of their plantation site management activities (harvesting, transporting FFB, manuring etc.)</p> <p>Contractor services only acquired for construction of buildings &amp; weighbridge.</p> <p>NS management conduct MSPO guidelines, safety &amp; health briefing to contractor before commencement of work and inspect compliance during construction period</p>
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Not applicable
4.6.4.3	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Not applicable
4.6.4.4	The management shall be responsible for the observance of the control points applicable to the tasks performed by the contractor, by checking and signing the assessment of the contractor for each task and season contracted.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> OFI	Not applicable as no contractors are hired by NSSB

**Principle 7:****Development of New Planting**

This principle is not applicable as there is no development of new planting by Norma Sumber Sdn Bhd.



**7.3 SUMMARY OF FINDINGS**

Principle 1:		Management Commitment and Responsibility	
Criterion 4.1.2: Internal audit		1	
Indicator	Requirement	Compliance	Findings
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	IA was conducted on 04 03 19 on preparedness and compliance of NS for MSPO Certification under MS2530-3:2013. Results were documented; root cause of NC identified; CAR summary was documented on 06 03 19.  <b>However, CAR (corrective action report) was not raised to close out the findings although it was noted in the summary actions had been taken on various dates.</b>

Principle 2:		Transparency	
Criterion 4.2.2: Transparency method of communication and consultation		2	
4.2.2.1	Procedures shall be established for consultation and communication with the relevant stakeholders.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	The flow chart for consultation and communication is viewed in the file NSSB-MSPO-SOP-002 dated 02/05/2019. Viewed also flow chart for complaints and grievances management procedures for internal and external stakeholders found in the file Ref. NSSB-MSPO-OSH-FC-001-19.  <b>The flow chart doesn't explain much of the procedure and also it should indicate that it was approved by the management.</b>
Criterion 4.2.3: Traceability		3	
4.2.3.1	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s).	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	The flow chart of the traceability procedure in the file Ref. NSSB-MSPO-SOP-001 was established on 02/05/2019.  <b>The traceability procedures should be explained in more detail. The flow chart should also indicate that it has been approved and signed by the top management.</b>

Principle 3:		Compliance to Legal Requirements	
Indicator	Requirement	Compliance	Findings
Criterion 4.3.2: Land use rights		4	
4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<b>NS had commenced boundary marking only recently.</b> <b>Belian Perimeter boundary markers are in the process of being put in position. (OFI) and process is to be completed within 3 months (based on NS management feedback)</b>

Principle 4:		Social Responsibility, Health, Safety and Employment Condition	
Indicator	Requirement	Compliance	Findings
Criterion 4.4.2: Complaints and grievances		5	
4.4.2.1	A system for dealing with complaints and grievances shall be established and documented.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<b>Well documented flow chart of addressing internal and external stakeholders' complaints and grievances can be viewed in the file NSSB-MSPO-OSH-FC-001-19. The procedure did not indicate that it was approved, signed and dated by the top management.</b>

Principle 5:		Environment, natural resources, biodiversity and ecosystem services	
Indicator	Requirement	Compliance	Findings
Criterion 4.5.1: Environmental management plan		6	
4.5.1.5	An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<p>4. The Environmental Policy and Zero Burning Policy both signed by the Managing Director dated 1/3/2019 are displayed visibly at the site office and various posters and signage regarding open burning, illegal dumping, hunting and riparian reserves are located on site.</p> <p>5. <b>Random chats with workers revealed low levels of understanding of environmental management needs.</b></p> <p>6. <b>Training program is available but yet to be implemented</b></p>

Principle 6:		Best Practices	
Indicator	Requirement	Compliance	Findings
Criterion 4.6.1: Site management		7	
4.6.1.3	A visual identification or reference system shall be established for each field.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<b>Installation of block markers had just started during site audit. NS management plan is to complete installation by October 2019.</b>

7.4 CONCLUSION BY LEAD AUDITOR; 12 06 2019: [end day of Stage 2 Assessment]		
No of "NO":	Non-Conformance	Nil
No of "OFI":	Opportunity for Improvement	7


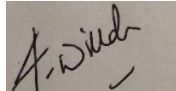
#### Report Summary & Recommendations

Norma Sumber Sdn Bhd preparation for Certification improved tremendously from Stage 1 to Stage 2. This is especially evident during the field audits whereby interviews were held with stakeholders. Staff and stakeholders interviewed during Stage 2 were noted to have better understanding of MSPO principles and requirements.

