



MSPO CERTIFICATION SCHEME DOCUMENT

MALAYSIAN SUSTAINABLE PALM OIL
CERTIFICATION SCHEME

Malaysian Palm Oil Certification Council

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ACRONYMS

AB	Accreditation Body
ACB	Accredited Certification Body
BSCI	Business Social Compliance Initiative
CB	Certification Body (Applicant OR Non-Accredited status)
DRC	Dispute Resolution Committee
DSM	Department of Standards Malaysia
FELCRA	Federal Land Consolidation and Rehabilitation Authority, Malaysia
FELDA	Federal Land Development Authority, Malaysia
FFB	Fresh Fruit Bunch
GHG	Green House Gas
HCV	High Conservation Value
HQ	Head Quarter OR Office
IAF	International Accreditation Forum
IAF MD	International Accreditation Forum – Mandatory Document
ICS	Internal Control System
ICT	Information and Communication Technology
ISO/IEC	International Organisation for Standardisation/ International Electrotechnical Commission
KESEDAR	South Kelantan Development Authority, Malaysia
MB	Mass Balance
MPIC	Ministry of Plantation Industries and Commodities
MPOB	Malaysian Palm Oil Board
MPOCC	Malaysian Palm Oil Certification Council
MS	Malaysian Standard
MSPO	Malaysian Sustainable Palm Oil
MU	Management Unit
NC	Non-Conformity
NGO	Non-Government Organisation
OFI	Opportunity For Improvement
PKEINPK	Perak Islamic Economic Development Corporation
RISDA	Rubber Industry Smallholders Development Authority, Malaysia
SALCRA	Sarawak Land Consolidation and Rehabilitation Authority, Malaysia
SG	Segregation
SLDB	Sabah Land Development Board, Malaysia
SMETA	Sedex Members Ethical Trade Audit
SPOC	Sustainable Palm Oil Cluster

Definitions of terms used in this document are listed below

Accreditation Body (AB)	The organisation that undertakes the accreditation of Certification Bodies.
Accredited Certification Body (ACB)	Certification Body that has obtained accreditation by the Accreditation Body to undertake the MSPO certification assessment and issues a certificate.
Applicant Certification Body (CB)	Certification Body that has submitted application for MSPO Certification Scheme accreditation with Accreditation Body.
Audit	A systematic, independent, and documented process for obtaining objective evidence and evaluating it objectively to determine the conformity with the requirements of a standard and other normative document by a management unit.
Certificate	Document issued under the rules of a certification system, indicating that adequate confidence is provided that a duly identified product, process or service is in conformity with a specific standard and other normative document. MSPO certificate of conformance validity will be 5 years which subject to annual surveillance audits.
Conflict of interest	Situation in which a party has an actual or perceived interest that gives, or could have the appearance of giving, that party an incentive for personal, organisational, or professional gain, such that the party's interest could conflict, or be perceived to conflict with, the conduct of an impartial and objective certification process.
Correction	Action to eliminate a detected nonconformity.
Corrective action	Action to eliminate the cause of a nonconformity and to prevent recurrence.
Group certification	Group certification is defined as a group of smallholders or plantation owners coming together for certification under a group manager who manages the Internal Control System (ICS).
Group manager	Can be an individual OR organisation who is formally appointed and responsible for the overall certification management of the group members.
Independent smallholder	Independent smallholders are individual farmers who own or lease less than 40.46 hectares of an oil palm smallholding and manage the smallholding themselves. Independent smallholders or lessees may employ workers to carry out daily work at their smallholdings.
Initial certification audit	Initial systematic, documented process for obtaining records, statements of fact or other relevant information and assessing them objectively to determine the extent to which MSPO requirements are fulfilled. Initial certification audit is completed in two stages: Stage 1 and Stage 2. Stage 1 audit is to determine an organisation's readiness for their Stage 2 certification audit.
Integrity audit	An audit conducted by the scheme owner or its appointed technical expert to monitor the ACBs MSPO Certification audit activities based on random sampling or risk-based assessment.
Internal Control System (ICS)	Internal Control System is a method to define the operating structure, decision making and responsibilities within the group which also includes the policies and procedures for the implementation of the MSPO Certification requirements.

Management unit	Unit of certification (individual or group).
Multisite certification	<p>A certification option for a group of sites that has a legal or contractual link with a defined Central Office, which manages the Internal Control System (ICS). Such sites must include a minimum of two (2) participating sites and may consist of refineries, kernel crushers, or processing facilities, etc. that are administered by an ICS (central office).</p> <p>Multisite operators are not groups. Groups are made up of separately owned or managed sites that have joined for the benefits of working with others. Because of this difference it is necessary to have different rules for group and multisite certification.</p>
Non-mandatory MSPO standards	Refers to MSPO standards other than MS2530 series (e.g. MS2571:2022 Chain of Custody of Oil Palm Biomass, etc.)
Organised smallholder	Organised smallholders are individual farmers who own, or lease less than 40.46 hectares of an oil palm smallholding and the holdings managed by government agencies such as FELDA, FELCRA, RISDA, SALCRA, SLDB, PKEINPK, LKTS, KESEDAR and other organisations.
Plantation	The land containing oil palm and associated land uses such as infrastructure (e.g., roads), riparian zones and conservation set asides (40.46 hectares and above).
Processing facilities	Processing facilities are such as refineries, kernel crushers, biodiesel plants, product manufacturers using oil palm-based products as ingredient, etc.
Remote audit	Auditing process by which ACBs gather information without the need to be physically present (off-site).
Re-certification audit	A re-certification audit occurs every five (5) years from when the original certification audit cycle is completed.
Satellite office	Satellite office refers to a small or branch office to represent a group management office to fulfil the certification requirements of group certification rules.
Special audit	An audit conducted by the scheme owner, or its appointed technical expert based on instructions of the MPOCC Board of Trustees or the Dispute Resolution Committee. Special audits are usually conducted to verify complaints, grievances, issues, or news articles against the applicable MSPO standard and scheme document requirement.
Sub-district	Sub-district is a subdivision of a district which in Peninsular Malaysia it is known as 'Mukim', whereas in Sabah and Sarawak, a sub-district is known as 'Bahagian' or 'Daerah Kecil'.
Surveillance audits	Annual systematic repetition of conformity assessment activities as a basis for maintaining the validity of MSPO certification. Four (4) annual surveillance audits to be undertaken within one (1) certificate cycle.

1. MSPO INSTITUTIONAL ARRANGEMENT

1.1 INTRODUCTION OF MPOCC

- 1.1.1 The Malaysian Sustainable Palm Oil (MSPO) Certification Scheme is a Malaysian developed sustainability certification scheme and is operated by the Malaysian Palm Oil Certification Council (MPOCC), hereinafter known as the “scheme owner”. MPOCC is an independent organisation which was established in December 2014 as a company limited by guarantee registered under the companies Act 1965.
- 1.1.2 MPOCC’s objectives are:
- a) To establish and operate the MSPO certification scheme.
 - b) To engage with relevant stakeholders i.e., non-governmental organisations, institutions of higher learning, trade associations, accreditation body and accredited certification bodies.
 - c) To establish a mechanism for the certification of entities complying with the requirements of auditable sustainability standards.
- 1.1.3 This document sets out the key components, requirements, and implementation arrangement of the MSPO Certification Scheme.
- 1.1.4 In the event of requirements of this document contradict with the ISO/IEC 17021-1 Conformity Assessment - requirements for bodies providing audit and certification of management systems; ISO/IEC 17065 Conformity Assessment – requirements for bodies certifying products, processes, and services, and/or any other normative reference documents, the MSPO scheme document requirements shall always prevail.

1.2 MPOCC BACKGROUND

- 1.2.1 MPOCC was established following a decision by the Cabinet to establish a palm oil sustainability certification scheme to assist in ensuring continual practices of sustainable management in the palm oil industry, as well as to meet the market demand for certified sustainable palm oil products from Malaysia and provide the assurance that MSPO certification is implemented independently.
- 1.2.2 The Board of Trustees, comprising the Chairman and 12 members, decides the overall policy and direction in carrying out MPOCC’s activities. The members are representatives from the palm oil industry, non-governmental organisations, academic and research and development institutions, smallholder’s organisations, and governmental agencies. The structure and link between the Board of Trustees, Management Team and Dispute Resolution Committee is shown in Figure 1.

- 1.2.3 The Dispute Resolution Committee (DRC) is an independent committee established by the Board of Trustees to deal with disputes which are submitted to MPOCC for investigation and resolution.

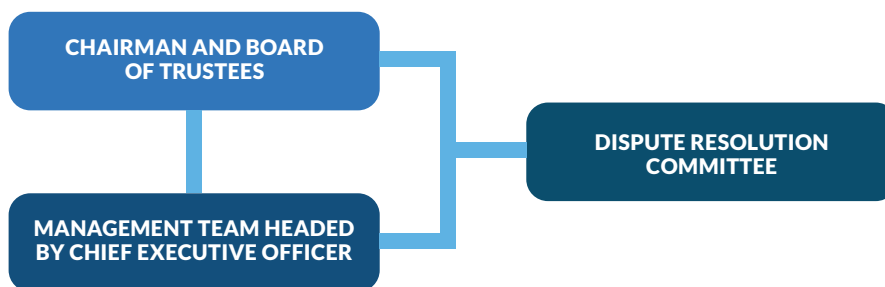


Figure 1: Structure and link between Board of Trustees, Management Team and Dispute Resolution Committee

1.3 INSTITUTIONAL ARRANGEMENT OF THE MSPO CERTIFICATION SCHEME

- 1.3.1 The institutional arrangement of the MSPO Certification Scheme is shown in Figure 2. MPOCC is the scheme owner and is overall responsible for the development and operation of the MSPO Certification Scheme. The Department of Standards Malaysia (Standards Malaysia) and other IAF member Accreditation Bodies recognised by the scheme owner accredits qualified companies or organisations as Accredited Certification Bodies (ACBs) under the MSPO Certification Scheme.

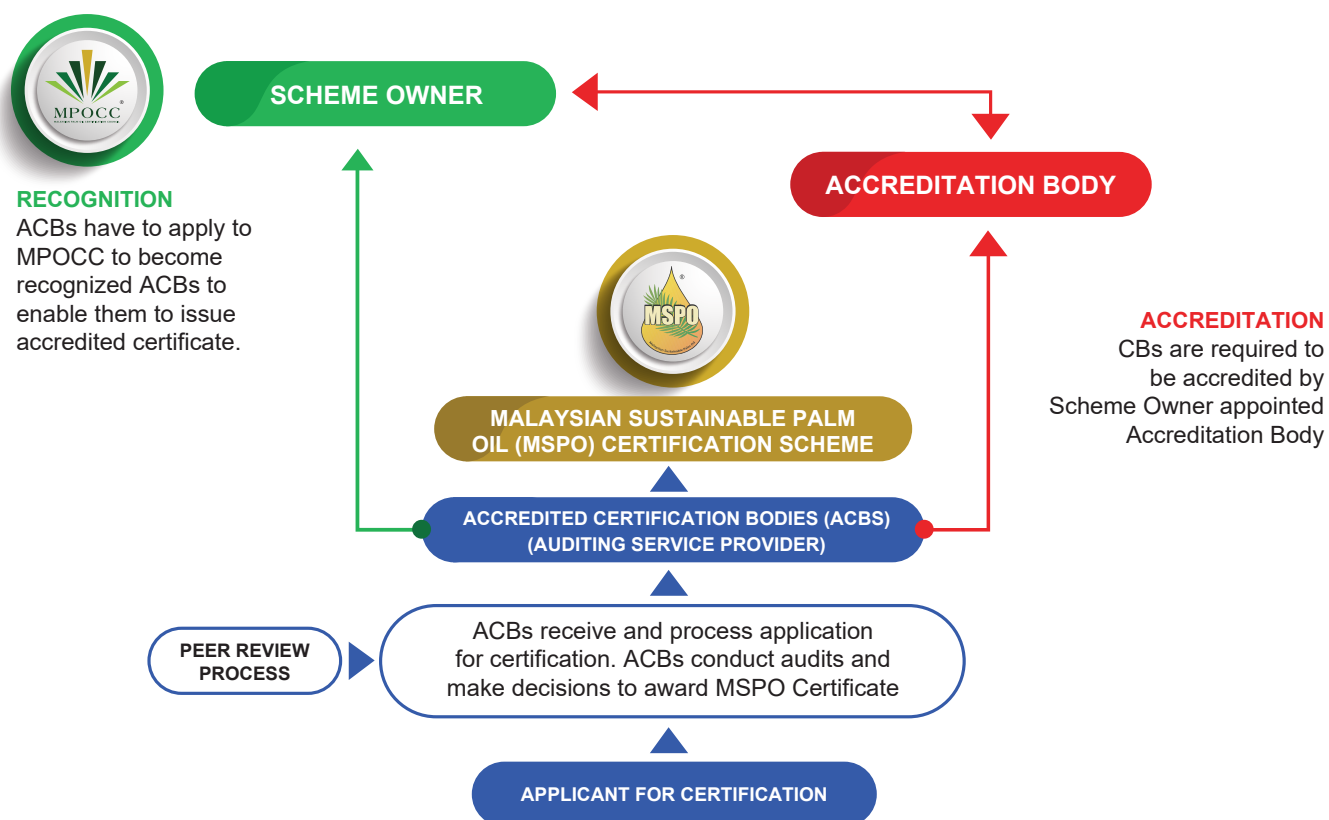


Figure 2: Institutional Arrangement of the MSPO Certification Scheme

1.3.2 Scheme Owner

As the MSPO Certification scheme owner, MPOCC is responsible for the following:

a) Scheme Document Development and Review

- i. Provides secretarial support to the Interest Group and Command Committee on Scheme document which is tasked to:
 - develop and review Scheme document under the MSPO Certification Scheme.
 - convene expert panels and working groups to provide advisory and technical input into the Scheme document development and review processes, and other scheme requirements.
 - recommend to the MPOCC Board for adoption of MSPO Scheme document for implementation under the MSPO Certification Scheme.

b) Operations of MSPO Certification Scheme

- i. Trains auditors of ACBs and assessors of Accreditation Body, peer reviewers, and any other party involved with MSPO Certification Scheme by MPOCC and/or MPOCC approved external training providers.
- ii. Recognises ACBs to operate under the MSPO Certification Scheme.
- iii. Monitors and reports data on MSPO certification.
- iv. Issues MSPO logo usage licenses to certificate holders and other logo users.
- v. As a secretariat to the Dispute Resolution Committee (DRC) to address complaints and grievances against the MSPO Certification Scheme.
- vi. Provides clarification where conflicting interpretations arise within ACBs, AB and/or certificate holders on the application of this document and/or MSPO standards.
- vii. Provides clarifications, approvals, amendments, waiver, and/or instructions to ACBs on any ad-hoc matters via circulars.

c) Promotion of MSPO Certification Scheme

- i. To conduct training and briefing sessions on the MSPO Certification Scheme and MSPO Standards to relevant stakeholders to facilitate the uptake of MSPO certification.
- ii. To participate in local and international exhibitions, fairs, missions, OR technical visits.
- iii. To engage with local and international stakeholders through various means intended for MSPO market development or transformation.

