



MSPO SURVEILLANCE PUBLIC SUMMARY REPORT [YEAR 01] 2021

NORMA SUMBER SDN BHD [925514-w]

Main Office Address:

No 10, 1st Floor, Jalan Tok Tok, 96100, Sarikei, Sarawak

Site Address:

NCR, Sungai Selidap, Petai, 96100, Sarikei, Sarawak



BQAS Certification [M] Sdn Bhd

Lot 7823, Sublot 6, 2nd Floor, Block A, King Center, Simpang Tiga, 93350, Kuching, Sarawak.

Tel: 082 572 043

Email: bqascertification@gmail.com

Website: www.bqas.com.my

Accreditation No: ACB MSPO CB15



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NORMA SUMBER SDN BHD
[925514-w]

BQAS CERTIFICATION [M] SDN BHD [1179994-X]

Ref No: : BQ/NSSB/SVA01/06/21

Standard: MS 2530-3:2013

Remote Audit

Report Date: 06 09 2021

CERTIFIED ENTITY

MSPO Standards	<input checked="" type="checkbox"/> MS2530-3:2013 General Principles for Palm Oil Plantations & Organized Smallholders	
Type of Certification:	<input checked="" type="checkbox"/> Individual	
Project Ref No:	BQ/NSSB/SVA01/06/21	
MPOB License No:	6032 6110 2000	
MSPO Certificate No:	BQAS 009	
MSPO Certificate Validity:	01 10 2019 to 30 09 2024	
HQ Office Address:	No 10, 1st Floor, Jalan Tok Tok,96100, Sarikei, Sarawak	
Site Address:	NCR, Sungai Selidap, Petai, 96100, Sarikei, Sarawak	
Contact Person / Job Title:	Mr. Wong Ling Tung	Director
Telephone / Mobile:	084 656 608	019 819 3255
Email / Website:	wildanwong@yahoo.co.uk	norma.sumber.sdn.bhd@gmail.com
Contact Person / Job Title:	Mr. Wong Yiik Ping	Estate Manager
Telephone / Mobile:	084 655 088	012 889 7890
Email / Website:	sarikeicity@yahoo.com	norma.sumber.sdn.bhd@gmail.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:	Managing Director	
Telephone / Mobile:	+6 082 572043	
Lead Auditor:	Dominic Retan Giah	
Technical Reviewer:	Maxwell S Landong	

Disclaimer:

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EXECUTIVE SUMMARY

NORMA SUMBER SDN BHD [NSSB] main office is located at **No 10, 1st Floor, Jalan Tok Tok, 96100, Sarikei, Sarawak**. The Plantation site is located at Geo-coordinates **N02°06.10.6' E111°35.11.0'** with its' address at **NCR, Sungai Selidap, Petai, 96100, Sarikei, Sarawak**; approximately 10 kilometers from Sarikei Town.

Established in **December 2010**, the Plantation has a **total certified area of 347.90 hectares** of lowland terrain with peat & sandy loam type soil; **Total planted area 325.54 hectares** and 22.36 hectares is reserved land and riparian zones [mainly peat area]. Plantation lands are owned by shareholders/Directors of Norma Sumber Sdn Bhd.

This is a **Surveillance [Remote] Audit [Year 1]**, 2nd year of certification to assess performance & maintenance of the management system & continued certification of **NSSB** under the Standard MSPO2530-3:2013 General Principles for Plantations & Organized Smallholders & scope is **Individual Certification**.

This Audit which was scheduled earlier to be conducted onsite in October 2020 was forcibly delayed a few times due to compliance requirements of COVID 19 MCO [movement control order] enforced by government authorities of Sarawak & Malaysia. Additionally, the plantation also had undergone a period of inactivity of operations in compliance to requirements of the authorities. Remote Audits options were assessed since; however, then it was rated as **high risk**; hence, the plan was shelved.

Upon various and continued communications between CB and **NSSB**, and further reassessment, the planned Onsite Audit was changed to Remote Audit to ensure regulatory compliances to national COVID 19 Pandemic MCO [movement control order] and regulations enforced by the SDMC [Sarawak Disaster Management Committee].

Guidance documents for this Remote Audit is MPOCC Version 3 Updated Circular [22 March 2021]

Guidance on remote audits due to Covid 19 Pandemic Restrictions.

Risk Assessment was conducted and it was determined prior to conducting the audit that **NSSB** is categorized as **low to medium risk entity** and qualify to be audited remotely.