Overall, although NSSB had opted to get certified under MSPO MS2530-3:2013 only recently, their investment & commitment to achieve compliance to all Principles & criteria is commendable. NSSB

had demonstrated that it had generally satisfied the requirement of certification under this MSPO Standards.

It is therefore recommended that subject to closure of all OFI and approval of the Final Audit Report, Norma Sumber Sdn Bhd be certified under MSPO MS2530-3:2013.

<b>Lead Auditor:</b>	<b>Acknowledged by Auditee</b>	<b>Name</b>	<b>Job Title</b>
Wilfred S Landong	Norma Sumber Sdn Bhd	Wong Ling Tung	Director
<b>Signature/Date:</b>	<b>Signature/Date:</b>		
 20 06 2019	 20 06 2019		

## 7.5 CORRECTIVE ACTION REPORTS [CAR]

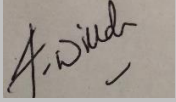
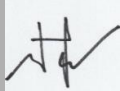
The following Corrective Action Reports were raised on 20 06 19

### 1. CORRECTIVE ACTION REPORT (NC/OFI)

<b>No. 1 of 7</b>		<b>Date: 20 06 2019</b>	
<b>1 FINDINGS</b>	<b>To be completed by Lead Auditor</b>		
Standards	MSPO MS2530-3:2013	Reference	NS/AU/ST2/06/19
<b>Principle 1:</b>		<b>Management Commitment and Responsibility</b>	
<b>Criterion 4.1.2: Internal audit</b>			
<b>Indicator</b>	<b>Requirement</b>	<b>Compliance</b>	<b>Findings</b>
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<b>However, CAR (corrective action report) was not raised to close out the findings although it was noted in the summary actions had been taken on various dates.</b>
<b>2 CLASSIFICATION</b>	<b>To be completed by Lead Auditor</b>		
Major Non-conformity	<input type="checkbox"/>	Minor-nonconformity	<input type="checkbox"/>
		Opportunity for Improvement (OFI)	<input checked="" type="checkbox"/>
Type of follow up	<input checked="" type="checkbox"/> Document review (off-site audit and may be charged) <input type="checkbox"/> On site audit (effort required will be charged)		
Date	20 06 2019	Remarks: (if any)	
<b>3 CONFIRMATION</b>	<b>To be completed by Company</b>		
Finding + classification is correct		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Comments: (if any)			
<b>4 ROOT CAUSE(S) of NC / OFI</b>	<b>To be completed by Company</b>		
Remarks: CAR is not issued and printed out			
<b>5 CORRECTIVE ACTIONS TAKEN</b>	<b>To be completed by Company</b>		

Remarks:

CAR raised and closed on 24 07 2019. CAR submitted and enclosed.

Date	20 08 2019	Name/Job of Management Rep	Wong Ling Tung Director	Signature:	
<b>6</b>	<b>CLOSURE of NC / OFI</b>		<b>To be completed by Lead Auditor</b>		
Remarks / Evidence: Viewed and noted CAR documented & closed out.					
Corrective Actions taken to close this NC or OFI has been implemented and found acceptable					
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
				Confirmed by: Wilfred S Landong Lead Auditor	 Date: 25 08 19

