

MSPO SURVEILLANCE CERTIFICATION SUMMARY REPORT [YEAR 02] 2020



SALCRA

SARATOK PALM OIL MILL SDN BHD

Nanga Melupa, Saratok, Sri Aman, Sarawak



BQAS Certification [M] Sdn Bhd

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Accreditation No: ACB MSPO CB15



CERTIFIED ENTITY	SALCRA – SARATOK PALM OIL MILL SDN BHD	
MSPO Standards	<input type="checkbox"/> MS2530-3:2013 General Principles for Palm Oil Plantations & Organized Smallholders	
MSPO Standards	<input checked="" type="checkbox"/> MS2530-4:2013 General Principles for Palm Oil Mills	
Type of Certification:	<input checked="" type="checkbox"/> Individual	<input type="checkbox"/> Group
Project Ref No:	BQ/SSAPOM/SVA2/07/2020	
MSPO Certificate No:	BQAS P4 023-6 0420	
MSPO Certificate Validity:	30 04 2018 – 29 04 2023	
HQ Office Address:	Wisma SALCRA, No 1, Lot 2220, Block 26, MTL, Jalan Dato Mohd Musa, 94300, Kota Samarahan, Sarawak	
Contact Person / Job Title:	Mdm Patricia Chan	Sustainability Executive
Telephone / Mobile:	082 621 904	016 831 2705
Email / Website:	patriciachan@salcra.gov.my	
Site Address:	Lot 164, Block 15, Awik-Kerian Land District 95400 Saratok	
Contact Person / Job Title:	Mohd. Nur' Aizad Hakeim Abdullah	Mill Manager
Telephone / Mobile:	: 013-452 5890	019-865 6522
Email / Website	sapomill@yahoo.com	
CERTIFICATION BODY	BQAS CERTIFICATION [M] SDN BHD [1179994-X]	
Office Address:	Lot 7823, Sublot 6, 2n Floor, Block A, Kings' Center, Simpang Tiga, 93350, Kuching Sarawak.	
Contact Person / Job Title:	Wilfred S Landong	Managing Director
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EXECUTIVE SUMMARY

SAPOM [Saratok Palm Oil Mill Sdn Bhd] is a subsidiary of SALCRA [Sarawak Land Consolidation Rehabilitation Authority].

This is a Surveillance Certification Report Year 2 [third year of certification] for SAPOM & scope is Individual certification of SAPOM under the Standards MSPO MS2530-4:2013 for Palm Oil Mills. BQAS [BQAS Certification Sdn Bhd] had been selected to conduct this Surveillance Audit taking over from another Certification Body. It is to be noted that this Audit which was scheduled earlier to be conducted in March, 2020 was forcibly delayed due to compliance requirements of COVID 19 MCO [movement control order] enforced by government authorities of Malaysia.

SAPOM is situated at Lot 164, Block 15, Awik-Kerian Land District 95400 Saratok Geo-coordinates N01° 42' 44.99" E111° 25' 35.35"; on 98 hectares land owned by SALCRA and leased to SAPOM.

The assessment method 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.

The following are pertinent information on SAPOM:

No of Employees

MPOB License No / Expiry date

Production Capacity

FFB supply base

Annual Production Quota

Projected volume of FFB processed for 2021

Extraction Ratio

Projected production volume for 2021

Projected pricing for 2020

• **168 employees: all locals**

• No: 5001 3510 4000 / Expiry: 30/10/2020

• 60 (MT) of fresh fruit bunch (FFB) per hour

• Mainly SALCRA owned plantations & other dealers, plantations & smallholders in Saratok, Roban and surrounding areas.

• 240,000 MT

• 254,000 MT

• Oil extraction ratio @ 20.5%

• Kernel extraction ratio @ 4.6%

• Crude Palm Oil @ : 53,340 MT

• Palm Kernel @ 12,700 MT

• CPO @ RM2,153 per MT

• PK @: RM1,928 per MT

The Surveillance Audit was conducted on 07 07 2020 to 08 07 2020; 2 Auditors ; 4 mandays. The purpose of this Audit is to evaluate the implementation, including effectiveness, and continuous compliance to MSPO requirements of SAPOM management systems. Assessments were done at Mill Site Office and Mill proper to assess documentation, mill facilities and mill operations. Information & data were systematically gathered & documented from interviews, observations of process and activities, field audits & review of documentations and records.