ICT tools and audit medias in use during this Audit include zoom meetings, google drive for uploading documents, emails, whatsapp chat group for Auditors & Auditees [clients] personnel, postings of realtime photographs evidence and other relevant virtual communication tools etc.

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.



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The following are pertinent information on **NSSB**:

No of Employees	<ul style="list-style-type: none">14 employees:
MPOB License No / Expiry date	<ul style="list-style-type: none">No: 6032 6110 2000; Expiry: 30 09 2021
Date of Establishment	<ul style="list-style-type: none">December 2010
Certified Area	<ul style="list-style-type: none">347.90 hectares
FFB Actual Production Volume 2020	<ul style="list-style-type: none">8,997.83 MT
FFB Estimated Production Volume 2021	<ul style="list-style-type: none">9,200.00 MT

The Surveillance Audit was conducted on 23 - 25 06 2021; 1 Auditor; 3 mandays.

The purpose of this Audit is to evaluate the implementation, including effectiveness, and continuous compliance to MSPO requirements of **NSSB** management systems.

Assessments were done on management system documentation & compliance, estates facilities and palm oil production activities & operations. Information & data were systematically gathered & documented from online interviews, realtime photos as evidence & review of documentations and records.

There were 6 [six] findings in this Surveillance Audit; 1 Minor NC [non-conformance] and 5 OFI [opportunity for improvements]; under Criterion 4.4.4: Employees' safety and health, Criterion 4.5.3: Waste management and disposal & Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value area. Corrective Action reports on these findings are raised on 26 06 2021 and closed out on 15 08 2021.

In this Audit, the Auditors also determined that actions to be taken on findings in initial certification audit had been implemented satisfactorily and in compliance with requirements of the Standards.

Estate employees are remunerated in compliance with Employment Act & minimum wage regulations; and living & housing conditions in the staff housing and facilities continue to comply with standard requirements of health & safety regulations & the relevant Housing Act.

Available amenities in **NSSB** include treated water, electricity, telecommunication services and waste disposal services.

NSSB management systems has complied & conformed to MSPO Certification standards, conditions & requirements.

Conclusively, the Lead Auditor therefore recommended that **NSSB** certification under MSPO Standards MS2530-3:2013 Part 3 – General Principles for Oil Palm Plantations & Organized Smallholders to be continued and maintained.



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1.0. INFORMATION: CERTIFICATION ASSESSMENT

1.1.	Type of Certification Assessment	<input type="checkbox"/>	Initial Certification / Main Audit
		<input checked="" type="checkbox"/>	Annual Surveillance Audit [Year 1]
		<input type="checkbox"/>	Re-certification Audit
1.2.	Scope of MSPO Certification	<input checked="" type="checkbox"/>	Production of Sustainable Fresh fruit Bunch from:
			Total Planted Areas Total Certified Areas
	NORMA SUMBER SDN BHD		325.54 hectares 347.90 hectares
1.3.	MSPO Standards	<input checked="" type="checkbox"/>	PART 3: MS2530-3:2013

2.0. INFORMATION: CERTIFIED ENTITY

Company Name & Reg No:	Norma Sumber Sdn Bhd (Company No. 925514-W)		
Main Address:	No. 10, Jalan Tok Tok, 96100 Sarikei, Sarawak		
Site Name:	NCR, Sg Selidap, Petai, 96100 Sarikei, Sarawak		
Primary Function:	<input checked="" type="checkbox"/> Plantation/Organized Smallholders		
Site Address:	NCR, Sg Selidap, Petai, 96100 Sarikei, Sarawak		
Management Contact Details			

1.	Name: Mr. Wong Ling Tung	Job Title: Director	
	Mobile: 019-819 3255	Tel: 084 656 608	Email: wildanwong@yahoo.co.uk
2.	Name: Mr Wong Yiik Ping	Job Title: Estate Manager	
	Mobile: 012 889 7890	Tel: 084 656 608	Email: norma.sumber.sdn.bhd@gmail.com
Headcount:	Local: 7	General Workers: 7	Total: 14