**2. CORRECTIVE ACTION REPORT (NC/OFI)**

No.	2 of 7		Date:	20 06 2019
<b>1</b>	<b>FINDINGS</b>		<b>To be completed by Lead Auditor</b>	
Standards	MSPO MS2530-3:2013	Reference	NS/AU/ST2/06/19	
<b>Principle 2:</b>		<b>Transparency</b>		
<b>Criterion 4.2.2: Transparency method of communication and consultation</b>				
4.2.2.1	Procedures shall be established for consultation and communication with the relevant stakeholders.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	The flow chart for consultation and communication is viewed in the file NSSB-MSPO-SOP-002 dated 02/05/2019. Viewed also flow chart for complaints and grievances management procedures for internal and external stakeholders found in the file Ref. NSSB-MSPO-OSH-FC-001-19. <b>The flow chart doesn't explain much of the procedure and also it should indicate that it was approved by the management.</b>	
<b>2</b>	<b>CLASSIFICATION</b>		<b>To be completed by Lead Auditor</b>	
Major Non-conformity	<input type="checkbox"/>	Minor-nonconformity	<input type="checkbox"/>	Opportunity for Improvement (OFI) <input checked="" type="checkbox"/>
Type of follow up	<input checked="" type="checkbox"/> Document review (off-site audit and may be charged) <input type="checkbox"/> On site audit (effort required will be charged)			
Date	20 06 2019	Remarks: (if any)		
<b>3</b>	<b>CONFIRMATION</b>		<b>To be completed by Company</b>	
Finding + classification is correct	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Comments: (if any)	

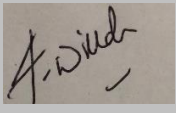
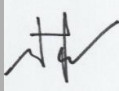


<b>4</b>	<b>ROOT CAUSE(S) of NC / OFI</b>			<b>To be completed by Company</b>	
Remarks: Not aware the flowchart is incomplete.					
<b>5</b>	<b>CORRECTIVE ACTIONS TAKEN</b>			<b>To be completed by Company</b>	
Remarks: Flow chart revised and signed by MD [approval]					
Date	20 08 2019	Name/Job of Management Rep	Wong Ling Tung Director	Signature: 	
<b>6</b>	<b>CLOSURE of NC / OFI</b>			<b>To be completed by Lead Auditor</b>	
Remarks / Evidence: Viewed and verified revised flowchart. Action taken is confirmed to be in compliance.					
Corrective Actions taken to close this NC or OFI has been implemented and found acceptable					
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
			Confirmed by: Wilfred S Landong Lead Auditor		Date: 25 08 19

**3. CORRECTIVE ACTION REPORT (NC/OFI)**

<b>No. 3 of 7</b>			<b>Date: 20 06 2019</b>		
<b>1</b>	<b>FINDINGS</b>			<b>To be completed by Lead Auditor</b>	
Standards	MSPO MS2530-3:2013	Reference	NS/AU/ST2/06/19		
<b>Criterion 4.2.3: Traceability</b>			<b>Principle 2</b>		
4.2.3.1	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s).	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	The flow chart of the traceability procedure in the file Ref. NSSB-MSPO-SOP-001 was established on 02/05/2019. <b>The traceability procedures should be explained in more detail. The flow chart should also indicate that it has been approved and signed by the top management.</b>		
<b>2</b>	<b>CLASSIFICATION</b>			<b>To be completed by Lead Auditor</b>	
Major Non-conformity	<input type="checkbox"/>	Minor-nonconformity	<input type="checkbox"/>	Opportunity for Improvement (OFI)	<input checked="" type="checkbox"/>
Type of follow up	<input checked="" type="checkbox"/> Document review (off-site audit and may be charged) <input type="checkbox"/> On site audit (effort required will be charged)				
Date	20 06 2019	Remarks: (if any)			
<b>3</b>	<b>CONFIRMATION</b>			<b>To be completed by Company</b>	
Finding + classification is correct <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Comments: (if any)					



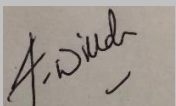
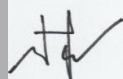
<b>4</b>	<b>ROOT CAUSE(S) of NC / OFI</b>			<b>To be completed by Company</b>	
Remarks: Not aware the flowchart is incomplete.					
<b>5</b>	<b>CORRECTIVE ACTIONS TAKEN</b>			<b>To be completed by Company</b>	
Remarks: Traceability procedures & flowchart was revised & enclosed with this submission. Duly approved by MD.					
Date	20 08 2019	Name/Job of Management Rep	Wong Ling Tung Director	Signature: 	
<b>6</b>	<b>CLOSURE of NC / OFI</b>			<b>To be completed by Lead Auditor</b>	
Remarks / Evidence: Noted and verified evidence submitted; confirmed the revision is in compliance					
Corrective Actions taken to close this NC or OFI has been implemented and found acceptable					
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
			Confirmed by: Wilfred S Landong Lead Auditor		Date: 25 08 19