1.4 MONITORING OF ACCREDITED CERTIFICATION BODIES

- a) Scheme owner may conduct witness audit on the ACBs on regular basis which includes witnessing during accreditation audit and during routine ACBs' scheduled audits (i.e: Initial, Surveillance or Re-certification) of their clients.
- b) Integrity audit
 - i. Scheme owner shall have the right to conduct an integrity audit to monitor the ACBs' MSPO Certification audit activities based on random sampling or risk-based assessment.
 - ii. The integrity audits are conducted by scheme owner's representative(s) or its appointed technical expert(s).
 - iii. Integrity audit shall be carried out at the ACBs' clients' premises (on-site audit). The results of the integrity audit are then compared with the ACBs' audit summary report.
 - iv. The integrity audit is a full audit of the management unit(s) facilities and documentations which covers all the applicable MSPO standard and scheme document requirements.
 - v. ACBs' representatives shall be present during the integrity audit as observer.
 - vi. The integrity audit results will be shared with the management unit and the ACB which require acknowledgement from the recipients.
 - vii. Any potential negative result may lead to suspension or withdrawal (de-list) of the ACBs Recognition Agreement.
 - viii. The result also shall be forwarded to the respective AB for further action on the accreditation related decisions.

NOTE:

Refer to MSPO Certification Scheme Integrity Audit Guidelines for more details available in the MPOCC website.

- c) Special Audit
 - i. Scheme owner or its appointed technical expert shall have the right to conduct a special audit based on instructions of the MPOCC Board of Trustees or the Dispute Resolution Committee. Special audits are usually conducted to verify complaints, grievances, issues, or news articles against the applicable MSPO standard and scheme document requirement.
 - ii. Special audits shall be carried out at the ACBs' offices and/or their clients' premises (on-site audit).
 - iii. Special audits shall focus on the specific issue or element highlighted by the instructor against the applicable MSPO standard and scheme document requirements.
 - iv. The result may be forwarded to the respective ACB, AB and with the instructor for further action on the certification and/or accreditation related decisions (if required).

1.5 DISPUTE RESOLUTION PROCEDURES

- 1.5.1 In order to deal with disputes which may arise in connection with its role as the scheme owner of the MSPO Certification Scheme, MPOCC has set out the Dispute Resolution Procedures which can be found in the MPOCC website.
- 1.5.2 The procedure governing the scope of disputes handled by the Dispute Resolution Committee and decision-making process. It also includes the Dispute Resolution Committee's roles & responsibilities, terms of engagement, quorum and criteria for selection of members.

1.6 IMPLEMENTATION OF CHANGES TO MSPO CERTIFICATION SCHEME

- 1.6.1 Periodic changes to specific aspects of the MSPO Certification Scheme may be necessary in line with the need for continuous improvement. When such changes are made to the MSPO Certification Scheme, a transition period, not exceeding 18 months, will be allowed for all new certification and re-certification. For certificate issued before the end of the transition period, the changes will have to be implemented by the time of the subsequent audit of the certificate holder.

1.7 RECOGNITION OF ACCREDITED CERTIFICATION BODIES

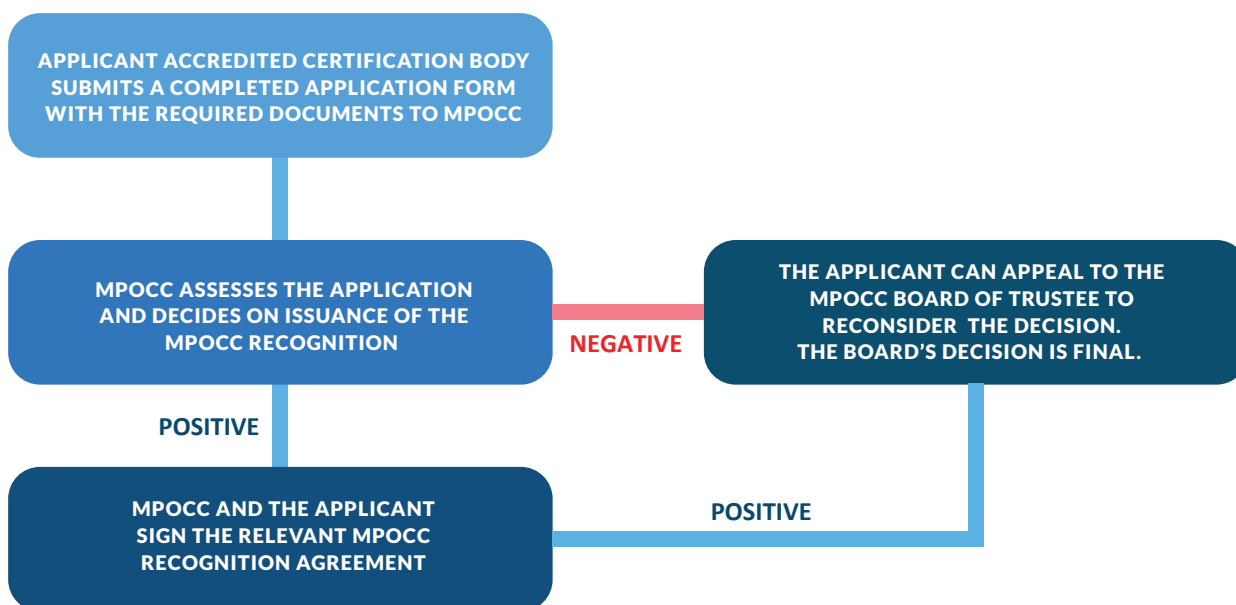
- 1.7.1 Scheme owner shall only endorse certificates issued by accredited CBs within the scope of the CB's accreditation (accredited certification). For this purpose, accredited CBs carrying out certification shall obtain recognition by the scheme owner.
- 1.7.2 ACB shall apply to the scheme owner to obtain the recognition using the application form as shown in Appendix 1.
- 1.7.3 Obligations of Accredited Certification Bodies Recognition:

The accredited certification body applying for recognition for operating under the MSPO Certification Scheme from the scheme owner shall:

- a) Be a legal entity that provides certification services.
- b) As a Malaysian certification body, shall have valid accreditation issued in compliance with ISO/IEC 17021-1 and/or ISO/IEC 17065 of the Standards Malaysia for MSPO Certification and to inform MPOCC about any changes in the accreditation status of the Recognised Certification Body.
- c) The MPOCC Recognised Certification Body must provide, at the beginning of each year and when requested, updated evidence that it meets the requirements of valid accreditation from Standards Malaysia.
- d) Conduct the MSPO Certification audit against the MS 2530:2022 standard series and/or other non-mandatory MSPO standards within the scope of the accreditation.

- e) Fulfil all the MSPO scheme requirements but not limited to:
 - i. MSPO Certification Scheme documents
 - ii. Guidance & Guideline documents
 - iii. Requirements via circulars, emails, memos, or notices
 - iv. ISO/IEC 17021-1 and ISO/IEC 17065
 - v. Related IAF mandatory document
 - vi. Other miscellaneous documents (certificate template, summary audit report template, monthly reporting database, etc)
- f) Provide MPOCC with information on the issuance of a MSPO certificate, as the case may be, to an organisation covered by the MPOCC Recognition and/or inform of any changes to already issued certificates within the range of data as specified by MPOCC.
- g) Respond towards complaints or enquiries to scheme owner within seven (7) working days.
- h) Report on accreditation status and any on-going disputes, investigation on accreditation process with AB.
- i) To provide updated organisation structure as per company register.
- j) Ensure that its client organisation that displays the MSPO Logo has obtained a Logo Usage Licence Agreement with MPOCC for the use of the MSPO Logo.
- k) Agree to be listed on the publicly available MPOCC website [www.mpocc.org.my] with information that will include the certification body's identification data and/or other data as specified by MPOCC.
- l) In the case of a foreign certification body, all the above responsibilities shall be equally applicable with the necessary additional requirements, including but not limited to the requirements of valid accreditation, all of which shall conform to standards and requirements recognised by MPOCC. For avoidance of doubt, the certification body shall provide all such supporting documents for verification by MPOCC as and when needed.

1.7.4 Procedure of Recognition



1.7.5 Validity of Accredited Certification Bodies Recognition

The tenure of Recognition Agreement shall be for a period of five (5) years commencing on the date of the agreement and be renewable for similar durations thereafter subject to review by MPOCC on the performance and good governance of the Certification Body.

1.8 TERMINATION OF ACCREDITED CERTIFICATION BODIES RECOGNITION

1.8.1 Subject to clause 1.8.2 below, MPOCC as well as the MPOCC Recognised Certification Body may terminate the Recognition Agreement with three months' prior notice by a registered letter.

1.8.2 The recognition can be suspended by the scheme owner if the certification body is suspected of violating the Recognition Agreement (including de-list from the MPOCC website). If, after investigation, the suspicion is proven to be founded, the recognition can be cancelled by the scheme owner.

- a) In the case of suspension, the Accredited Certification Body will not be allowed to conduct new certification audits (Stage 1 or Stage 2) and recertification audits until the suspension is lifted. The ACBs shall take necessary corrective action not exceeding 180 days to lift the suspension. Failing which, the agreement will be terminated.
- b) In the case of termination, the Accredited Certification Body will not be allowed to conduct any further audits with immediate effect. The Accredited Certification Body needs to notify its clients and Accreditation Body within 2 working days from the date of termination. All certificates issued by the terminated ACB will remain valid within 6 months from the date the recognition is revoked or the next surveillance audit, whichever comes first.

1.8.3 MPOCC is not obliged to pay compensation for any costs, expenses, loss or other damages due to any temporary suspension or termination by MPOCC.

2. ACCREDITATION REQUIREMENTS

2.1 GENERAL REQUIREMENTS FOR ACCREDITATION BODY

Accreditation Body (AB) is responsible for the following:

- a) Complies with the procedures described in ISO/IEC 17011 Conformity assessment - General requirements for accreditation bodies accrediting conformity assessment bodies and the MSPO Certification Scheme document.
- b) Ensures that the accredited certificates issued to CBs shall bear the accreditation symbol of the AB and information on accreditation, including the accreditation number and name of the AB shall accompany any certificate issued by the accredited CB under the MSPO Certification Scheme.
- c) Monitors the applicant's CB and ACBs to ensure adherence to the requirements of the MSPO Certification Scheme.
- d) Scheduled annual audits shall be carried out by AB in accordance with the ISO/IEC 17011 and AB's procedures to ensure continuous conformity of the ACB to maintain the accreditation status.
- e) Accredits CBs to the requirements of ISO/IEC 17021-1 and/or ISO/IEC 17065 and specifies other requirements for CBs.
- f) Ensures that the auditors of the ACBs meet the requirements of the MSPO Certification Scheme with regard to their knowledge, qualification and experience.
- g) Establishes procedures to deal with complaints and appeals regarding accreditation decision, ACBs certification decision making and performance.
- h) Decides on the accreditation status of a CB including application, approval, suspension, withdrawal or termination as well as expanding and/or reducing the scope of accreditation.

2.2 ACCREDITATION OF CERTIFICATION BODIES

- 2.2.1 Certification Bodies in Malaysia carrying out MSPO certification shall be accredited by Standards Malaysia, which is the National Accreditation Body and a member of the International Accreditation Forum (IAF).
- 2.2.2 International CBs interested to operate MSPO Certification for MS2530 - Part 4.2 & 4.3 and/or other non-mandatory MSPO standards shall be accredited by an accreditation body that is a signatory of the Multilateral Recognition Arrangement (MLA) for product certification of the International Accreditation Forum (IAF). CBs from non-IAF member countries shall be evaluated by third-party assessor appointed by the scheme owner.
- 2.2.3 Scheme owner shall only recognise Certification Bodies accredited by the AB as stated in clause 2.2.1 and 2.2.2. above.

