

**NESUS CERTIFICATION SDN BHD**



# **MSPO CERTIFICATION SUMMARY REPORT**

FOR

**JOYFULL SYMBOLIC SDN BHD** (943574-X)

Date: 10<sup>th</sup> May 2024


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**MSPO Certification Summary Report**

	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

**Table of Contents**

Abbreviations	2
1 Introduction & 5 Years Audit Programme	3-5
2 Methodology	6-7
3 Organization Information	8-9
4 Audit Assessment	10-20
Appendix A: Audit Findings	21
Appendix B: Corrective Action Plan & Evidence	21
Appendix C: Audit Plan	21
End of Report	21


**MSPO Certification Summary Report**

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**Abbreviations**

<b>CHRA</b>	Chemical Health Risk Assessment
<b>CPO</b>	Crude Palm Oil
<b>CSR</b>	Corporate Social Responsibility
<b>DOE</b>	Department of Environment
<b>EFB</b>	Empty Fruit Bunch
<b>EIA</b>	Environment Impact Assessment
<b>FFB</b>	Fresh Fruit Bunch
<b>GMP</b>	Good Milling Practices
<b>GPS</b>	Global Positioning System
<b>GAP</b>	Good Agriculture Practices
<b>ISO</b>	International Standard Organisation
<b>MPOB</b>	Malaysian Palm Oil Board
<b>MPOCC</b>	Malaysia Palm Oil Certification Council
<b>MSPO</b>	Malaysia Sustainable Palm Oil
<b>NC</b>	Non Conformity
<b>OSH</b>	Occupational Safety and Health
<b>P&amp;C</b>	Principle and Criteria
<b>PK</b>	Palm Kernel
<b>POME</b>	Palm Oil Mill Effluent
<b>PPE</b>	Personal Protective Equipment
<b>RTE</b>	Rare, Threatened and Endangered Species
<b>SDS</b>	Safety Data Sheet
<b>SIA</b>	Social Impact Assessment
<b>SOP</b>	Standard Operating Procedure



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## 1. INTRODUCTION

**Joyfull Symbolic Sdn Bhd** has commissioned Nesus Certification Sdn Bhd to conduct annual **Surveillance 4 Year 5** audit for its oil palm plantations according to MS 2530-3:2013 Part 3 General Principles for Oil Palm Plantations and Organized Smallholders.

### 1.1. Objective

The objective of this **Surveillance 4 Year 5** audit is to assess the oil palm plantation by an independent certification body with the aim for compliance of the standards.

### 1.2. Scope

Any changes in scope Yes ☐ No ☒

The certification is based on the documentation established by **Joyfull Symbolic Sdn Bhd**. The supporting documents provided to the audit team as well as information received by means of interviews, background investigation and site assessment.

The documents and information are reviewed against the requirements and criteria based on MS 2530-3: 2013 Part 3 General Principles For Oil Palm Plantations And Organized Smallholders. Nesus Certification Sdn Bhd has employed a risk-based approach in the audit, focusing on the identification of significant risks and reliability of the assessment and reporting.

The following references are used as part of the assessment; the compliance of the requirements of the guidelines applied are checked.


1. Malaysian Sustainable Palm Oil Part 3: General Principles For Oil Palm Plantations And Organized Smallholders audit guidance;

### 1.3. Appointment and Qualification of team members

The audit team appointed consists of the team leader and team members. The team contributes to the review of documents, assessment of the project activity and preparation of this report.

Audit:	Date:	Audit Team	
<b>Surveillance 4 Year 5</b>	<b>14th -15th March 2024</b>	<b>Lead Auditor</b>	<b>Dickens Mambu;</b> Certified MSPO SCCS Auditor (SGS Malaysia), Certified Lead Auditor QEHS (SGS Malaysia), Certified MSPO Lead Auditor (DQS Certification), MSc Sustainable Land Use (Unimas), BSc (Hons) Conservation Biology (UMS), Exec. Diploma in Plantation Management (UTM); 15 years working experience related to palm oil; Site & documentation audit and interview based on Principles1 to 7 of MS2530-3:2013.