**4. CORRECTIVE ACTION REPORT (NC/OFI)**

<b>No. 4 of 7</b>			<b>Date: 20 06 2019</b>		
<b>1</b>	<b>FINDINGS</b>			<b>To be completed by Lead Auditor</b>	
Standards	MSPO MS2530-3:2013	Reference	NS/AU/ST2/06/19		
<b>Principle 3:</b>			<b>Compliance to Legal Requirements</b>		
<b>Indicator</b>	<b>Requirement</b>	<b>Compliance</b>	<b>Findings</b>		
<b>Criterion 4.3.2: Land use rights</b>					
4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<b>NS had commenced boundary marking only recently.</b> <b>Belian Perimeter boundary markers are in the process of being put in position. (OFI) and process is to be completed within 3 months (based on NS management feedback)</b>		
<b>2</b>	<b>CLASSIFICATION</b>			<b>To be completed by Lead Auditor</b>	
Major Non-conformity	<input type="checkbox"/>	Minor-nonconformity	<input type="checkbox"/>	Opportunity for Improvement (OFI)	<input checked="" type="checkbox"/>
Type of follow up	<input checked="" type="checkbox"/> Document review (off-site audit and may be charged) <input type="checkbox"/> On site audit (effort required will be charged)				
Date	20 06 2019	Remarks: (if any)			
<b>3</b>	<b>CONFIRMATION</b>			<b>To be completed by Company</b>	
Finding + classification is correct <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Comments: (if any)					





<b>4</b>	<b>ROOT CAUSE(S) of NC / OFI</b>			<b>To be completed by Company</b>	
Remarks: The boundary had just completed perimeter survey.					
<b>5</b>	<b>CORRECTIVE ACTIONS TAKEN</b>			<b>To be completed by Company</b>	
Remarks: Installation of boundary markers is 50% completed. Target to be 100% completed by year end. Photos & Evidence submitted with this submission					
Date	20 08 2019	Name/Job of Management Rep	Wong Ling Tung Director	Signature: 	
<b>6</b>	<b>CLOSURE of NC / OFI</b>			<b>To be completed by Lead Auditor</b>	
Remarks / Evidence: Evidence all verified, noted, received. All action on closures taken					
Corrective Actions taken to close this NC or OFI has been implemented and found acceptable					
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
			Confirmed by: Wilfred S Landong Lead Auditor		Date: 25 08 2019

**5. CORRECTIVE ACTION REPORT (NC/OFI)**

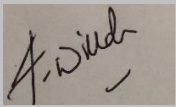
No. <b>5</b> of 7			Date: 20 06 2019		
<b>1</b>	<b>FINDINGS</b>			<b>To be completed by Lead Auditor</b>	
Standards	MSPO MS2530-3:2013	Reference	NS/AU/ST2/06/19		
<b>Principle 4:</b>		<b>Social Responsibility, Health, Safety and Employment Condition</b>			
<b>Indicator</b>	<b>Requirement</b>	<b>Compliance</b>	<b>Findings</b>		
<b>Criterion 4.4.2: Complaints and grievances</b>					
4.4.2.1	A system for dealing with complaints and grievances shall be established and documented.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	Well documented flow chart of addressing internal and external stakeholders' complaints and grievances can be viewed in the file NSSB-MSPO-OSH-FC-001-19. <b>The procedure did not indicate that it was approved, signed and dated by the top management.</b>		
<b>2</b>	<b>CLASSIFICATION</b>			<b>To be completed by Lead Auditor</b>	
Major Non-conformity	<input type="checkbox"/>	Minor-nonconformity	<input type="checkbox"/>	Opportunity for Improvement (OFI)	<input checked="" type="checkbox"/>
Type of follow up	<input checked="" type="checkbox"/> Document review (off-site audit and may be charged) <input type="checkbox"/> On site audit (effort required will be charged)				
Date	20 06 2019	Remarks: (if any)			
<b>3</b>	<b>CONFIRMATION</b>			<b>To be completed by Company</b>	



Finding + classification is correct  Yes  No  
 Comments: (if any)

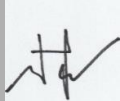
<b>4</b>	<b>ROOT CAUSE(S) of NC / OFI</b>	<b>To be completed by Company</b>
Remarks: Endorsement of top management overlooked.		