- 2.2.4 Only ACBs will be listed on the scheme owner's website.
- 2.2.5 CBs interested to operate MSPO Certification Scheme shall submit requests to the scheme owner for pre-qualifying review process. Successful CBs will be recommended to AB for accreditation process.
- 2.2.6 As a pre-requirement, the new applicant CBs shall have obtained valid accreditation for ISO 9001 and for either ISO 45001 or ISO 14001 scheme by Standards Malaysia (for CBs in Malaysia) and by AB that is a signatory of the MLA for product certification of the IAF (for overseas CBs) prior to applying for the MSPO Certification scheme, and shall have obtained accreditation within the time frame specified by the AB.
- 2.2.7 The existing ACBs shall fulfil the above requirement stated in clause 2.2.6 within 3 years' time frame.
- 2.2.8 During the application for accreditation period, the applicant CB is allowed to issue a maximum of only two (2) non-accredited certificates. These shall consist of one (1) certificate to demonstrate the full certification process of the CB and one (1) certificate for AB witness audit.
- 2.2.9 Scheme owner will not be held responsible for any certificates issued by the non-accredited OR non-recognised applicant CBs. Scheme owner will not publicly report the certified areas and certified volumes until the said CB obtains accreditation and has issued accredited certificates to its client. It is the CB's responsibility to inform its client on this matter.
- 2.2.10 Applicant CB shall notify its client and the scheme owner on the accreditation status and advise the client to engage another ACB when the accreditation could not be obtained within the specified time frame (not exceeding 30 months from the issuance date of the recommendation letter by the scheme owner).
- 2.2.11 Accreditation scope shall be as follows:
- a) Part 2: MS 2530-2-1 & MS 2530-2-2
 - b) Part 3: MS 2530-3-1 & MS 2530-3-2
 - c) Part 4.1: MS 2530-4-1
 - d) Part 4.2: MS 2530-4-2
 - e) Part 4.3: MS 2530-4-3
 - f) Other non-mandatory MSPO standards

NOTE:

1. Only CBs accredited to that particular scope can conduct audits for the mentioned parts above.
2. Existing palm oil mills certified against MS2530:2013 (Part 4) and MSPO SCCS shall follow the SCCS certification cycle for the transition to MS2530:2022 (Part 4-1).

3. GENERAL REQUIREMENTS FOR ACCREDITED CERTIFICATION BODIES (ACBs)

3.1 ACCREDITED CERTIFICATION BODY

- a) All applicant CBs and ACBs shall comply with the requirements in this document.
- b) Certification under the MSPO Certification Scheme shall be carried out by impartial, competent and independent third parties accredited CBs that cannot be involved in consultancy, or in the standard setting process as governing or decision-making bodies, or in oil palm management, and are independent of the management unit or entity to be certified (i.e. oil palm plantations, organised smallholdings, independent smallholdings, palm oil mills and processing facilities etc.). The ACB and members of its audit teams shall be independent from the organisation being audited for a minimum of three (3) years to prevent a conflict of interest.
- c) The ACB is responsible for the following:
 - i. Receives and processes applications for MSPO Certification;
 - ii. Carries out independent audits and makes certification decisions;
 - iii. Suspends, withdraws or reinstates the certificates for Management Units and notifies the scheme owner within two (2) working days thereof; this includes changes concerning the validity and scope of the certificates;
 - iv. Verifies the use of the certificates and MSPO logo by the clients;
 - v. Establishes procedures to deal with appeals, complaints and disputes pertaining to the certification activities and decisions with a time frame of not exceeding 60 calendar days;
 - vi. Provides complete and accurate monthly information on upcoming scheduled audits and also notifies the scheme owner and AB on any changes of the full time and freelance auditors;
 - vii. Allows the scheme owner's representative(s) to participate as observer during any MSPO audits conducted by the ACB;
 - viii. The certificate and report submitted must be as per the template provided in this scheme document (Appendix 2);
 - ix. Makes publicly available summary of the audit report at the ACBs website in thirty (30) calendar days and uploads in MSPO Trace within seven (7) working days (summary report and certificate) upon certification decision;
 - x. Accredited CBs and applicant CBs for accreditation shall adhere to this scheme document. Any complaints against the Certification Bodies (ACBs & CBs) shall be notified to the AB and scheme owner;
 - xi. Informs the scheme owner and its clients about any change on its accreditation status;
 - xii. The CBs shall be aware that the scheme owner will only recognise certificates issued by ACBs which possess valid Recognition Agreement;

- xiii. The ACB shall possess legally enforceable certification related services agreement with its clients, which includes;
- The rights of the client related to appeal and complaint against ACBs certification process and/or decisions.
 - The rights of AB's and scheme owner's representatives to access the clients' premises, documents and records deemed relevant to MSPO standard and certification scheme requirements.
 - The rights of AB and scheme owner to conduct witness, integrity audit and special audit (whenever required).
- xiv. Compliance of the ACB with the above requirements shall be verified by an accreditation process carried out by the AB and scheme owner through witness and integrity audits;
- xv. The ACB shall have a good understanding of the MSPO Certification Scheme in general. An accredited CB shall fulfil the following requirements:
- ISO/IEC 17021-1 - (Conformity assessment- Requirements for bodies providing audit and certification of management systems) – for MS 2530 Part 2 and Part 3.
 - ISO/IEC 17065 - (Conformity assessment - Requirements for bodies certifying products, processes and services) – for MS 2530 Part 4.
- xvi. The ACB carrying out MS 2530 Part 2 & Part 3 certification shall have the technical competency in oil palm management such as on its economic, social and environmental impacts, and a good understanding of the standards used in the MSPO Certification Scheme;
- xvii. The ACB carrying out MS 2530 Part 4 standard certification shall have the technical competency in oil palm-based product such as processing and procurement, material flows in different stages of processing and trading, and a good understanding of the standard used in the MSPO Certification Scheme;
- xviii. Any other requirements for ACBs defined by the scheme owner and AB from time to time.

3.2 GENERAL REQUIREMENTS FOR AUDIT TEAM

3.2.1 Certification Bodies operating MSPO Certification Scheme shall ensure that:

- a) The Audit Team shall comprise of members competent in the areas of oil palm management certification, viz. agriculture, agronomy, technical, legal, environmental, High Conservation Value (HCV), social, occupational safety and health, greenhouse gas emission and economics (where applicable).
- b) The auditors demonstrate ability to apply knowledge as per ISO 19011 Guidelines for Auditing Management Systems.
- c) All lead auditors and auditors shall have:
 - i. The knowledge and understanding of general concepts of management systems, especially environmental, occupational safety and health, social and quality management systems;
 - ii. The knowledge and understanding of High Conservation Value (HCV), Social Impact Assessment (SIA) and Greenhouse Gas (GHG) emissions and calculations;
 - iii. The knowledge and understanding of the MSPO Standards and its related requirements under the MSPO Certification Scheme;
 - iv. Awareness of the contentious issues involved during the audit such as issues highlighted by the mass media and stakeholders, and areas of environmental and social significance in the management unit's area undergoing audit, and assess their impact on the oil palm management;
 - v. The knowledge and understanding of auditing principles, including the techniques used to evaluate the effectiveness of the oil palm management planning, implementation, monitoring and control processes;
 - vi. The ability to assess the application of laws, codes of practice, procedures and guidelines related to oil palm management;
 - vii. The ability to assess the organisation's operational context or situations including organisational size, structure, functions and relationships, general business processes and related terminology and cultural and social customs such as knowledge of the client's working language.

3.2.2 Additional requirements for MSPO Standard MS2530 series - Part 4:

- a) Auditors engaged by ACB should have the capacity to apply terminology, knowledge, understanding and skills in the following areas but not limited to:
 - i. Requirements of the MSPO MS 2530 Standard Part 4 and its related requirements under the Malaysian Sustainable Palm Oil (MSPO) Certification Scheme;

- ii. Products, processes and practices in the specific sector, applied raw material flow, measurements and control measures;
- iii. Application of management systems to palm oil based and related industries and interaction between their components;
- iv. Information systems and technology for authorisation, security, distribution and control of documents, data and records;
- v. Product labels and claims;
- vi. Application of measures to avoid procurement of illegal raw material that are against risk assessment methodology and indicators;
- vii. The knowledge and understanding of applicable international legislation, country and state specific governance (application of laws, codes of practice, procedures and guidelines) relevant to palm-based raw material procurement, international treaties and conventions relating to the trade of palm oil products.

3.2.3 Technical experts may be engaged to be part of the audit team to cover and address sensitive issues. Sensitive issues are defined as issues that have a significant impact on achieving the desired outcome.

3.3 REQUIREMENTS FOR LEAD AUDITOR, AUDITOR AND TECHNICAL EXPERTS

3.3.1 The competency criteria which lead auditors, auditors and technical experts shall comply with, are as stated below.

Competency Criteria for Auditors, Lead Auditors and Technical Expert

a) Lead Auditor

i. Education:

- Post-secondary education, college or university diploma OR degree in one of the following: Agriculture; Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences); Engineering, Process Technology; Energy Management, Quality Management; Social Sciences and/or Anthropology; Business Management; or other relevant fields.

ii. Work experience:

- Post-Secondary education: At least seven (7) years of work experience in the oil palm sector OR ten (10) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR five (5) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)
- Tertiary education: At least five (5) years of work experience in the oil palm sector OR seven (7) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR five (5) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)

iii. Training:

- Successfully completed the scheme owner endorsed lead auditor training (5 days) and;
(NOTE: The above training certificate is valid for 5 years. Re-attend the lead auditor training is required before the expiry or whenever there are changes in the MSPO Standard)
- Undergone 40 hours of lead auditor course in Quality Management Systems (QMS) AND one of the following: Environmental Management Systems (EMS); Occupational, Health and Safety Management Systems (OH&SMS); OR Lead Auditor for Integrated Management System (IMS).

iv. Auditing experience:

- Conducted at least three (3) MSPO or equivalent sustainability certification audits OR a minimum of fifteen (15) man-days, whichever with more man-days, as lead auditor-in-training under the direction and guidance of a qualified lead auditor for MSPO.
- Maintenance - Conducted a minimum of four (4) different on-site MSPO Certification audits annually as lead auditor.

b) Auditor

i. Education:

- Post-secondary education, college or university diploma OR degree in one of the following: Agriculture; Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences,); Engineering, Process Technology; Energy Management, Quality Management; Social Sciences and/or Anthropology; Business Management; or other relevant fields.

ii. Work experience:

- Post-Secondary education: At least five (5) years of work experience in the oil palm sector OR seven (7) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR five (5) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)
- Tertiary education: At least three (3) years of work experience in the oil palm sector OR five (5) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR three (3) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)

iii. Training

- Successfully completed the scheme owner endorsed lead auditor training (5 days) and;
(NOTE: The above training certificate is valid for 5 years. Re-attend the lead auditor training is required before the expiry or whenever there are changes in the MSPO Standard)

- Undergone 40 hours of auditor course in Quality Management Systems (QMS) AND one of the following: Environmental Management Systems (EMS); Occupational, Health and Safety Management Systems (OH&SMS); OR Lead Auditor for Integrated Management System (IMS).

iv. Auditing experience:

- Qualification - Conducted a minimum of four (4) on-site audits for a total of at least 20 man-days of audit experience as an auditor-in-training under the direction and guidance of a qualified lead auditor for MSPO.

Maintenance - Conducted a minimum of four (4) on-site MSPO Certification audits annually.

c) Audit Team Composition Requirements and Specific Qualification for Auditing Environment, HCV, GHG, OSH and Social Elements (Lead Auditor and / or Auditor): At least one of the team members are required to have each of the following minimum qualifications in accordance with the areas of expertise.

- Working experience in oil palm sector for a minimum of five (5) years OR auditing experience of 5 years in oil palm sustainability certification. In case none of the members have the above experience, technical experts shall be engaged.
- Environmental – Successfully completed ISO 14001 OR IMS Lead Auditor Training. Legal competency qualifications such as Environmental Officer should be acceptable.
- OSH elements – Successfully completed ISO 45001 OR IMS Lead Auditor Training. Legal competency qualifications such as Safety Officer should be acceptable.
- Social elements – Successfully completed SA 8000 (basic) OR other social certification scheme trainings approved by the scheme owner such as BSCI, SMETA or equivalent should be acceptable.
- HCV & GHG elements – attended the scheme owner endorsed HCV & GHG awareness trainings.

d) Technical Expert

i. Education:

- Post-secondary education, college or university diploma OR degree in one of the following: Agriculture; Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences); Engineering, Process Technology; Energy Management, Quality Management; Social Sciences and/or Anthropology; Business Management; or other relevant fields.

ii. Work experience:

- At least ten (10) years of work experience in oil palm sector or related fields such as social, environment, occupational safety and health, and quality.

iii. Training:

- Successfully completed the scheme owner endorsed awareness training on MS 2530 series.

iv. Specific Qualification for Auditing Environment, HCV, GHG, OSH and Social Elements (Technical Expert):

- Minimum 5 years of experience in the elements of Environment, HCV, GHG, OSH or social AND attended related awareness training endorsed by the scheme owner.

NOTE: All the existing qualified lead auditors, auditors and trainee auditors are required to re-take the MPOCC endorsed lead auditor training (5 days) with the purpose of updating skills and/or knowledge to a revised standard.

3.4 AUDITOR MONITORING AND EVALUATION

3.4.1 Accredited Certification Bodies shall be responsible;

- a) To conduct an initial competence evaluation of the trainee lead auditors and trainee auditors in accordance with its documented processes.
- b) To develop and implement own procedure to maintain their auditor's status.
- c) To periodically evaluate the performance of the lead auditors and auditors on-site.
- d) To provide evidence of the annual monitoring of auditor application methods such as audit witnessing, reviewing audit reports or client's feedback. The competency of auditors shall be reviewed according to their performance to identify training needs. This requirement must include monitoring and witness during remote audits.