There were 2 findings. 1 NC [Non conformance] & 1 OFI [opportunity for improvements] on Criterion 4.6.4.Contractor & 4.5.3 Waste Management and Disposal

During the Audit, dialogues and interviews were conducted with staffs, Mill workers, Local community representatives, contractors & stakeholders 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 on working & business relationship with SAPOM management & staffs and this was found to be positive, cordial & mutually beneficial.

Mill employees are remunerated in compliance with Employment Act & minimum wage regulations; and living & housing conditions in the mill employees housing and facilities are generally above standard requirements of health & safety regulations & the relevant Housing Act. Available amenities in SAPOM include treated water, domestic waste collection & disposal, electricity and telecommunication services.

SAPOM has continuously complied & conformed to MSPO Certification standards, conditions & requirements. Conclusively, the Audit team therefore recommended that SAPOM Certification under MSPO Standards MS2530-4:2013 Part 4 – General Principles for Palm Oil Mills to be continued and maintained.



1.0. INFORMATION: CERTIFICATION ASSESSMENT

1.1.	Type of Certification Assessment	<input checked="" type="checkbox"/>	Annual Surveillance Audit [Year 2]
1.2.	Scope of MSPO Certification	<input checked="" type="checkbox"/>	Sustainable Management of Palm Oil Mill with 60MT/Hour
1.3.	MSPO Standards	<input checked="" type="checkbox"/>	PART 4: MS2530-4:2013
1.4.	Maps and others [Refer Attachments]	<input checked="" type="checkbox"/>	Google Locations
		<input checked="" type="checkbox"/>	Mill Land Map
		<input checked="" type="checkbox"/>	Mill Layout

GROUP [MULTI SITES] CERTIFICATION		Ref No: BQ/SSAPOM/SVA2/07/20	
Standard(s):	<input type="checkbox"/> MS 2530-1	<input type="checkbox"/> MS 2530-2	<input type="checkbox"/> MS 2530-3 <input checked="" type="checkbox"/> MS 2530-4
Other Standard and/or Edition:	MSPO SCCS		

2.0. INFORMATION: CERTIFIED ENTITY

INFORMATION		CERTIFIED ENTITY	
Company Name & Registration No:		SARATOK PALM OIL MILL SDN BHD (SAPOM) / 251441-M	
Main Address:		Wisma SALCRA, No. 1, Lot 2220, Block 26, MTLJ Jalan Datuk Mohd Musa, 94300, Kota Samarahan, Sarawak, Malaysia	
Site Name:		SARATOK PALM OIL MILL SDN BHD (SAPOM)	
Primary Function:		<input type="checkbox"/> Plantation/Organized Smallholders	<input checked="" type="checkbox"/> Mill
Site Address:		Lot 164, Block 15, Awik-Kerian Land District 95400 Saratok	
Management Contact Details			
1.	Name: Mohd. Nur' Aizad Hakeim Abdullah	Job Title: Mill Manager	
	Mobile: 019-865 6522	Tel: 013-452 5890	Email: sapomill@yahoo.com
2.	Name: Risni Duad	Job Title: Mill Engineer	
	Mobile: 013-843 5343	Tel: 000 0000000	Email: sapomill@yahoo.com
Headcount:		Staff: 36	General Workers: 132 Total: 168
MS 2530-4:2013 General Principles for Palm Oil Mills			
MPOB License No: 500135104000		Expiry Date: 31/10/2020	
Scope of Activity:			
1. Menjual & Mengalih FFB, PK, CPO, SPO#			
2. Membeli & Mengalih FFB, PK, CPO, SPO#			
3. Menyimpan PK, CPO, SPO#			
4. Mengilang FFB#			
Production Capacity:		60MT/Hour (240,000 MT of FFB per year)	
OER Extraction Ratio: 20.5%		KER Extraction Ratio: 4.6%	
PK Production Volume(actual) 2020:		PK Production (estimate) 2021:	