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<b>Clients Review:</b>	Mr. Angat Bungan	<b>Date:</b>	15 <sup>th</sup> May 2024
<b>Peer Reviewer 1:</b>	N/A	<b>Date:</b>	-
<b>Peer Reviewer 2:</b>	N/A	<b>Date:</b>	-
<b>Certification Decision Panel:</b>	Mr. Jiram	<b>Date:</b>	13 <sup>th</sup> May 2024
<b>Approved by CM:</b>	Mr. Dickens Mambu	<b>Date:</b>	13 <sup>th</sup> May 2024

**5 Years Audit Programme**

Planned month & year	S1 Date:	S2 Date:	SA1 Date:	SA2 Date:	SA3 Date:	S4 Date: 14/3/24	RA Date: 14/3/2025
Internal audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Stakeholder consultation / survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Use of logo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Follow-up from previous audit finding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4.1 Management Commitment &amp; Responsibility</b>							
4.1.1 MSPO Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.1.2 Internal audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.1.3 Management review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.1.4 Continual improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2.1 Transparency of information and documents relevant to MSPO requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.2.2 Transparent method of communication and consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.2.3 Traceability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3.1 Regulatory requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.3.2 Land use rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.3.3 Customary rights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4.4 Social responsibility, health, safety and employment condition</b>							
4.4.1 Social impact assessment (SIA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.4.2 Complaints and grievances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.4.3 Commitment to contribute to local sustainable development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.4.4 Employees safety and health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.4.5 Employment conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.4.6 Training and competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5.1 Environmental management plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.2 Efficiency of energy use and use of renewable energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.3 Waste management and disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.4 Reduction of pollution and emission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.5 Natural water resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



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4.5.6 Status of rare, threatened, or endangered species and high biodiversity value area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.7 Zero burninmg practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6.1 Site management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.6.2 Economic and financial viability plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7.1 High biodiversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7.2 Peat land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7.3 Social and Environmental Impact Assessment (SEIA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7.4 Soil and topographic information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7.5 Planting on steep terrain, marginal and fragile soils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7.6 Customary land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Note:**

Legend:

☒ - plan to cover & covered

S1 - Stage 1

SA - Surveillance assessment (not more than 12 months from certification decision date)


☐ - for uncover

S2 - Stage 2

RA - Reassessment (4 months before certificate expiry)

Audit Stage	S1	S2	SA1	SA2	SA3	SA4	RA
Year	1	1	2	3	4	5	6
Plan	-	-				14/3/24	14/4/25
Actual	-	-				14-15/3/24	-
Team Leader	-	-				Dickens Mambu	-
PR 1	-	-				N/A	-
PR 2	-	-				N/A	-

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**2. METHODOLOGY**

The audit approach consists of the following steps:


- Contract review;
- Appointment of team members and technical reviewer;
- Contact client for relevant documentation according to the applicable MSPO standards;
- Audit planning;
- Background investigation, desk review of submitted documents;
- On-Site assessment, interviews with operational personnel, stakeholders and its contractors through phone call; review of documentation;
- On-site reporting
- Resolution of non-conformance (NC) (if any)
- Draft audit reporting
- Technical review
- Final audit reporting
- Peer review (if any)
- Address Peer Review Comments (if any)
- Certification Decision Panel (CDP)
- Final approval and issuance of certificate.

**Surveillance Audit:**

**Surveillance 4 Year 5** audit was conducted on **14th -15th December 2023** which covers the following activities but not limited to below:

- On-site inspection, observations and review plantation documents for compliance to relevant Principles & Criteria of the applied standard;
- Interview operation personnel for understanding for the work assigned;
- Reviewed revised and updated documentation established and implemented;
- Operating records;
- Training records;
- Reports established;
- Work plans established;
- Review and closed out of non-conformance raised during **Surveillance 3** audit;
- Assessment reporting;

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**On-site Assessment**

The audit of the plantation was conducted according to the MS 2530-3:2013 Part 3 General Principles For Oil Palm Plantations And Organized Smallholders.

The methodology for objective evidence collection was through documentation review, monitoring data and site assessment. The audit evidence obtained was based on a sample of the information; thereby introducing an element of uncertainty. Checklists and questionnaires were used to guide the collection of information. The comments made by external stakeholders were taken into account in the assessment.