3.5 PEER REVIEW PROCESS REQUIREMENTS FOR ACCREDITED CERTIFICATION BODIES

3.5.1 General Requirements for Peer Review Process

- a) This section outlines the competency, role and responsibilities of peer reviewers, the best practices of peer reviewing and documents the tasks and activities in conformance with best practices. The best practices in peer review processes seek to promote a measure of coherence and effectiveness to create integrity and mutual trust in the implementation of the national certification scheme for the palm oil industry.
- b) The aim of a peer review process of the ACBs audit report by an independent expert is to obtain a second opinion on the level of compliance of the management unit concerning the requirements of the agreed standards. The appointed peer reviewers shall be independent of the ACBs (refer to clause 5.2.3 of ISO/IEC 17021-1 on risk of relationships documentation).
- c) Peer reviewer(s) shall not be involved in any MSPO Certification audits and accreditation activities neither as auditor in training, auditor, or lead auditor with any CBs, ACBs or AB in the past three (3) years to avoid conflict of interest.

- d) Peer reviewer(s) involved in the audit report review to be appointed by the ACBs, based on the issues associated with the management unit being audited and shall not be based on permanent basis.
- e) The scheme owner should register the peer reviewer(s) based on the minimum requirements stipulated in this scheme document.
- f) The ACBs shall set a procedure for initial and periodic monitoring of the peer reviewer's competency and impartiality and the records shall be maintained. The ACB shall provide annual harmonisation training including analysis on issues and comments and scheme requirements update with the appointed peer reviewers.
- g) Peer reviewers shall meet the requirements as outlined in this document.
- h) Peer reviewer training will only be conducted as and when required by the scheme owner. It is compulsory to be attended by all peer reviewers. The peer reviewers need to attend re-training every 5 years or whenever there are changes in the MSPO Standard OR Scheme Document. Failing to do so, the peer reviewer is not allowed to review reports.
- i) The peer reviewing process is necessary for evaluating the audit report (for Stage 2 and recertification audit) prepared in conjunction with an application for certification under the MSPO Certification Scheme.

3.5.2 Role of Peer Reviewer(s)

- a) The role of the peer reviewer(s) is to ensure that the audit report has the necessary content to act as the foundation for the award of a certificate and to confirm that:
 - i. The audit team has carried out an objective and professional audit of the management unit for certification against the requirements of the relevant MSPO Standard and related scheme documents;
 - ii. The audit team has investigated adequate and relevant data sources and evidences;
 - iii. The audit team has arrived at an appropriate conclusion and recommendation based on the evidence presented to it; and
 - iv. The audit team has prepared a concise and comprehensive report to the requirements of the standards.
- b) The peer reviewer(s) shall submit the following in a report to the ACB:
 - i. Indicate that the disagreement and supporting reasons regarding any finding and/or Non-Conformity (NC) raised by the audit team have been addressed appropriately;
 - ii. Indicate areas where the reviewer feels more information or clarification is necessary;
 - iii. State whether the reviewer agrees or disagrees with the certification recommended by the auditors; and
 - iv. Suggest actions for improvement that should be taken, or issues that should be considered relevant to the scope of the audit.

- c) The ACB shall ensure that all comments by the peer reviewers are resolved prior to finalisation of the final report and be made available to the client by the ACB.

3.5.3 Competency Requirements and Selection of Peer Reviewers

The peer reviewers shall meet the following criteria:

- a) Individuals selected as peer reviewers by the ACB shall not have provided consultancy or similar services to the management unit concerned in the past three (3) years prior to the audit for this purpose to avoid any conflict of interest. The peer reviewers shall declare their impartiality of the report reviewed; and
- b) Have no financial, trade or business interest in the outcome of the certification decision in any management unit being audited or likely to be audited by the ACB.

The competency criteria which Peer Reviewer shall comply with, are as stated below.

Peer Reviewer

i. Education:

- Post-secondary education, college or university diploma OR degree in one of the following: Agriculture; Science & Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences); Engineering, Process Technology; Energy Management, Quality Management; Social Sciences and/or Anthropology; Safety and Health; Business Management; or other relevant fields.

ii. Work experience:

- Have a minimum of ten (10) years of experience in oil palm management OR expertise related to various aspects of oil palm management such as but not limited to business management, social compliance, environmental management, OHS management, and agricultural management; At least three (3) years of work experience AND have the necessary knowledge to assess the adequacy of the audit reports submitted by the auditors.

iii. Training:

- Have undergone and successfully completed the required training by the scheme owner on the requirements of the MSPO Certification Scheme; Attended MPOCC endorsed MSPO Lead Auditor training would be an added advantage.

iv. Auditing experience:

- Auditing experience of five (5) years in oil palm sustainability certification OR expertise related to various aspects of oil palm management such as agriculture, environmental sciences, geology, natural sciences, ecology, botany, zoology, sociology, anthropology, forestry, agriculture/forest engineering, engineering, process technology, energy management, quality management, business management, and agriculture/forest economics or other relevant fields.

- Have an understanding on the ACBs MSPO certification process will be an added advantage;
- In-depth knowledge on applicable local rules and regulations, and the condition of the oil palm plantation areas or sites audited including the oil palm management system being implemented would be an advantage;

4. CERTIFICATION PROCESS REQUIREMENTS FOR CERTIFICATION AGAINST MSPO STANDARDS

4.1 CERTIFICATION STANDARDS

- 4.1.1 MS 2530-2-1: 2022; Malaysian Sustainable Palm Oil (MSPO)
Part 2-1: General Principles for Independent Smallholders (less than 40.46 hectares)
- 4.1.2 MS 2530-2-2: 2022; Malaysian Sustainable Palm Oil (MSPO)
Part 2-2: General Principles for Organised Smallholders (less than 40.46 hectares)
- 4.1.3 MS 2530-3-1: 2022; Malaysian Sustainable Palm Oil (MSPO)
Part 3-1: General Principles for Oil Palm Plantations (40.46 hectares to 500 hectares)
- 4.1.4 MS 2530-3-2: 2022; Malaysian Sustainable Palm Oil (MSPO)
Part 3-2: General Principles for Oil Palm Plantations (more than 500 hectares)
- 4.1.5 MS 2530-4-1: 2022; Malaysian Sustainable Palm Oil (MSPO)
Part 4-1: General Principles for Palm Oil Mill.
- 4.1.6 MS 2530-4-2: 2022; Malaysian Sustainable Palm Oil (MSPO)
Part 4-2: General Principles for Palm Oil Processing Facilities.
- 4.1.7 MS 2530-4-3: 2022; Malaysian Sustainable Palm Oil (MSPO)
Part 4-3: General Principles for Dealers.
- 4.1.8 Other non-mandatory MSPO Standards

NOTE:

MS 2530-1:2022; Malaysian Sustainable Palm Oil (MSPO) Part 1: General Principles shall be used as normative reference in all MSPO Certification audits against MS2530 series standards.

4.2 CERTIFICATION SCOPE

- 4.2.1 The scope of certification shall be against only one MSPO Standard and MSPO certificates for successful auditees shall be issued as per the scope applied.
- 4.2.2 The table below details the scope of certification for each category of the oil palm value chain actors under the MSPO Certification Scheme.

No	Scope of Certification	Description
MSPO 2530: Part 2.1 - Independent Smallholders (less than 40.46 hectares)		
1	Individual Certification	This category applies specifically for independent smallholders who are not organised into any group.
2	Group Certification for Independent Smallholders [Sustainable Palm Oil Clusters (SPOCs)] or any other groups	This category applies specifically for independent smallholders organised into groups. Independent smallholders are individual farmers who own or lease less than 40.46 hectares of an oil palm farm and manage the farm themselves. Additional requirements for group certification are stated under the audit sampling criteria (rules for group certification).
MSPO 2530: Part 2.2 - Organised Smallholders (less than 40.46 hectares)		
1	Group Certification for Organised Smallholders	This category applies specifically for smallholders organised under federal and state land development schemes such as FELDA, FELCRA, RISDA, SALCRA, SLDB, PKEINPK, LKTS and KESEDAR.
MSPO 2530: Part 3.1 - Oil Palm Plantations (40.46 hectares to 500 hectares)		
1	Individual Certification	This category applies to oil palm plantation above 40.46 hectares to 500 hectares.
2	Group Certification	This category applies to group of plantation owners coming together for certification under a group manager. Additional requirements for group certification are stated under the audit sampling criteria (rules for group certification).
MSPO 2530: Part 3.2 - Oil Palm Plantations (more than 500 hectares)		
1	Individual Certification	This category applies to oil palm plantation above 500 hectares.
2	Group Certification	This category applies to group of plantations (estates) owned by the same owner OR same parent company coming together for certification under a group manager. Additional requirements for group certification are stated under the audit sampling criteria (rules for group certification).

No	Scope of Certification	Description
MSPO 2530: Part 4.1 - Palm Oil Mill		
1	Individual Certification	This category applies to Palm Oil Mills.
MSPO 2530: Part 4.2 - Palm Oil Processing Facilities		
1	Individual Certification	This category applies to Palm Oil Processing Facilities that process palm oil and palm oil derivatives.
2	Multisite Certification	<p>This category applies to a group of sites that have a legal or contractual link with the defined Central Office and are subject to a single management system, which is laid down, established and have a minimum of two (2) participating sites. Such sites may be groups of processing facilities.</p> <p>The Central Office holds the overall responsibilities towards MSPO certification implementation and effectiveness on the ground. Internal audit shall be carried out on all participating sites. The Central Office has rights to require that the sites implement corrective actions when needed in any site. Where applicable this should be set out in the formal agreement between the Central Office and the sites. Additional requirements for multisite certification are stated under the audit sampling criteria (rules for multisite certification).</p>
MSPO 2530: Part 4.3 - Dealers		
1	Individual Certification	This category applies to organisations which have dealership license issued by the MPOB. They include exporters, importers, bulkers and re-packers that purchase, store, and sell oil palm products that do not change the chemical properties of the materials.

NOTE:

1. Group certification: Suspension of one participating member may lead to the suspension of the whole group certificate. It shall not be admissible that, to overcome the obstacle raised by the existence of a nonconformity from a single member, the group manager seeks to exclude the 'problematic' members from the scope of audit. Any exclusion of the group member shall be notified to the Certification Bodies before the commencement of the audit.
2. Multisite certification: Suspension of one participating site may lead to the suspension of the whole multisite certificate. It shall not be admissible that, to overcome the obstacle raised by the existence of a nonconformity at a single site, the organisation seeks to exclude the 'problematic' site from the scope of audit during the certification process. Any exclusion of the participating site shall be notified to the Certification Bodies before the commencement of the audit.

Refer to MPOB license for scope of the management units activity (Licensed Activity)

4.3 APPLICANTS FOR CERTIFICATION AND CERTIFICATE HOLDERS

- a) For MSPO certification, the applicants shall be the managers of the management unit OR the group manager OR the central office.
- b) The managers OR group manager OR central office of the management units shall comply with the certification requirements and are also responsible for ensuring that the activities and operations of the contractors employed in the management units meet the certification criteria.
- c) The existing certificate holders and the new applicants for certification shall adhere to the Clause 3.1 (c) Number 15 (ii and iii) of this scheme document.

- d) The scheme owner shall only recognise certificates issued by the ACBs.
- e) MSPO certification audits shall always be conducted on-site. However, in the case where on-site audit is not feasible, the applicant for certification and certificate holders should prepare adequate Information and Communication Technology (ICT) infrastructure to accommodate remote audits.
- f) Each management unit OR Group OR Multisite is only allowed to have one (1) valid MSPO Certificate at a time. Requirements for transfer of certificate shall be adhered to for any change of ACB as stated in section 4.13 of this scheme document.
- g) All certificate holders shall always ensure to have a valid MSPO Certificate. Any lapse (without valid reason) will be subjected to penalties by MPOB.
- h) Each organisation shall update whenever there is a change in ownership.
- i) Any land clearing for oil palm planting after the 31st Dec 2019, shall be in conformance to MSPO standard MS 2530, requirements for new planting OR new establishment.

4.4 CERTIFICATION PROCEDURE

- 4.4.1 For MSPO certification, the manager of a management unit OR the group manager OR the central office will need to apply to an ACB to conduct an audit on the management unit to ascertain its conformance with the requirements of the certification standard. The written audit report [for initial (Stage 2) audit or recertification audit] will be subjected to a peer review process. If no major non-conformity was issued by the ACB, the management unit will be eligible for the award of the certificate of conformance with the respective standard or in the case of a recertification audit, the renewal of the certificate.
- 4.4.2 The ACB shall request prior approval for any audit deferment with a valid justification which is subject to the scheme owner's approval.
- 4.4.3 The ACB shall establish internal procedures for auditing and certification against the standards used in the MSPO Certification Scheme. It should also make publicly accessible, or provide upon request, information describing the auditing and certification processes for granting, maintaining, extending, renewing, reducing, suspending, or withdrawing certification.
- 4.4.4 All MSPO certification audit shall be carried out as a standalone audit to fulfil the minimum man-days requirement. ACBs shall request prior approval for any integrated and/or combined audit with other certification schemes which is subject to the scheme owner's approval.
- 4.4.5 MSPO Certification audit shall always be carried out on-site. Remote audits are only allowed if the on-site audit is not feasible and prior approval from the scheme owner shall be obtained. Audit carried out by the accredited CB will involve document review, interview, communication or consultation with stakeholders and a visit to the field or site. The stakeholder consultation process shall be conducted as defined in this document (section 4.8).
- 4.4.6 The applied certification and auditing procedures shall fulfil the requirements defined in the following documents:
 - a) ISO/IEC 17021 -1 (for MSPO Standard MS 2530 series Part 2 & Part 3 certification)
 - b) ISO/IEC 17065 (for MSPO Standard MS 2530 series Part 4 certification)

4.4.7 The ACB shall not use the same lead auditor as audit team leader for more than two (2) consecutive audits of a management unit OR group OR multisite.