<b>5</b>	<b>CORRECTIVE ACTIONS TAKEN</b>	<b>To be completed by Company</b>
Remarks: Documents have been signed and approved by MD		

Date	20 08 2019	Name/Job of Management Rep	Wong Hua Ting Managing Director	Signature: 
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<b>6</b>	<b>CLOSURE of NC / OFI</b>	<b>To be completed by Lead Auditor</b>
Remarks / Evidence: Received, noted & verified the signed & approved documents. Requirements meet and in compliance		
Corrective Actions taken to close this NC or OFI has been implemented and found acceptable		

Yes  No

	Confirmed by: Wilfred S Landong Lead Auditor	 Date: 25 08 19
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**6. CORRECTIVE ACTION REPORT (NC/OFI)**

No.	6 of 7	Date: 20 06 2019
<b>1</b>	<b>FINDINGS</b>	<b>To be completed by Lead Auditor</b>
Standards	MSPO MS2530-3:2013	Reference NS/AU/ST2/06/19

**Principle 5: Environment, natural resources, biodiversity and ecosystem services**

**Criterion 4.5.1: Environmental management plan**

Indicator	Requirement	Compliance	Findings
4.5.1.5	An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	1. The Environmental Policy and Zero Burning Policy both signed by the Managing Director dated 1/3/2019 are displayed visibly at the site office and various posters and signage regarding open burning, illegal dumping, hunting and riparian reserves are located on site.  2. <b>Random chats with workers revealed low levels of understanding of environmental management needs.</b>  3. <b>Training program is available but yet to be implemented</b>

<b>2</b>	<b>CLASSIFICATION</b>	<b>To be completed by Lead Auditor</b>
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Major Non-conformity	<input type="checkbox"/>	Minor-nonconformity	<input type="checkbox"/>	Opportunity for Improvement (OFI)	<input checked="" type="checkbox"/>
Type of follow up	<input checked="" type="checkbox"/> Document review (off-site audit and may be charged) <input type="checkbox"/> On site audit (effort required will be charged)				
Date	20 06 2019	Remarks: (if any)			
<b>3</b>	<b>CONFIRMATION</b>			<b>To be completed by Company</b>	
Finding + classification is correct <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Comments: (if any)					

<b>4</b>	<b>ROOT CAUSE(S) of NC / OFI</b>			<b>To be completed by Company</b>	
Remarks: 1. Plantation workers are slow to understand MSPO 2. Plantation staff too occupied with field work					

<b>5</b>	<b>CORRECTIVE ACTIONS TAKEN</b>			<b>To be completed by Company</b>	
Remarks: 1. 2 briefing by Consultants were conducted with workers in July 2. 3 Training programs were conducted with staffs in July Evidence and photos enclosed with this submission					

Date	20 08 2019	Name/Job of Management Rep	Wong Ling Tung Director	Signature:	
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<b>6</b>	<b>CLOSURE of NC / OFI</b>			<b>To be completed by Lead Auditor</b>	
Remarks / Evidence: Evidence all verified, noted, received. All action on closures taken Corrective Actions taken to close this NC or OFI has been implemented and found acceptable					
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
			Confirmed by: Wilfred S Landong Lead Auditor		Date: 25 08 19

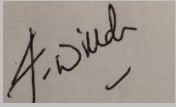
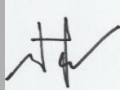
**7. CORRECTIVE ACTION REPORT (NC/OFI)**

No.	7 of 7	Date:	20 06 2019	
<b>1</b>	<b>FINDINGS</b>			<b>To be completed by Lead Auditor</b>
Standards	MSPO MS2530-3:2013	Reference	NS/AU/ST2/06/19	