MS 2530-3:2013 General Principles for Plantations & Organized Smallholders

MPOB License No: 603261102000	Expiry Date: 30/09/2021
Scope of Activity: 1. Menjual dan mengalih FFB	
Date of Establishment: 2010	Geo-Coordinates: N02°06.10.6' E111°35.11.0'
Certified Area: 347.90 ha	Planted Area: 325.54 ha
FFB Production (actual) 2020: 8,997.83 MT	FFB Production (estimate) 2021: 9,200.00 MT
Sources of FFB: Own estate	Main FFB purchaser: TBS Oil Mill
No of Planting Blocks: 70	No of Palm trees: 52,767
Palm Species: Sime Darby, Golden Hope	Age Range of Palm Trees: 4 – 9 years
Topography: sandy loam / peat	Soil Type: Mineral and some peat
Land Status: Ownership:	<input type="checkbox"/> Rented <input checked="" type="checkbox"/> Own Land <input type="checkbox"/> Joint Venture
Validity/Date of Certification:	01 10 2019 to 30 09 2024



3.0. ASSESSMENT METHODOLOGY

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

Information gathering Data collection	<ul style="list-style-type: none"> ICT tools and audit medias in use during this Audit include zoom meetings, google drive for uploading documents, emails, whatsapp chat group for Auditors & Auditees [clients] personnel, postings of realtime photographs evidence and other relevant virtual communication tools etc.
Assessment method	<p>Paper</p> <ul style="list-style-type: none"> Assessing past implementations from records, reports of the management system <p>Practice</p> <ul style="list-style-type: none"> Assessing current implementation from evidence collection on current practices <p>People</p> <ul style="list-style-type: none"> Assessing future maintenance from interviewing online the auditee personnel on understanding & assessing competencies.

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.



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4.0. ASSESSMENT PROCESS

The assessment process was preceded by/with **Risk Assessment of the certified entity** to determine that the Audited Entity qualify to be audited vide **Remote Audit**. BQAS had assessed that surveillance audit 01 of **NORMA SUMBER SDN BHD** is classified as **low to medium risk**.

4.1. AUDIT TEAM

Assessment Year	Name	Role
Surveillance Year 01	Dominic Retan Giah	Lead Auditor

4.2. AUDIT PLAN

4.2.1. AUDIT OBJECTIVES

Surveillance Audit Year 01

- Changes to the certified client and its management system
- Verification of 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 (promotional material, website, use of BQAS logos and marks, use of the certificate)
- Customer specific requirements

4.2.2. ASSESSMENT SITES / PROGRAMS / PARAMETERS

MS2530-3:2013 | General Principles for Plantations & Organized Smallholders

4.2.2.1. Assessment Sites

Remote Assessments were performed on:

- Documentations & records
- Estate – field sites / activities
- Estate – processes, stores, waste & water management, workshop and related facilities



- Staff facilities – housing, amenities etc.

4.2.2.2. Assessment Program

Date: 23 - 25 06 21

No of Auditors: 1

No of Mandays: 3

- | | |
|-------|--|
| Day 1 | <ul style="list-style-type: none">• Opening Meeting• Review Certification Audit Report Year 01• Documentation Audit / Record Review |
| Day 2 | <ul style="list-style-type: none">• Estates – facilities review (chemical, schedule waste stores, workshop, etc.)• FFB evacuation process |
| Day 3 | <ul style="list-style-type: none">• Assessment/review of staff/workers housing & living conditions, facilities & amenities, domestic waste treatment etc.• Documentation Audit continued• 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



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5.0. SUMMARY OF ASSESSMENT RESULTS

5.1. KEY FINDINGS

Table:

Principles	P1	P2	P3	P4	P5	P6	Total
No of NC: Major	0	0	0	0	0	0	0
No of NC: Minor	0	0	0		1	0	1
No of OFI: Opportunity for Improvement	0	0	0	4	1	0	5
Total	0	0	0	4	2	0	6

Finding No 1

Criterion 4.4.2: 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 type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>Although the NSSB Grievance Redressal Procedure provides a time frame to react to a complaint or grievance, it does not mention the retention period to keep such records.</p> <p>OFI: Consider to improve on the procedure by including a clause on the retention of records of complaints and grievances.</p>
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Finding No 2

Criterion 4.4.4: Employees safety and health

4.4.2.5	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>Although the NSSB Grievance Redressal Procedure provides a time frame to react to a complaint or grievance, it does not mention the retention period to keep such records.</p> <p>OFI: Consider to improve on the procedure by including a clause on the retention of records of complaints and grievances.</p>
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Finding No 3