4.5 RISK ASSESSMENT

4.5.1 ACBs carrying out MSPO Certification audits shall require to formulate and conduct a risk assessment in order to determine the representative sample of group members and/or sites. The risk assessment shall take into account the following factors (not limited to):

- a) presence of HCV
- b) landscape setting & geographic locations
- c) nature of the labour force
- d) stakeholder concerns
- e) known land conflicts and/or legality issue
- f) possession of other sustainability certification, etc.
- g) numbers of smallholders (where applicable)
- h) complaints & grievances received by scheme owner which has been escalated to the ACB

4.5.2 The ACB shall classify the applicant for certification under one of the three risk categories:

- a) Low risk (risk factor 1.0):
 - Low risk category refers to groups are those where the Group is relatively homogeneous and socioeconomically, and where there are no current replanting and/or new planting activities and no new members, and where the Group and its manager are well-established and, in the case of subsequent audit, have no history of Major non-conformance. Groups that certified against other recognized sustainable certification scheme such as RSPO, ISCC, etc, may consider as a low-risk category.
- b) Medium risk (risk factor 1.5):
 - Medium risk category refers to Groups are those where there is some geographical and socioeconomic homogeneity, but it is not uniform across the Group. There is no replanting and/or new planting activities, but the Group management has a history of Major non-conformance in the previous audit. Groups that certified against MPOB Code of Practice or GMP, QMS/EMS/OSHA or Food Safety Management System may consider as medium risk category.

c) High risk (risk factor 2.0):

- High risk category refers to Groups are those where there is considerable range of terrains, varying levels of experience of oil palm cultivation among members, diverse sizes of plantations, a range of socioeconomic situations among members, etc., where there is recent new planting and/or replanting, and/ or where the Group management has recently undergone changes. Groups that have no management or sustainable system or adjacent to High Conservation Value (HCV) (e.g. natural forest, wetland, etc.) may be consider as high risk category.

4.5.3 For any audits carried out remotely, the risk category shall be classified as medium risk and above regardless of the audit type; i.e. surveillance or re-certification.

4.6 AUDIT SAMPLING

4.6.1 The formula for calculating sample size of the audit is explained below. The formula given applies to initial certification, all the annual surveillance and recertification audits. Sites sampled in previous audit are not to be sampled again in the next cycle, a different sample must be chosen unless all samples have been audited. Verification to close non-conformity is not to be counted as auditable sample.

- a) For Group and multisite certification, the ACB shall select group members OR sites to be audited before conducting Stage 2 audit based on representative sampling of [risk factor] . The sample size is determined by the following formula and shall always be rounded up to the next whole number.

$$s = (\sqrt{n}) \times (r)$$

Where:

s = sample size

r = risk factor (multiplier)

n = number of the group members OR sites

- b) The sample size and identification of the group members OR sites (obtained from Stage 1) should be included in the Stage 2 audit plan sent to the group manager OR central office by the ACB.
- c) For extension of scope for independent smallholders, the sample size shall be selected from both total number of existing members and total number of new members separately.
- d) The following risk factors (multiplier) apply as stipulated in the risk assessment above, i.e:
- Low risk: risk factor 1.0
Medium risk: risk factor 1.5
High risk: risk factor 2.0
- e) The lowest possible sample size number is two (2).
- f) The processing facilities are allowed to choose only one or both supply chain model to be applied in their scope of certification which will be verified by the ACB during the audit process.
- g) For multisite certification, Central Office shall be audited annually and at least one (1) site (unit) from each group shall be included in an audit sample.

4.6.2 Rules for group certification

a) Homogenous grouping:

i. MSPO Standard Part 2.1:

- For SPOC – as per the arrangements by the relevant authority
- For individual groups other than the above:
 - Peninsular Region: the members shall be located within the same state OR 50 KM radius from the group management office
 - Sabah & Sarawak Region: the members shall be located within the same district OR 50 KM radius from the group management office
 - Group management office that are not located within the 50 KM radius from the group members, shall set a satellite office within the group members location

ii. MSPO Standard Part 2.2:

- For federal and state land development schemes – as per the arrangements by the relevant authority

iii. MSPO Standard Part 3.1:

- Peninsular Region: the members shall be located within the same state OR 50 KM radius from group management office
- Sabah & Sarawak Region: the members shall be located within the same district OR 50 KM radius from the group management office
- Group management office that are not located within the 50 KM radius from the group members, shall set a satellite office within the group members location

iv. MSPO Standard Part 3.2:

- Only the same owner OR same parent company management units are allowed to be audited under group certification and the members shall be located:
 - Peninsular Region: within the same state OR 50 KM radius from the group management office
 - Sabah & Sarawak Region: within the same district OR 50 KM radius from the group management office
 - Group management office that are not located within the 50 KM radius from the group members, shall set a satellite office within the group members location

b) Group Management requirements

- i. The group shall be represented and managed by a group manager.
- ii. The group manager shall have a documented procedure such as Internal Control System (ICS) to define the operating structure, decision making and responsibilities within the group.
- iii. The group manager is responsible to conduct the internal audit on all the group members annually.
- iv. The group manager and the group members shall have a written agreement to fulfil the ICS requirements.
- v. The group shall:
 - Share a harmonised management system
 - Have similar processes and generation of materials
 - Have a similar operating system and characteristics
 - Have risk assessment showing a similar risk exposure

NOTE:

1. *Members for group certification shall be from the same category of MSPO Standard Part. In the case of members intended to join different category of MSPO Standard Part, it shall always be a higher category (i.e: Part 2.1/2.2 --> Part 3.1 --> Part 3.2) and the members from the lower category shall conform to all the requirements of the higher category standard part.*
2. *Organized smallholder agencies managing state and/or own lands together with smallholder lands can be combined under Part 2.2 scope if falls under Part 3.1 However, separate audit shall be conducted if the land size falls under Part 3.2.*
3. *Independent smallholder (Part 2.1) intended to join different categories of MSPO standard part, shall need to submit their application to MPOCC which is subject to MPOB approval.*

4.6.3 Rules for Multisite Certification

a) General requirements

- i. There shall be a central office representing all facilities included in the multisite certification.
- ii. The central office shall document and implement clear rules regarding eligibility for the participation of sites in the certificate.
- iii. All participating sites shall have a legal and/or contractual relationship with the central office.

b) Management system requirements

- i. The central office shall develop and implement an Internal Control System (ICS) for the administration of the participating sites in relation to MSPO Certification standard.
- ii. A management representative shall be appointed by the Central Office with overall responsibility for ensuring that all participating sites comply with the MSPO Certification Standard.
- iii. The central office shall conduct internal audits on all participating sites annually. Sampling of sites is not allowed for internal audits.

iv. Participating sites shall be grouped based on the nature of operations within the multisite certification. The participating sites shall be categorised and grouped as follows:

- Refining and blending,
- Kernel crushing plants,
- Processing, production,
- Manufacturing.

4.7 AUDIT DURATION

- 4.7.1 This section provides guidance on the requirements on the minimum amount of time required by the ACB for auditing management units of various sizes and scope under the Malaysian Sustainable Palm Oil (MSPO) Certification Scheme, by indicating the duration for on-site audit for Stage 1 and Stage 2, annual surveillance audit, recertification audit and special audit.
- 4.7.2 The time allocated to the various locations of an audit must be documented by the ACB to justify the allocated audit duration.
- 4.7.3 The audit programme shall include Stage 1 and Stage 2 audit, surveillance audits in the first, second, third and fourth years, and a recertification audit in the fifth year prior to the expiration of certification.
- 4.7.4 CB shall notify the client on their audit plan, duration and auditors involved at least thirty (30) working days before the actual date of ground audit or as mutually agreed between the CB and the client.
- 4.7.5 The recommended minimum on-site audit duration for MSPO certification, which includes the opening meeting, site auditing, document verification, and closing meeting is shown in the tables below.
- 4.7.6 For group and multisite certification, two (2) man-days shall be allocated to audit the group manager OR the central office on management system and Table 2 on 'Recommended minimum on-site audit durations (man-days) for group certification to be referred to. For SPOCs and other group of Part 2.1 certification audits, the number of man-days reflected in Table 3 on 'Man-days for Range of Sample Size' shall be multiplied by the number of samples derived using the sample formula and risk factor as determined.
- 4.7.7 The details in Table 1 and 2 are developed to provide sufficient time under normal circumstances to adequately carry out auditing of a management unit against the MSPO certification standards and scheme. However, the time allocated to the various locations of complex audits must be documented to justify the allocated audit durations. The audit duration is calculated on the basis of 8 hours per day. Audit working days will be calculated to the nearest full or half day.
- 4.7.8 Additional man-days may be required for conducting post audit follow-up activities, such as verification on major non-conformities raised or addressing of any contentious stakeholder issues.
- 4.7.9 Where there is such a need for auditing of the management system located outside of the management unit, the audit duration should be increased accordingly.

- 4.7.10 Wherever possible, each site should be visited at least once within the entire cycle and for every surveillance audit, the site should not be sampled consecutively.
- 4.7.11 The number of man-days may be increased with justification, but the minimum man-days shall be adhered to except for group certification, reduction may be considered with justification such as shared facilities, resources, or geographical area less than 20km.

Table 1. Recommended minimum on-site audit durations (man-days) for Individual Certification

MS 2530 (Part)	Entity	Initial		Surveillance	Recertification
		Stage 1	Stage 2		
2.1	Independent smallholder	1	2	2	2
2.2	Organised smallholder (below 500ha)	2	2	2	2
	Organised smallholder (above 500ha)	2	4	3	4
3.1	Oil palm plantation (below 500ha)	2	2	2	2
3.2	Oil palm plantation (above 500ha)	2	4	3	4
4.1	Palm oil mill	N/A	3	3	3
4.2	Processing unit	N/A	3	3	3
4.3	Oil palm dealer	N/A	2	2	2

Table 2. Recommended minimum on-site audit durations (man-days) for Group Certification

MS 2530 (Part)	Entity	Initial		Surveillance	Recertification
		Stage 1	Stage 2		
2.1	Independent smallholder	1	2	2	2
2.2	Organised smallholder (below 500ha)	2	2	2	2
	Organised smallholder (above 500ha)	2	4	3	4
3.1	Oil palm plantation (below 500ha)	2	2	2	2
3.2	Oil palm plantation (above 500ha)	2	4	3	4

NOTE:

1. The above shows the number of man-days required for the certification of individual entity. In the case of SPOC & other independent smallholder group, two (2) man-days shall be allocated to audit the Internal Control System (ICS) in addition to minimum man-days stipulated in the Table 3 of 'Man-days for Range of Sample Size'.
2. For other group certification, two (2) man-days shall be allocated to audit the Internal Control System (ICS) in addition to the minimum man-days stipulated in Table 2 above.
3. The details in Table 1 and 2 exclude the time required for planning, preparation, travel, closing out of non-conformities, certification review and report writing.

Table 3. Man-days for Range of Sample Size

No. of Sample Size determined via Clause 4.6.1 (a)	No. of Man-Days
1 – 5	1
6 – 10	2
11 – 15	3
16 – 20	4
21 – 25	5
26 – 30	6
31 – 35	7
36 – 40	8
41 – 45	9
46 – 50	10
51 – 55	11
56 – 60	12
61 – 65	13
66 – 70	14
71 – 75	15
76 – 80	16
81 – 85	17
86 – 90	18
91 – 95	19
96 – 100	20

Table 4. Extension of scope for group smallholder's certification (example)

Existing sample of 100 smallholders whereby 10 have been sampled	Additional 200 new members
Total number of existing members: 100 Assuming Risk Factor = 1	Total number of new members: 200 Assuming Risk Factor = 1
Exclude the time required for post audit follow-up activities	Exclude the time required for post audit follow-up activities
Determination of sample size: $\sqrt{100 \times 1} = 10$ samples	Determination of sample size: $\sqrt{200 \times 1} = 14$ samples
<ul style="list-style-type: none"> Total sample: 10 samples from existing + 14 samples from new members = 24 samples 5 man-days (for group members) + 2 man-days (for group manager) 	
NOTE: <ol style="list-style-type: none"> SH who have been sampled cannot be sampled again within the same certificate cycle (5 years) All sub-district in the SPOC should be audited within 1 certificate cycle of audit <ul style="list-style-type: none"> Option 1: Sample of smallholders should be randomly selected from each sub-district Option 2: If the distance of the sub-district is more than 50km, ACB may select sample of smallholders in a nearby sub-district for each audit. 	

Table 5. Recommended minimum on-site audit durations (man-days) for Multisite Certification

MS 2530 (Part)	Entity	Initial		Surveillance	Recertification
		Stage 1	Stage 2		
4.1	Palm oil mill	N/A	N/A	N/A	N/A
4.2	Processing unit	N/A	3	3	3
4.3	Oil palm dealer	N/A	N/A	N/A	N/A

NOTE:

1. The above shows the number of man-days required for the certification of individual entity. Two (2) man-days shall be allocated to audit the Internal Control System (ICS) at the central office.
2. The number of man-days may be increased with justification, but the minimum man-days shall be adhered to. The audit team may use external technical experts if necessary. However, the audit days that involve the technical expert shall not be counted as audit days required.