3,090 MT (Jan-Jun 2020)	12,700 MT (Jan-Dec 2021)
PK Pricing (actual) 2020: RM1,487/MT	PK Pricing (forecast) 2021: RM1,928/MT
CPO Production Volume(actual) 2020: 13,786.57 MT (Jan-Jun 2020)	CPO Production (estimate) 2021: 53,340 MT (Jan-Dec 2021)
CPO Pricing (actual) 2020: RM2,441/MT	CPO Pricing (forecast) 2021: RM2,153/MT
FFB Volume(actual) 2020: 68,137 MT (Jan-Jun 2020)	FFB Volume (estimate) 2021: 254,00 MT (Jan-Dec 2021)
Main Sources of FFB:	SALCRA estates 31%, Outsider 69%
Land Status: Ownership:	<input checked="" type="checkbox"/> Rented <input type="checkbox"/> Own Land <input type="checkbox"/> Joint Venture
Other Sustainability Certification: MSPO SCCS	Geo-Coordinates: N 01° 44' 10.32" E 111° 21' 10.22"
Validity/Date of Certification:	30 04 2018 – 29 April 2023

3.0. ASSESSMENT 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 from	Interviews – staffs, contractors, local communities, FFB suppliers & other stakeholders <ul style="list-style-type: none"> • Observation of process & activities • Review of documentations & records • Site visits • Field inspections
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Assessment method	Paper <ul style="list-style-type: none"> • Assessing past implementations from records, reports of the management system Practice <ul style="list-style-type: none"> • Assessing current implementation from observing current practices People <ul style="list-style-type: none"> • Assessing future maintenance from interviewing personnel on understanding & assessing competencies.
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Surveillance Audit		Audit Findings Classification	
Term	Meaning	Description	
YES	Compliance	•	Fulfilled 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.



4.0. ASSESSMENT PROCESS

4.1. AUDIT TEAM

Assessment Stage	Name	Role
Surveillance Year 02	Dominic Retan	Lead Auditor
	Robert Tella	Auditor

4.2. AUDIT PLAN

4.2.1. AUDIT OBJECTIVES

Surveillance Audit

- Changes to the certified client and its management system
- Verification continuous management system implementation
- Review of effectiveness of measures arising from the previous audit (if applicable)
- Confirmation of fulfillment of certification requirements
- Enquiries on aspects of certification (Complaints)
- Review of any client's statements with respect to its certified operations (e.g. promotional material, website, use of BQAS logos and marks, use of the certificate)
- Customer specific requirements

4.2.2. ASSESSMENT SITES / PROGRAMS / PARAMETERS

MS2530-4:2013	General Principles for Palm Oil Mills
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4.2.2.1. Assessment Sites

Assessment were performed at:

- Mill Office – documentations & records
- Mill – processes, stores, waste & water management, workshop and related facilities
- Staff facilities – housing, amenities etc.



4.2.2.2. Assessment Program

Date: 07 07 2020 – 08 07 2020

No of Auditors: 2

No of Mandays: 4

- | | |
|-------|---|
| Day 1 | <ul style="list-style-type: none"> • Opening Meeting • Review Certification Audit Report • Documentation Audit / Record Review at Mill Office |
| Day 2 | <ul style="list-style-type: none"> • Mill – facilities inspection (chemical, schedule waste stores, workshop, effluence ponds, grading etc.) • Observation of milling processes, interview Mill workers/Engineers, weighbridge, laboratory etc. • Inspection/observation of staff/workers housing & living conditions, facilities & amenities, interview foreign workers, domestic waste treatment etc. • Stakeholders dialogues/interviews (contractors, FFB suppliers, local community representatives, adjacent landowners) • Closing meeting • Presentation of Audit Checklist / Report |

4.2.2.3. Assessment 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
- 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

5.0. SUMMARY OF ASSESSMENT RESULTS

5.1. KEY FINDINGS

5.1.1. Table of Findings

Principles	P1	P2	P3	P4	P5	P6	Total
No of OFI: Opportunity for Improvement	0	0	0	0	1	0	1
No of NC: Non-Conformance	0	0	0	0	0	1	1
Total	0	0	0	0	1	1	2

5.1.2. Process Area of Findings

Criterion 4.5.3: Waste management and disposal

Indicator	Requirement	Compliance	Findings
4.5.3.3	The palm oil mill 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. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Wastes) Regulations, 2005.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> OFI	<p>Sighted: SAPOM -SOP 403, No. Isu: 01, Tarikh Dikeluarkan: 01-09-09.</p> <p>Currently used chemicals disposed by SAPOM comprised of spent lubricants (SW 305) and used hydraulic oils (SW 306). Record of disposed scheduled waste is maintained in the e-SWIS. Sighted June 2020 for scheduled waste inventory in May 2020</p> <p>Used chemical containers are stored for collection by the chemical supplier.</p> <p>OFI: Consider to deploy spill kit to cater to spillage outside the containment of the scheduled waste store.</p>