<b>Principle 6:</b>		<b>Best Practices</b>		
<b>Criterion 4.6.1: Site management</b>				
Indicator	Requirement	Compliance	Findings	
4.6.1.3	A visual identification or reference system shall be established for each field.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<b>Installation of block markers had just started during site audit. NS management plan is to complete installation by October 2019.</b>	

<b>2</b>	<b>CLASSIFICATION</b>			<b>To be completed by Lead Auditor</b>	
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Major Non-conformity	<input type="checkbox"/>	Minor-nonconformity	<input type="checkbox"/>	Opportunity for Improvement (OFI)	<input checked="" type="checkbox"/>
Type of follow up	<input checked="" type="checkbox"/> Document review (off-site audit and may be charged) <input type="checkbox"/> On site audit (effort required will be charged)				
Date	20 06 2019	Remarks: (if any)			
<b>3</b>	<b>CONFIRMATION</b>			<b>To be completed by Company</b>	
Finding + classification is correct		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
Comments: (if any)					
<b>4</b>	<b>ROOT CAUSE(S) of NC / OFI</b>			<b>To be completed by Company</b>	
Remarks: Not aware of strict requirements					
<b>5</b>	<b>CORRECTIVE ACTIONS TAKEN</b>			<b>To be completed by Company</b>	
Remarks: 70% of block markers had been installed and should be completed by October. Photos enclosed with this submission as evidence.					
Date	20 08 2019	Name/Job of Management Rep	Wong Ling Tung Director	Signature: 	
<b>6</b>	<b>CLOSURE of NC / OFI</b>			<b>To be completed by Lead Auditor</b>	
Remarks / Evidence: Evidence all verified, noted, received. All action on closures taken					
Corrective Actions taken to close this NC or OFI has been implemented and found acceptable					
<input checked="" type="checkbox"/> Yes		<input type="checkbox"/> No			
			Confirmed by: Wilfred S Landong Lead Auditor		Date: 25 08 2019

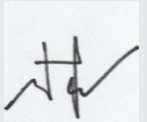
**Note: All Corrective Action Reports above were closed out on 25 08 2019.**

## 8.0. LEAD AUDITOR CONCLUSION & RECOMMENDATION

Based on the Findings/Action taken by Auditee/Closures above, Norma Sumber Sdn Bhd had been able to demonstrate generally its compliance to and with requirements of the MSPO MS2530-3:2013 Standard for Oil Palm Plantations & Organized Smallholders. Therefore, it is recommended that the Initial Certification of Norma Sumber Sdn Bhd be approved.

Signed for & On Behalf of

BQAS Certification (M) Sdn Bhd



Wilfred S Landong

LEAD AUDITOR

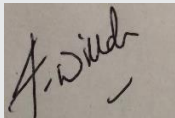
Dated: 02 09 2019

## 9. ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY & CONFIRMATION OF AUDIT FINDINGS

This is to acknowledge and confirm the Audit Visits/Assessments described in this Report and the Acceptance of the Contents and Findings in the said Audit Report.

Signed for & On Behalf of,

Sare Plantation Sdn Bhd



Wong Ling Tung

DIRECTOR

Dated: 07 09 2019

## 10. CERTIFICATION RECOMMENDATION / DECISION [CERTIFIER]

I/the undersigned, being the Certifier, confirm that I have examined thoroughly all contents of the Report in its' entirety, including the incorporation of Peer Review comments/report and other related reports [where applicable and relevant].

I confirm that, to the best of my knowledge the information and conclusions included in this report have been prepared in compliance with the Standards requirements; and done in good faith and that the certification decision had been based upon this information.

I, hereby confirm that, Norma Sumber Sdn Bhd be certified and awarded the Certificate under the Standard MSPO2530-3:2013 [Part 3: Standard for Oil Palm Plantations & Organized Smallholders]



CERTIFIER

DOUGLAS ALAU

Dated: 25 09 2019

11. DATE OF 1<sup>ST</sup> YEAR SURVEILLANCE AUDIT

SEPTEMBER, 2020



NATURAL  
VEGETATION.pdf



MAP.xlsx



LOCALITY.pdf



TOPOGRAPHY.pdf