4.8 STAKEHOLDER CONSULTATION

4.8.1 This section specifies the requirements for stakeholder consultation by the ACBs operating MSPO Certification Scheme. It also prescribes the methodology to ensure that the ACB carries out stakeholder consultation that is sufficient to provide an assurance that the requirements of the certification standard under the MSPO Certification Scheme have been complied with by the management unit. In general:

- a) Provides clarification to the ACBs and stakeholder groups as to the nature and extent of stakeholder consultation required during the audit of the management unit.
- b) Stakeholder engagement is the process of engagement with the relevant stakeholder groups to gauge the level of compliance against the requirements stipulated in the MSPO certification standards.
- c) Any stakeholders can provide relevant information as to the management unit's compliance with the requirements of the standards in terms of the social, environmental, occupational, safety, or health. These stakeholder groups shall include relevant parties directly affected by the management and operations in the management unit that is being audited by the ACB.

4.8.2 General Requirements of Stakeholder Consultation

- a) The ACB is required to ensure that the relevant stakeholder groups have been identified prior to the initial, surveillance and recertification audit.
- b) The ACB shall consult with relevant stakeholder groups which can provide related information as to a management units compliance with the environmental, social and economic requirements of the MSPO certification standards.
- c) The ACB shall develop and document its methodology for conducting stakeholder consultation. The methodology shall include the following:

- i. The stakeholder groups consulted are appropriate to the scale, intensity, complexity and impacts of the management unit being audited;
- ii. The stakeholder groups have the opportunity to present their points of view to the auditor(s) in confidence; and
- iii. The information and opinions given by consulted stakeholder groups are substantiated (where possible) with documented evidence and evaluated objectively.
- iv. The ACB may improve the procedure and methodology of stakeholder consultation according to the risk level and complaint & grievances received.

4.8.3 Identification of stakeholder groups and information for stakeholder groups prior to the audit of the management unit

- a) The ACB shall have procedures to identify the relevant stakeholder groups that are likely to have information related to the audit of the management unit for certification, and/or that may be able to put the ACB in contact with other relevant stakeholder groups.
- b) The ACB shall aim to ensure that any stakeholder group that has information related to the compliance of the management unit with the requirements of the MSPO certification standards, from relevant parties are considered.
- c) During the audit of the management unit, the stakeholder groups to be contacted directly by the ACB shall include, but not limited to:
 - i. Relevant government departments and agencies that are involved with respect to land and other oil palm operation related matters at the national, regional or management unit level;
 - ii. NGOs that are active in respect of social or environmental aspects of the management unit to be audited, as appropriate;
 - iii. Representatives of indigenous peoples and local communities that are staying in and around the vicinity of the management unit to be audited, as appropriate;
 - iv. Neighbouring land owners;
 - v. Labour organisations and plantation workers' unions; and
 - vi. Contractors who provide services to the management unit operations to be audited.
- d) The communication and consultation made between the ACB, and the stakeholders should be in a language understood by the stakeholders.
- e) The ACB shall make a public announcement on their respective website on the following at least 30 calendar days before the start date of the field audit for initial and re-certification audits, whereas 15 calendar days for surveillance audits. In case there is a change of the audit date, the public announcement shall be updated accordingly.

- i. That an audit for MSPO certification is due to take place;
 - ii. The start and end dates of the audit;
 - iii. The name and location of the management unit, and the total area or the capacity of management unit to be audited;
 - iv. That the ACB is seeking the views and opinions of the stakeholder groups with regard to any issues related to the management unit so as to determine the level of compliance of the management unit with the requirements of the certification standard;
 - v. How the stakeholder groups may contact the ACB in confidence to let the ACB know of their views and opinions;
 - vi. That the ACBs audit team will make arrangements to enable the stakeholder groups to meet with the team during the audit of the management unit concerned, if necessary;
 - vii. Awareness of the management unit's mechanisms for the resolution of disputes with the management unit's stakeholders, complaints or grievances; and
 - viii. That the source of any information provided will be confidential to the ACB carrying out the audit of the management unit concerned. Any disclosure of the information provided shall be carried out with prior consent of the stakeholder group concerned.
- f) In addition to the public announcement via ACBs respective website, the ACB may employ appropriate means to inform the stakeholder groups of the information as specified above. The examples of the way to inform the relevant stakeholder groups can be by:
- i. Phone, e-mail or letter;
 - ii. Announcement posted on notice boards for issues of public interest in and around the management unit;
 - iii. Announcements in village shops or places of worship or local community halls; and
 - iv. Announcement by the manager of the management unit concerned using existing and ongoing mechanisms for consultation between the management unit manager and local stakeholder groups.

4.8.4 Consultation During Audit

- a) The ACB shall carry out stakeholder consultation during the certification audit which consists of initial and recertification audit to ensure continued compliance with the requirements of the certification standards. For surveillance audit, the audit team shall consult the stakeholders but not limited to, those stakeholders within the vicinity of the management unit that being audited and those who have raised concerns, complains, or disputes.

- b) Consultation is conducted to obtain direct and factual feedback or observations regarding the compliance of the management unit concerned with the requirements of the certification standard. The ACB shall carry out such consultation as part of the audit of the management unit concerned. The consultation shall include a sufficient variety and number of people affected by (e.g. gender representation, age group, etc) or involved in the management of the management unit concerned to evaluate the range of situations relevant to the MSPO certification standard.
- c) Consultation with the stakeholder groups shall be carried out in confidence, if requested.
- d) The consultation techniques used shall be appropriate to the stakeholder groups to be consulted, examples as follows:
 - i. Direct arrangements for individual or group meetings at the time of the audit;
 - ii. Individual or group meetings arranged through the help of a local interest group or organisation;
 - iii. Ad-hoc interviews with managers, employees, contractors, local communities and indigenous peoples during the field audits in the management unit concerned;
 - iv. Structured interviews by telephone at the time of the audit; and
 - v. Contact by mail or e-mail with a request for written views and comments to a pre-determined set of specific questions.

4.8.5 Evaluating the Information and Feedback Received from Consultation

- a) Information provided by the stakeholder groups shall wherever possible be independently substantiated from a second source or be confirmed by the ACBs auditors in the field during the audit process. Examples of information could be in the form of (not limited to) photographs, site observation, newspaper articles, social media or records of interviews.
- b) Information provided by the stakeholder groups before and during the conduct of audit shall be evaluated objectively to determine whether it constitutes evidence of a non-conformance with any of the requirements of the certification standard.
- c) The comments and feedback received after the completion of the audit shall be evaluated by the ACB to assess the significance of the issue(s) raised on the management unit audited. The ACB shall solicit written feedback from the management unit concerned, if required. If the issue is a minor non-conformance to the certification standard, it will be verified during the next audit. However, if the issue raised constitutes a major non-conformance, a special audit shall be conducted by the ACB within two (2) months.

4.8.6 Stakeholder Consultation Reporting

- a) The audit report for the management unit concerned shall include a comprehensive record of any evidence of conformance or non-conformance with the requirements of the certification standard.
- b) The ACB shall not identify individual stakeholders or stakeholder groups in the audit report without their prior informed consent.

- c) The ACB shall include in the audit report the information and comments received from, and concerns raised by, the individual stakeholders or stakeholder groups, together with the ACBs response.

4.9 ADDRESSING AUDIT FINDINGS

The audit evidence to determine the conformity with the certification standards shall include relevant information from external parties (e.g. government agencies, community groups, environmental and social non-governmental organisations, etc.) as appropriate.

- 4.9.1 For MSPO Certification Scheme, three (3) categories of audit findings will be used. The audit finding categories and requirements are as follows:

- a) Major Non-conformity (NC)

- i. Non-fulfilment of requirement that affects the capability of the management system to achieve the intended results.
- ii. Non-conformity raised against traceability indicators shall be graded as Major.
- iii. For initial audit, all Major NC shall be addressed with correction & corrective action not exceeding 180 calendar days from the NC issuance date. Re-application for certification is required if it exceeds the stipulated time frame.
- iv. For surveillance and re-certification audits, all Major NC shall be addressed with correction & corrective action not exceeding a time frame of 90 calendar days from the NC issuance date and verified by ACB within 14 calendar days. The ACB shall suspend the management units' certificate if the Major NC is not addressed within the 90 calendar days' time frame. Subsequently, the certificate shall be withdrawn if it exceeds 180 calendar days from the date of Major NC issued.
- v. Upon withdrawal, re-application for certification is required.
- vi. For repetitive Major NC during subsequent audit on the specific objective evidence raised in the previous audit, it shall lead to the immediate suspension of the certificate by the ACB.

- b) Minor Non-conformity (NC)

- i. Non-fulfilment of requirement that does not affect the capability of the management system to achieve the intended results.
- ii. Corrective action plan shall be submitted to, reviewed, and accepted by the ACB within 45 calendar days and the implementation verified in the subsequent surveillance or recertification audit. Failing which, the Minor NC shall be upgraded to Major NC by the ACB during the subsequent surveillance or recertification audit.

- c) Opportunity For Improvement (OFI)

- i. Areas for potential improvement of the management system.

NOTE:

1. *ACB shall present in writing all audit findings to the management unit during the closing meeting and shall be acknowledged by the management representative.*
2. *No additional findings shall be issued by the ACB after the closing meeting.*

4.10 DECISION MAKING

- 4.10.1 The decision on certification shall be made by a representative of the ACB who did not participate in the audit. The decision shall be based on the written audit report and as outlined in ISO/IEC 17021 - 1 and ISO/IEC 17065.

4.11 REPORTING AND COMMUNICATIONS

- a) In the event of suspension and/or withdrawal of certificate, ACBs shall inform the scheme owner and their certificate holders within 24 hours from the effective date and justification of suspension and/or withdrawal. The scheme owner may instruct an ACB to suspend or withdraw a certificate. In such cases, the ACB will implement the request within two (2) working days. Requirements for certificate transfer are stated in section 4.13.
- b) In the case of certification involving SPOCs or scheme smallholders, group certification or multisite certification, the ACB shall provide the scheme owner with a list of all sites covered by the group or multisite certification.
- c) The ACB shall fulfil all other criteria on reporting and communication as stipulated under the General Requirements for ACBs in this scheme document (Section 3).

4.11.1 MSPO Certification Audit Public Summary Report

- a) A summary of the audit report, including a summary of findings on the auditee's conformity against the certification standard, written by the ACB, shall be uploaded into MSPO Trace in seven (7) working days from the date of issuance of certificate by the ACB. The summary shall include a map of appropriate scale showing the location and external boundary of the certified area. The audit summary report shall be as per the Appendix 2 of this document.
- b) ACBs shall finalise the audit summary report within:
 - i. 30 days after the audit closing meeting for audits without major NCs raised;
 - ii. Two (2) weeks from the closure of major NCs, for audit with major NCs, following the 90 days closure period;
 - iii. An additional three (3) weeks is allowed for the peer review process, for initial certifications and recertifications audit report.

4.11.2 MSPO Certificate Template

The ACB shall follow the MSPO Certificate Template provided in this document. Refer to Appendix 3.

4.12 CERTIFICATE VALIDITY AND ANNUAL SURVEILLANCE AUDIT

- a) For MSPO certification, the certificate validity is 5 years and subject to four (4) annual surveillance audit. The ACB shall undertake the first annual surveillance audits within twelve (12) months from the initial certificate issuance date, but not earlier than nine (9) months from the initial certificate issuance date. These shall also be applicable for the subsequent annual surveillance audits.
- b) Recertification audit shall be undertaken before the certificate expiry but not earlier than six (6) months.
- c) Any request for audit extension shall be made to MPOCC at least one (1) month before the subsequent audit due date with a valid justification and subject to MPOCC approval and only valid for one (1) particular audit.

4.13 TRANSFER OF CERTIFICATES

Transfer of certificates:

- a) The ACBs shall have documented procedure for the transfer of certificates which includes the requirements in this scheme document and in line with the IAF MD 2 requirements.
- b) Transfer of certificates is only allowed between accredited CBs and once within the certificate cycle (5 years). For any additional transfer within the same certificate cycle, the management unit or the ACB will be required to obtain written approval from the scheme owner.
- c) Transfer of certificate shall ensure the certificate holder maintains a valid certificate at all times.
- d) Transfer of certificate from applicant CB which fails to attain accreditation within the specified time frame by the AB to ACB shall not be permitted. Initial Stage 1 and Stage 2 audit shall be required by the accepting ACB.
- e) When a CB's accreditation is suspended, withdrawn or terminated, all certificates issued by that ACB remain valid until whichever comes first, within 6 months from the date the accreditation is revoked or the next surveillance audit. Suspended ACBs will only be allowed to conduct annual surveillance audits but not permitted to undertake initial certification audits or recertification audits.
- f) Any outstanding Major Non-conformities and financial obligations to issuing ACB of the management unit shall be addressed prior to the transfer of certificate to the accepting ACB. The accepting ACB shall contact the issuing ACB to verify the above requirement. It shall be the responsibility of the issuing ACB to provide detailed clarification to the accepting ACB.
- g) The process of certificate transfer shall be via MSPO Trace system and both issuing ACB and accepting ACB shall complete the process within 15 working days. Any deviation required justification and approval from the scheme owner.
- h) The accepting ACB shall issue a new certificate to the management unit by maintaining the previous certificate expiry date.
- i) Where the issuing ACB fails to provide the details without any valid reason within 10 working days, the accepting ACB shall notify and request for transfer which is subject to the scheme owner's approval.