Criterion 4.4.4: Employees safety and health

A.	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 Labeling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	Sighted: NSSB Chemical Spraying procedure prepared in Malay. The procedure outlines the steps a sprayer must observe: <ul style="list-style-type: none"> • Preparation of safety attire (gloves, apron, rubber boots, mask & goggles) for work • Inspection before commencing work (check weather, equipment in serviceable order, correct labelling of containers, mixing station) • During operation (break for snack at work, wind direction, washing of exposed skin and hands before snacks) • After work (storage of unspent chemicals, washing up of equipment, shower immediately after work) • Cautions against: eating, drinking or smoking while at work, horse play, wastage of chemicals, improper containers) OFI: this procedure maybe further enhanced by inserting a clause on triple rinsing to conserve wash water containing residual chemicals in the containers.
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Finding No 4

Criterion 4.4.4: Employees safety and health

A.	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.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	NSSB conducted its last safety committee meeting on 01/02/2020 attended by 5 staff and chaired by the estate manager. Among the items discussed was Review of HIRARC in which the safety record was
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Records from such meetings are kept and the concerns of the employees and any remedial actions taken are recorded		<p>alluded to, there being no alteration in work activities.</p> <p>No meeting has been held since due to the pandemic. Any safety & health legal matters were attended to by immediate rectification after discussion with management. Such matters were on replenishing the first aid kits and on inspection of the fire extinguishers.</p> <p>OFI:</p> <p>Consider to mention:</p> <ul style="list-style-type: none"> the accident record for the current year to date and the present quarter and provide a tentative date for the next meeting.
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Finding No 5

Criterion 4.5.3: Waste management and disposal

A	Identifying and monitoring sources of waste and pollution	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>OFI: Consider to review the waste management plan to accommodate identifying, handling and disposal of other waste types (apart from Scheduled Waste) such as those mentioned in the Environmental Aspects and Impacts Assessment,</p>
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Finding No 6

Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value area

A	Identifying and monitoring sources of waste and pollution	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>OFI: Consider to review the waste management plan to accommodate identifying, handling and disposal of other waste types (apart from Scheduled Waste) such as those mentioned in the Environmental Aspects and Impacts Assessment,</p>
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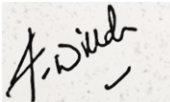
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5.2. AUDIT CONCLUSION

	Summary Statement of Lead Auditor	Signature
	<p>The purpose of this Remote Surveillance Audit is to evaluate the implementation, including effectiveness, of NORMA SUMBER SDN BHD Oil Palm management systems [OPMS] and that the requirement of the Standards MS2530-3:2013 is fulfilled.</p> <p>There are 6 findings; 1 NC [non-conformance] Minor and 5 OFI [opportunity for improvement] in this Audit.</p> <p>Overall NSSB had continuously maintained and conformed to the requirements of the Standards MS2530-3:2013. It is recommended that the Certification of NSSB under the standard be maintained.</p>	 Dominic Retan Giah Date: 26 06 2021

5.3. ACKNOWLEDGEMENT BY CERTIFIED ENTITY

Acknowledgement by Auditee	Signature
<p>This is to acknowledge and confirm the Surveillance Remote Audit [SVA01] Assessments described in this Report and the Acceptance of the Contents and Findings in the said Audit Report.</p>	 Mr Wong Ling Tung Director 27 06 2021

5.4. CORRECTIVE ACTION REPORTS & CLOSURE

There were 6 [six] findings in this Surveillance Audit. CAR was raised and the finding was closed out by the Lead Auditor on 15 08 2021



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6.0. OFFICIAL SIGN OFF

6.1. ASSESSMENT RECOMMENDATION BY LEAD AUDITOR

Based on the Findings/Action taken by Auditee/Closures above, **NORMA SUMBER SDN BHD** had been able to demonstrate and improved on its continual compliance to and with requirements of the MSPO MS2530-3:2013 Standard: General Principles for Plantations & Organized Smallholders.

Therefore, it is recommendation of the Audit team that the Certification of **NORMA SUMBER SDN BHD** under MSPO MS2530-3:2013 Standard be maintained.

Dominic Retan Giah
Date: 30 08 2021

6.2. ASSESSMENT REVIEW BY TECHNICAL REVIEWER

STATEMENT & CONFIRMATION

I/the undersigned, being the Technical Reviewer, confirm that I have examined thoroughly all contents of the Report in its' entirety.
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. I, hereby confirm that, **NORMA SUMBER SDN BHD** Certification under the Standard MS2530-3:2013 be maintained.

Signed:

Maxwell S Landong
03 09 2021

7.0. CONCLUSION

7.1. CERTIFICATION: BQAS MANAGEMENT

In reference to MS 2530-3:2013, the 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.



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7.2. PLAN FOR NEXT SURVEILLANCE AUDIT

SVA 02 – tentatively to be in APRIL, 2022.

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).