Criterion 4.6.4: Contractor

Indicator	Requirement	Compliance	Findings
4.6.4.1	In case of the engagement of contractors, they shall be made to understand the MSPO requirements and shall provide the required documentation and information.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> OFI	<p>Contractor are aware and knowledgeable regarding MSPO and its requirement. Evidence during interview and other records of briefing and communication document. Document sighted and verified.</p> <p>NC: A tanker attendant or driver (a contractor worker) was seen on top of a tanker during CPO loading in inappropriate attire (helmet, T-shirt & shorts with no sight of safety shoes).</p>

**5.1.3.****Surveillance Assessment Overview**

The Audit checklists follows that as prescribed under MSPO MS2530-4:2013 [Part 4]: General Principles for Palm Oil Mills. The following are brief assessment findings under each Principles.

5.1.3.1. Principle 1: Management Commitment & Responsibility

All Criterion in this Principle are in compliance with MSPO requirements

- MSPO Policy is established and maintained; approved by new GM on 01 04 2020; continual improvement is included in the Policy.
- Internal Audit had been conducted annually from 2018 – 2020 and the reports were reviewed by the management team led by the Chairman of the MSPO Steering Committee
- The last Management Review was conducted by the MSPO Steering Committee On 21 11 2019.
- Continuous Improvement Plan are implemented on Productivity, Social conditions and Environmental improvements.

5.1.3.2. Principle 2: Transparency

All Criterion in this Principle are in compliance with MSPO requirements

- General procedures guidelines on Transparency, Traceability, Consultation & Communications are established and maintained
- Officers in Charge are appointed and carrying out their responsibilities
- Lists of stakeholders are maintained and updated
- Traceability system is implemented and maintained
- Records of storage, sales, delivery of CPO: control documents are maintained and updated.

5.1.3.3. Principle 3: Regulatory Requirements

All Criterion in this Principle are in compliance with MSPO requirements

- All operations are observed to be in compliance with all relevant laws and regulations
- Milling activities are confined to land owned by SALCRA; and these activities are observed as not affecting the land use rights of other users.
- There has been no history or record of disputes with local communities and adjacent landowners evidenced during this surveillance audit

5.1.3.4. Principle 4: Social Responsibility, Health, Safety & Employment Conditions

All Criterion in this Principle are in compliance with MSPO requirements

- Recommendations in the SIA report 2018 is observed to be implemented and ongoing
- The system for dealing with complaints and grievance is well established and maintained.
- In contributing to local sustainable development, SAPOM had engaged majority of its headcount from the local communities.
- As regards training and competency SAPOM planned programs are evidenced to have been conducted according to schedules.
- Social benefits given to employees include free housing. Treated water, electricity, incentives annually based on mill profit, subsistence allowance, transport [school bus] apart from the usual compliance to statutory wage requirements.

5.1.3.5. Principle 5: Environment, Natural Resources, Biodiversity & Ecosystem Services

1 OFI is recorded in this principle pertaining to waste management and disposal

- SAPOM Environmental & Sustainability Policy [revised] established and implemented WEF 01 04 2020
- Environmental Improvement Plan dated Sept 2017 continue to be implemented and ongoing
- Training and awareness programs are conducted according to EIP as scheduled
- Waste Management Plan, Water Management Plan & Assessment of all polluting activities are ongoing and implemented according to schedule.
- No open discharge of POME is found during the Audit
- SAPOM is using their own steam turbine system to generate renewable energy


5.1.3.6. Principle 6: Best Practices

1 NC is recorded in this principle pertaining to non compliance on usage of PPE by a contractor staff.


- SOP on Best Practices are established and continue to be consistently implemented and monitored.
- On pricing mechanism, the Marketing & Sales dept of SALCRA HQ is noted to be implementing this effectively
- SAPOM economic & financial viability plan is documented vide Business Management Plan 2020
- Transparent and fair price dealing with Contractor continue to be practiced; documentary evidence sighted and verified during the Audit.