- j) Any certificate transfer shall be solely the responsibility between the certificate holder, the accepting ACB and issuing ACB. The scheme owner will not be liable for any breach of contracts between the involved parties.
- k) Transfer of expired certificate shall not be permitted. Initial Stage 2 audit by the accepting ACB is required.

5. TRACEABILITY

5.1 MSPO TRACE (TRACEABILITY - IT PLATFORM)

5.1.1 The Traceability Module shall be utilised by all MSPO Standard Part 4 certified organisations:

- a) Palm oil millers
- b) Refiners
- c) Palm kernel crushers
- d) Oleochemical plants
- e) Biodiesel plants
- f) FFB dealers
- g) Palm oil product dealers
- h) Others

5.1.2 All MSPO Part 4 certified organisations shall register for the Traceability Module account after receiving their MSPO certificate from their ACB.

5.1.3 Requirements for Palm Oil Millers

- a) Registration of suppliers and buyers
 - i. All suppliers (input) of MSPO certified and uncertified FFB shall be registered in the MSPO Traceability module.
 - ii. All buyers (output) for MSPO certified FFB and palm oil products shall be registered in the MSPO Trace.
 - iii. Millers shall register FFB dealers as a supplier.
 - iv. In the case of FFB diversion from one mill (A) to another mill (B), the receiving mill (B) shall be registered as a buyer of the sending mill (A).
- b) Reporting of monthly MSPO certified production of CPO and PK
 - i. All mills shall report the cumulative total of MSPO certified CPO and PK production volume every month. The data shall be reported before the 10th of the following month.

- c) Upload monthly MSPO certified and non-certified FFB receiving list
 - i. The mills shall record and upload the weight of total FFB received by supplier, following the FFB Supplier Template provided in the system.
 - ii. Based on the input, the system will automatically determine if the supplier is producing MSPO certified FFB or uncertified FFB.
- d) Sales Announcement
 - i. All sales of MSPO certified palm oil products shall be announced in MSPO Trace.
 - ii. Sales announcement shall be by contract basis.
 - iii. Sellers shall make MSPO sales announcements within 30 days after the completion of contract.

5.1.4 Requirements for Refineries, Palm Kernel Crushers, Oleochemical Plants, Biodiesel Plants, Palm Oil Product Dealers, and Others

- a) Registration of suppliers and buyers
 - i. All suppliers (input) and buyers (output) for MSPO certified palm oil products and/or materials shall be registered in the system.
- b) Sales announcement
 - i. All sales of MSPO certified palm oil products and/or materials shall be announced in MSPO Trace.
 - ii. Sales announcement shall be by contract basis.
 - iii. Sellers shall make MSPO sales announcements within 30 days after the completion of contract.
- c) Conversion ratios should be as per industry norm. The user shall provide justification to MPOCC if the ratio used is outside of the industry norm.

5.1.5 Requirements for FFB Dealers

- a) Registration of suppliers and buyers
 - i. All suppliers (input) of MSPO certified and uncertified FFB shall be registered in the MSPO Traceability module.
 - ii. All buyers (output) for MSPO certified and uncertified FFB shall be registered in the MSPO Trace Traceability module.

- iii. In the case of an FFB dealer (A) selling to another FFB dealer (B), the receiving FFB dealer (B) shall be registered as a buyer of the sending FFB dealer (A).
- b) Upload monthly MSPO certified and non-certified FFB receiving list
 - i. The FFB dealer shall record and upload the total weight of FFB received by the supplier, following the FFB supplier template provided in the system.
 - ii. Based on the input, the system will automatically determine if the supplier is producing MSPO certified FFB or uncertified FFB.
- c) Sales announcement
 - i. All sales of MSPO certified palm oil products shall be announced in MSPO Trace.
 - ii. Sales announcement shall be by contract basis.
 - iii. Sellers shall make MSPO sales announcements within 30 days after the completion of contract.

5.1.6 Traceability Module and the Supply Chain Model Accounting System

- a) The MSPO Trace Traceability Module shall not be used as a substitute to the accounting system. The information for opening and closing stock within the system is for reference only.
- b) The organisation shall only sell MSPO certified material based on the traceability model applied in their audit scope.
- c) The organisation shall apply the same traceability model as its supplier or downgrade to a lower traceability model. Downgrading can only be done in the following order:
Segregation -> Mass Balance -> Non MSPO Certified Palm Product.
- d) Upgrading of traceability model status is not allowed.

5.2 MSPO LOGO ISSUANCE

5.2.1 Certification marks related to the MSPO Certification Scheme can be fixed to a product to indicate that the product originated from an oil palm planted area certified to the requirements of the MSPO Certification Standard. The MSPO Logo is a registered Trademark in 4 different categories in colour variant or monochrome with the no. 2014000761, 2014000763 to 2014000769, under the ownership of the scheme owner. It is vital that the logo is used correctly to safeguard the integrity and credibility of the MSPO Certification Scheme. This section provides the authoritative basis for the scheme owner in managing the use of the MSPO Logo and to guide users on the use of the MSPO Logo.

5.2.2 Logo Coverage

The MSPO Certification Scheme is a single-issue labelling scheme, the claims of which only concern sustainable oil palm management. Sustainable oil palm management is the process of managing oil palm planted areas to achieve one or more clearly specified objectives of management with regard to the production of a continuous flow of desired palm oil products without undue reduction of its inherent values and future productivity, and without undue undesirable effects on the physical and social environment. The MSPO Logo only places a claim on the oil palm products that is covered within the scope of MSPO certification.

5.2.3 Ownership and Usage of the MSPO Logo

The MSPO Logo is a copyright material and Trademark [™] registered by the scheme owner. The use of MSPO Logo and related MSPO claims in Malaysia and globally is regulated and governed by the scheme owner. Unauthorised use of this copyright material is prohibited and may lead to legal action.

5.2.4 Role of the Scheme Owner

- a) MPOCC is the company formed to manage the implementation of the MSPO Certification Scheme. This includes providing a contact point for queries and comments on the certification standards and promoting mutual recognition for the MSPO Scheme with compatible palm oil certification schemes.
- b) Within its mandate to manage the implementation of the MSPO Certification Scheme, MPOCC as the scheme owner is responsible for issuing and controlling logo usage licenses to other parties.
- c) In issuing licenses, MPOCC is responsible for keeping an up-to-date register of:
 - i. MSPO certificate holders
 - ii. All the on-product and off-product Logo Users by user group

5.2.5 Role of Accredited Certification Body

- a) The ACB which undertakes an audit of a management unit and grants certificate is responsible for the verification of the use of MSPO Logo and related claims by the relevant Logo User. Verification audits are carried out by the ACB to ensure compliance with the use of the MSPO Logo and related claims.

- b) ACBs shall raise Major Non-conformity if found unapproved and/or non-conforming uses against the requirements of the MSPO Logo and its Trademark by the Certificate Holders and report unapproved and/or non-conforming uses against the requirements of the MSPO Logo and its Trademark to the scheme owner within 7 working days. The scheme owner will evaluate the unapproved and/or non-conforming uses of the MSPO Logo to determine whether further action, including legal action, is required.
- c) Upon its client organisation who has undertaken to enter into a Logo Usage License Agreement with the scheme owner, ACBs need to ensure the following:
 - i. The Logo User shall make available the up-to-date agreement between the Logo User and scheme owner to the ACBs during the audit for verification or as and when needed;
 - ii. The Logo User complies with the use of the MSPO Logo and related claims;
 - iii. Examines the system by means of which the Logo User keeps records on how the logo is used and, in the case of products, the production volumes of products marked with the Logo; and
 - iv. Includes the unapproved and/or non-conforming uses against the requirements in this document of the MSPO Logo in the audit report OR audit summary report.

5.2.6 Logo User Group

There are four groups of Logo Users. These user groups comprise both certificate holders and non-certificate holders, which are as follows:

- a) Group A: Scheme Owner, i.e. MPOCC
- b) Group B: MSPO Part 2 and 3 Certificate Holders (off-product usage only)
- c) Group C: MSPO Part 4 Certificate Holders (off and on-product usage)
- d) Group D: Other Groups, including ACBs

a) Group A – Scheme Owner

MPOCC, as the scheme owner for the MSPO Certification Scheme, is permitted to use the MSPO Logo for educational and other communication purposes. It is the only authority responsible for the issuance of licenses for the use of the MSPO Logo.

b) Group B – MSPO Part 2 and 3 Certificate Holders

Group B comprises owners and managers of oil palm plantations including smallholdings with a valid MSPO Standard Part 2 or Part 3 certificate. The certificate shall be issued by an independent third-party ACB. The Logo Users under this group are allowed to apply only for off-product logo usage.

c) Group C – MSPO Part 4 Certificate Holders

Group C comprises palm oil mills, dealers and processing facilities which process, manufacture, supply and/or export palm oil products as holders of the MSPO Standard Part 4 certificates. The certificate shall be issued by an independent third-party ACB meeting the accreditation requirements of AB. The Logo Users under this group are allowed to apply on-product and off-product logo usage.

d) Group D – Other Groups

- i. Group D comprises accredited certification bodies operating MSPO Certification Scheme, and other organisations or bodies that are approved by the scheme owner to promote or advertise the MSPO Certification Scheme for awareness, promotional and educational purposes. The Logo Users under this group are allowed to apply only for off-product logo usage.
- ii. Logo usage by parent company OR HQ for any management units under company on their limitation, whereby the parent company OR HQ can produce the materials for the subsidiaries. However, if there is any document related to the subsidiaries only, they need to have their own logo license.

5.2.7 Logo Usage and Claims

a) When the MSPO Logo is used, the following essential elements must be fulfilled:

- i. The MSPO Logo shall be reproduced according to the measurements, colours, trademark claims and other specifications detailed in the MSPO Logo Reproduction Tool Kit, which the scheme owner makes available to the approved logo users.
- ii. A logo license registration number provided by the scheme owner shall be included.

b) The logo can be used in two different ways:

i. On-product usage includes:

- Claim on the product(s) label (e.g. PET bottle, plastic packaging, boxes, drums)



ii. Off-product usage includes:

Claim which are not on the product(s) label. This includes, but is not limited to:

- Claims in the traceability documentation (e.g. invoice, packaging list and bill of lading)
- Claims in general documentation (e.g. company or product brochure)
- Claims in signage (e.g. at an organisation's premises or at the boundary of oil palm estates)

c) On-Product Use

- i. For on-product use, Logo Users must indicate the traceability model of either the option of segregation or mass balance based on their scope of certification and/or of the content of the MSPO certified material in the product.
- ii. The logo for on-product use shall adhere to MSPO Logo Reproduction Tool Kit.
- iii. Specific Requirements for 'MSPO Certified' Label.

Supply Chain Model (based on scope of certification) Segregation	MSPO Logo or Claim	Content of MSPO certified material	Label Implies
Segregation		100%	The product must contain 100% of MSPO certified material used in the final product.
Mass Balance 70%		>70%	The product must contain a minimum of 70% of MSPO certified material from the total of palm oil material used in the final product
Mass Balance 30%	"This product contains Malaysian sustainable palm oil (MSPO)"	>30%	The product must contain a minimum of 30% of MSPO certified material from the total of palm oil material used in the product. Usage within this category is only limited to claims and the use of the MSPO logo is not permitted.

d) Off-Product Use

- i. For off-product use, Logo Users must use the logo with the logo license number that is issued as below:



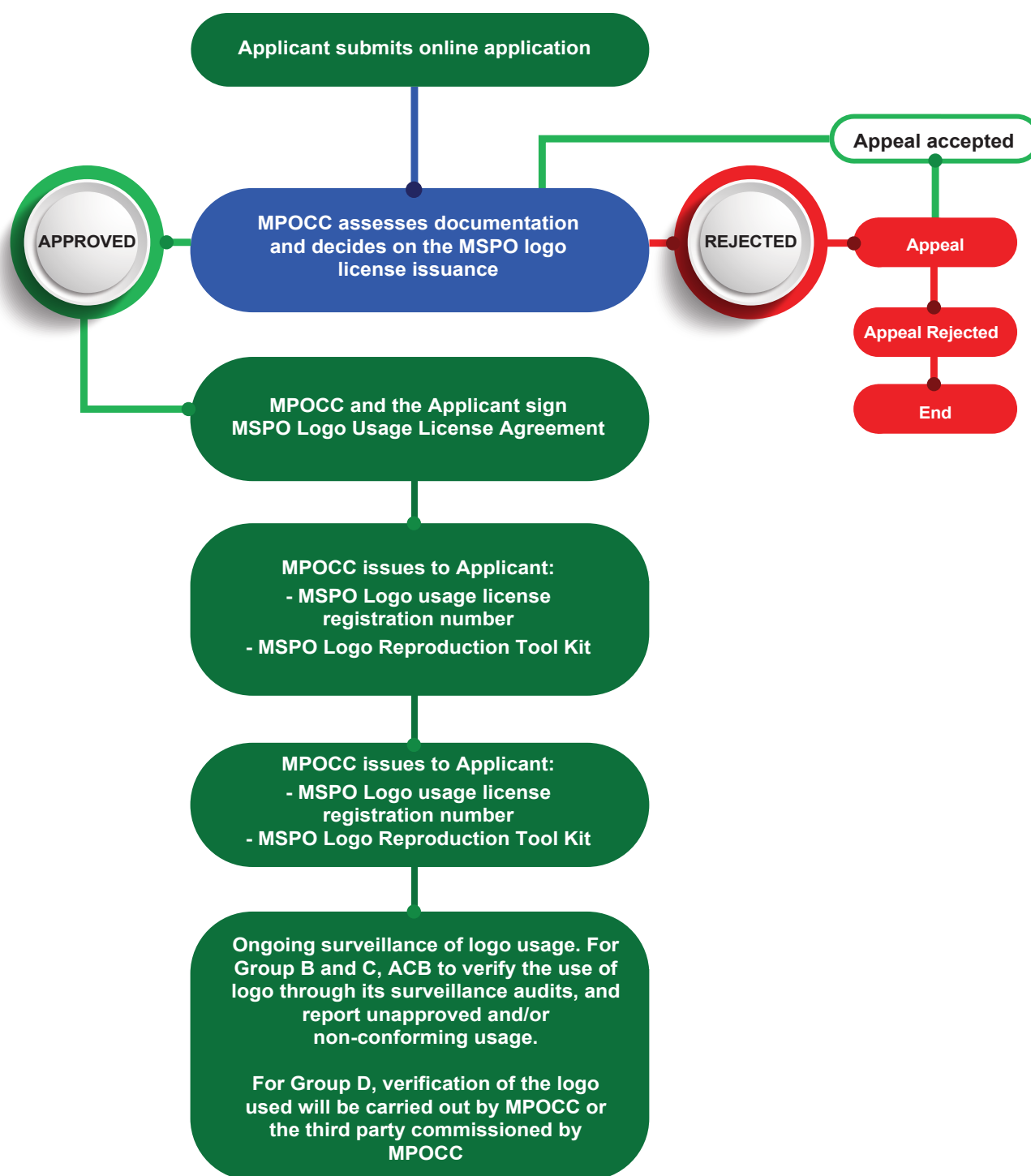
- ii. The logo for off-product use shall adhere to MSPO Logo Reproduction Tool Kit with the exception of the size of the logo, which shall remain flexible and legible.

5.3 LICENSES OF LOGO USAGE RIGHTS

5.3.1. General Conditions

- a) Organisations or companies applying for use of the MSPO Logo must:
 - i. Be a legal entity, such as a company, business or society; and
 - ii. Sign an agreement i.e. MSPO Logo Usage License Agreement that allows the public presentation, on an Internet-based database, of the organisation's, company's or other legal entity's identification data. This data includes:
 - Organisation's contact and location details;
 - Organisation's certificate number and expiry date;
 - Accredited certification body's contact details
- b) Logo License Issuance procedure
 - i. The following process for obtaining logo usage rights approval applies to the use of the MSPO Logo. Figure 3 provides an overview schematic of this process.

Figure 3: Logo License Issuance Procedure



- ii. A company, organisation or individual has to obtain an official license from the scheme owner before printing, publishing or otherwise using the logo and related claims regardless of the logo usage group (on-product or off-product usage). Applicants need to submit online application form to the scheme owner which is available on the scheme owner's website.
- iii. The scheme owner reviews the application form to determine whether the applicant has delivered all the required documents for scrutiny and that all the following scheme owner requirements on the logo usage and reproduction are fulfilled.

c) License Agreement

- i. If the application for logo usage license is approved, the scheme owner prepares a MSPO Logo Usage License Agreement (contract, Appendix C) for the applicant (from here on shall be referred to as Logo User). The License Agreement enters into force when both parties sign the agreement.
- ii. If the application for logo usage license is declined, the scheme owner must provide reasons for the negative decision to allow the applicant the opportunity to provide further information in support of the application or to appeal the decision.
- iii. Upon the signing of MSPO Logo Usage License Agreement, the scheme owner shall issue to the applicant the MSPO logo license registration number. MSPO Logo Reproduction Tool Kit will be issued after both parties have signed the agreement.
- iv. The Logo User shall advise the scheme owner immediately on any changes concerning:
 - The organisation's certification status;
 - The organisation's profile (e.g.: nature of business, company name, operation status, etc.)
- v. MSPO Logo Usage License Agreement will be amended accordingly based on the changes in number iv.

d) Suspension of Logo License

The scheme owner reserves the right to suspend the logo usage license if the Logo User is suspected of misusing the logo or not complying with all the rules and requirements of the MSPO Certification Scheme. If, after investigation, the suspicion is proven to be founded, the logo usage license will be terminated.

e) Validity of Logo License

- i. The validity of the licenses to be issued will be based on the validity of the certificate and/or Agreement issued as follows:
 - Group B & C: for the period of validity of the MSPO certificate
 - Group D: for the period of validity of the Agreement (5 years)
- ii. Logo Users are required to renew the licenses before the expiry of the certificate or agreement.

f) Logo Usage without License Number

- i. The usage of the logo without license number is not allowed in principle. However, the scheme owner can allow the usage of the logo without the license number in exceptional cases based on a written application for off-product usage only, where the placement of the license number is not possible (e.g. small promotional materials).
- ii. The applicant shall be a holder of a license issued by the scheme owner and the application shall include:
 - Applicant's identification data, logo license number
 - Reason for the usage without the license number
 - Description of the usage including design layout
- iii. The application is valid only for the applied exemption and the applicant shall send to the scheme owner an example of the material covered by the exemption.

5.3.2 Logo Coding System

A logo usage registration coding system has been developed to support a register of logo usage licenses consistent with the MSPO Logo usage coding system. The MSPO Logo usage coding system is specified in the Logo Reproduction Toolkit. MSPO Logo usage license registration numbers shall be issued by the scheme owner as per the coding system.

5.3.3 Logo Monitoring and Reporting

- a) Responsibility of scheme owner
A register of MSPO Logo Users shall be kept in electronic format.
- b) For MSPO Logo Users Group B and C, MSPO Logo usage is subject to verification carried out by accredited certification bodies and monitored by the scheme owner.
- c) For MSPO Logo Users Group D, MSPO Logo usage is subject to verification carried out by the scheme owner itself or by a third party commissioned by the scheme owner.
- d) The scheme owner will provide periodic report summaries, based on its electronic registers, on its website of the number of Logo Users by user group and type of logo usage (on-product or off-product).

Appendix 1

Application for Accredited Certification Body Recognition by Scheme Owner

I. Applicant's Identification Data

Organisation name			
Organisation registration number			
Organisation's representative			
Address	No. Street		
	City	Post Code	
	State		
Contact person			
Telephone		Fax	
E-mail			
Website			

II. Information and Documents for Application Processing

Accreditation number AND expiry date	
Accreditation body name	
Documents required for the application processing: Copy of the accreditation attestation issued against ISO/IEC 17021-1 and/or ISO/IEC 17065 which scope explicitly covers certification against the MS 2530 series standards and/or other non-mandatory MSPO standards.	

III. Self-Declaration

I hereby confirm that:

- have read the MSPO Scheme Document and the ACB Recognition Agreement and accepted them; and
- the data included in this application is complete and truthful.

Signature of applicant's representative
(person named in Section I)

[Name]

Application Form

(To be completed by the scheme owner)

I. Application Processing

		Date	Signature
Date of application received	<input type="checkbox"/> Yes		
Fulfilment of the MSPO Certification Scheme and MPOCC requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No		
MPOCC Recognition Agreement completed by MPOCC and sent to the applicant	<input type="checkbox"/> Yes		
Signed MPOCC Recognition Agreement returned by the applicant	<input type="checkbox"/> Yes		
MPOCC Recognition Agreement signed by MPOCC and returned to the applicant	<input type="checkbox"/> Yes		

II. Application Appeal Process

		Date	Signature
Appeal received	<input type="checkbox"/> Positive		
Appeal processed with decision	<input type="checkbox"/> Positive <input type="checkbox"/> Negative		

III. Suspension and Termination of the Scheme Owner Recognition

Status of Decision	Date	Penalty

Appendix 2

MSPO CERTIFICATION AUDIT PUBLIC SUMMARY REPORT TEMPLATE

CONTENTS

- 1 Detail of Certification Assessment
 - 1.1 Type of certification assessment
(main audit OR annual surveillance audit OR re-certification audit)
 - 1.2 Scope of MSPO certification
 - 1.3 MSPO Standards used for the assessment
 - 1.4 Boundary map showing geographical location, with close-up of the management unit with geographical coordinate
- 2 Details of the management unit
 - 2.1 Name of management unit
 - 2.2 Site address of the management unit
 - 2.3 Management and contact person's details (name, tel., email)
 - 2.4 MPOB license no., scope of activity, expiry date
 - 2.5 Certified area* and planted area** including mature and immature area and HCV OR conservation area
(for Part 2 and Part 3) (for Part 4 where applicable)
 - 2.6 Summary of total production in metric tonne (Mt) (annual refer to the company's financial year)
 - a) For Part 2 and Part 3: Estimated and actual tonnages of annual FFB production
 - b) For Parts:
 - 4.1: Estimated and actual tonnages of annual FFB processed, CPO & PK production
 - 4.2: Estimated and actual tonnages of annual oil palm product received (input) OR processed and production (output)
 - 4.3: Estimated and actual tonnages of annual FFB OR oil palm products received (input) and production (output)
 - 2.7 Date of certificate issuance and validity
 - 2.8 Other sustainability certifications held by the management unit
- 3 Assessment Process
 - 3.1 Certification body
 - 3.1.1 Audit team members
(full name, role, qualification OR education, working experience)
 - 3.2 Audit Plan
 - 3.2.1 Audit dates, site(s) visited, total number of man-days spent on site(s) based on sampling formula
(for group certification)
 - 3.3 Audit programme
 - 3.3.1 Proposed dates of next surveillance audit and information on management units to be audited in five years cycle.
- 4 Summary of Audit Results
 - 4.1 Audit findings against all the applicable MSPO Standard Principles, Criteria and Indicators
 - 4.2 Lead auditor's summary and recommendation for certification

4.3 Details of:

- 4.3.1 Major and minor non-conformities and status including correction, root cause analysis and corrective action
- 4.3.2 Opportunities for Improvement (OFI)
- 4.3.3 Issues raised during stakeholder consultation, responses by certified entities and auditors' conclusion

5 Official acknowledgement of the assessment findings

- 5.1 Signature of the Lead Auditor with date
- 5.2 Signature of the management unit representative with date

*Certified area – Area within unit which may include planted area, mill, housing, roads, conservation etc.

**Planted area – area planted with oil palm (mature and immature)

NOTE:

For SPOC, both certified area and planted area shall be as per the MPOB license.

Appendix 3

MSPO CERTIFICATE TEMPLATE INFORMATION

MSPO certificate issued by the ACB shall contain the following minimum information: -

1. Certification standard and Certification Scope (Individual/Group/Multisite)
2. Certificate number
3. MPOB license no.
NOTE: In annex for group OR multisite certification
4. CB's logo
5. MSPO logo
NOTE: Only allowed for Accredited CB
6. DSM logo
NOTE: Only allowed for Accredited CB
7. CB's name
8. Company name and company address
9. GPS coordinates of management unit
10. Certification scope

NOTE:

Including type of processing facility, supply chain model (for processing facilities and traders), & mill capacity as per MPOB license (licensed activity) for MSPO Part 4, certified and planted area for FFB growers)

11. Certification date, expiry date of certification and first issuance date of certificate
12. Authorisation of CB's director

NOTE:

1. *For group and multisite certification, list of all certified members OR sites shall be provided in the certificate annex (refer annex 3a).*

Appendix 3a
(Annex to Part 2.1 and Part 2.2 – Group Certification)

(NAME OF CERTIFIED SPOC OR OTHER GROUPS)

**(COMPANY NAME (Cawangan MPOB),
ADDRESS & NAME OF GROUP MANAGER)**

No	Smallholder	Lot No	GPS Coordinates	Certified Area (ha)	Planted Area (ha)
	Name	MPOB License no			
1					
2					
3					
4					
TOTAL					

Appendix 3b
(Annex to Part 3.1 and Part 3.2 - Group Certification)

No.	Name of Management Unit	MPOB License No.	State	GPS Coordinates	Certified Area (ha)	Planted Area (ha)
1						
2						
3						
4						
TOTAL						

Appendix 3c
(Annex to Part 4.2 - Multisite Certification)

(Parent Company Name)

(ADDRESS OF PARENT COMPANY)

No.	Site Name	Site Category (Refinery OR KCP OR Biodiesel) (following MPOB license)	GPS Coordinates	Scope
1				
2				
3				
4				

Acknowledgment

Members of The Interest Group on MSPO Scheme Document 2022

Mr. Simon Selvaraj (Chairperson)	Malaysian Palm Oil Certification Council
Ms. Yazreen Sabri (Vice Chairperson)	Malaysian Palm Oil Certification Council
Mr. Hadrian Numpang Anak Hollis Awell/ Ms. Siti Rahah Mohamed Mohayaddin	Ministry of Plantation Industries and Commodities
Dato Nageeb Wahab/ Ms. Shreen Xavier	Malaysian Palm Oil Association
Ms. Rozanna Rosdin/ Ms. Nazira Khabibor Rahman	Malaysian Palm Oil Board
Mr. Benardos Anak Bingkang/ Mr. Nik Mohd Syazwan Nik Mohd Zamri	Department of Standards Malaysia
Mr. A. Fadzli Abdul Aziz/ Mr. Md. Saiful Md. Hussin	The Palm Oil Refiners Association of Malaysia
Dr. David Lim Lian Keong	Palm Oil Millers Association of Malaysia
Mr. Muhammad Haris Abdullah / Ms. Sarah Nasiha Kormin / Mr. Darmarisyanto Alias (Secretariat)	Malaysian Palm Oil Certification Council



MSPO CERTIFICATION SCHEME DOCUMENT

MALAYSIAN SUSTAINABLE PALM OIL
CERTIFICATION SCHEME