5.2. STAKEHOLDERS' CONSULTATION REPORT

The 4 stakeholders interviewed expressed appreciation for the establishment of SAPOM as it has provided employment and business opportunities for the locals in the surrounding area. The contractor involved in the removal and dumping of EFB was concerned about the thick layer of accumulated EFB hampering the movement of his heavy trucks and looked forward to a solution to expedite effective disposal of the waste. This issue had been brought up to the attention of the mill manager who acknowledged that the providing a solution was in the job scope of the contractor.

5.3.	AUDIT CONCLUSION	
	Summary Statement of Lead Auditor	Signature
	<p>The purpose of this Audit is</p> <ul style="list-style-type: none"> • To evaluate the implementation, including effectiveness, of Saratok Palm Oil Mill management systems • To confirm that Saratok Palm Oil Mill management system fulfil requirements of the MSPO Standards. <p>The Surveillance Audit was undertaken for 4 mandays; work performed include documentation audit, site and facilities audit, mill and milling operations.</p> <p>4 NC reported as findings in the Surveillance Audit Year 1 were verified as closed out. Overall, it is concluded that SAPOM management systems continue to fulfil the requirements of the MSPO Standards MS2530-4:2013.</p> <p>It is the Audit Team opinion that the Certification of SAPOM under the Standards be continued. The findings [OFI] and corrective action report however had to be closed out.</p>	<p>Dominic Retan Giah Date: 08 07 2020</p> 

5.4. ACKNOWLEDGEMENT BY CERTIFIED ENTITY

		Signature: Mill Manager
	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.	 Mohd. Nur' Aizad Hakeim Abdullah Date: 08/07/2020


5.5. CORRECTIVE ACTIONS REPORTS & ACTION TAKEN BY CERTIFIED ENTITY

Corrective Action Reports were raised on 08 07 2020

The Corrective Action Reports were closed out by Lead Auditor on 29 08 2020

6.0. OFFICIAL SIGN OFF

6.1. ASSESSMENT RECOMMENDATION: LEAD AUDITOR

Based on the Findings/Action taken by Auditee/Closures above, SAPOM – Saratok Palm Oil Mill Sdn Bhd had been able to demonstrate generally its continual compliance to and with requirements of the MSPO MS2530-4:2013 Standard for General Principles for Palm Oil Mills. Therefore, it is recommended that the Certification of SAPOM be maintained.	 Dominic Retan Giah 30 08 2020
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6.2. ASSESSMENT REVIEW BY TECHNICAL REVIEWER

<p>I/the undersigned, being the Technical Reviewer, confirm that I have examined thoroughly all contents of the Report in its' entirety.</p> <p>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 Lead Auditor recommendations had been based upon this information.</p> <p>I, hereby confirm that, the Certification of Saratok Palm Oil Mill Sdn Bhd under the Standard MSPO2530-4:2013 under General Principles for Palm Oil Mill be maintained.</p>	 Maxwell Stephen 15 09 2020
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7.0. CONCLUSION

7.1. CERTIFICATION: BQAS MANAGEMENT

In reference to MS 2530-4:2013, BQAS Management hereby approved of:

- Issuance of the certificate.
- Issuance of the certificate as soon as implementation of corrective action(s) has been demonstrated.
- Maintenance of the certificate.
- Maintenance of the certificate as soon as implementation of corrective action has been demonstrated.**

7.2. PLAN FOR NEXT SURVEILLANCE AUDIT

Surveillance Audit Year 02 was delayed due to COVID19 Movement Control Order as enforced by Malaysian government authorities.

Surveillance Audit Year 03 will revert back to be in compliance with BAPOM official date of Certification.

Surveillance Audit Year 03 is scheduled to be by March, 2021

8.0. ATTACHMENTS

Nil

FOOTNOTES

All audit findings are based on a sampling process, targeted towards reliable evidence for effective implementation and compliance of the management system. Where applicable findings and required corrective action were or will be agreed upon with the responsible managers or management representatives, steps have been or will be defined to resolve such non-conformity. Further business aspects may exist, positive or negative, which have not been reviewed by the audit team. It is the organization's responsibility to investigate and evaluate the potential impact and scope of findings, thus continuously ensuring full compliance to the applied standard(s).