**Non-conformance:**

On the basis of the desk review, evidences presented during the audits, non-conformance (NC) Major, Minor and Observation may be raised during the audit.


Major non-conformance shall be addressed and responded within 90 days from closing date of audit. For minor non-conformance, an action plan need to be submitted within 30 days from closing date of audit for review and acceptance. Implementation of Minor NC will be reviewed and verified during the next audit.

**Site Sampling****Sampling Methodology and Risk Determination**

Not applicable.



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**3. ORGANISATION INFORMATION**

This report presents the continual results of the yearly certification assessment at **Joyfull Symbolic Sdn Bhd** on **14<sup>th</sup> -15<sup>th</sup> April 2024** by Nesus Certification Sdn Bhd. The purpose was to assess the operations of **Joyfull Symbolic Sdn Bhd** against the requirements of the Malaysian Sustainable Palm Oil (MSPO) certifications.

**Joyfull Symbolic Sdn Bhd** started planting in year 2012. **Joyfull Symbolic Sdn Bhd** is an oil palm plantation with an area of **281.68 hectares**. **Joyfull Symbolic Sdn Bhd** is applying the MS2530-3:2013 as the organization is committed to become a Sustainable Palm Oil producer.

Table 1: Information of Estate Being Audited

Name of Organisation	Location	Coordinates	
		Lat.:	Log.:
Joyfull Symbolic Sdn Bhd (Sungai Segan Estate)	Lot 1171, Block 37& Lot 26, Block 44, Sungai Segan, Kemena Land District, 97000 Bintulu, Sarawak	3.093618	113.055270

Table 2: Supply Base Area Statement


Area Statement (Ha)				
Estate	Titled Area (Ha)	Planted (Ha)	Conservation / HCV (Ha)	Others (Ha)
Joyfull Symbolic Sdn Bhd	281.68	281.68	0.00	0.00
<b>Total</b>	<b>281.68</b>	<b>281.68</b>	<b>0.00</b>	<b>0.00</b>

Table 3: FFB Production

Estate	FFB Production (Mt)	
	Year 2023 (Actual)	Year 2024 (Projection***)
Joyfull Symbolic Sdn Bhd	6042.54	5799.99





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## 4. AUDIT ASSESSMENT

### 4.1. Surveillance Audit

The objective of the audit is to assess the activities of the plantation are in compliance with MS 2530-3:2013 Part 3 General Principles For Oil Palm Plantations And Organized Smallholders.

#### 4.1.1. Surveillance 4

The **Surveillance 4** audit was conducted on **14<sup>th</sup> -15<sup>th</sup> March 2024**.

During the **Surveillance 4** audit, there were **3 Minor and 0 OFI findings** being raised. The non-conformances raised during the audit were closed out by means of documents review that were established, revised and implemented appropriately and preventive actions taken by the estate.

During this audit, the minor non-compliance raised in the previous annual surveillance audit has been reviewed by the audit team by means of inspection of estate activities, conducted interviews, reviewed and verified documents that were established, corrected and implemented appropriately by the estate team. The corrective measures implemented were verified as appropriate.

For details of the assessment, refer to the summary of assessment for each indicator in section 4.4 of this report.

### 4.2. Stakeholders' Consultation

Nesus Certification Sdn Bhd, has notified the stakeholder as to accommodate stakeholder's consultation and communication for **Joyfull Symbolic Sdn Bhd** to provide comments. As at audit date on **14<sup>th</sup> -15<sup>th</sup> March 2024**, there were no issued received.

Table 5: Stakeholder Consultation

Stakeholders Categories	Stakeholder's Input / Comments	Clients Feedback / Response
Government Agency: MPOB (Bintulu)	Estate has been committed in complying with the national guidelines of respective matters. No issues.	Communication for all parties are clear and followed as stated in procedure.
Buyer: DD Palm Oil Mill	Have a good business relationship and committed with MSPO implementation. No issues arise	Communication for all parties are clear and followed as stated in procedure.
Employee Representative: Ting Chai Soon	Workplace and remuneration are both satisfactory.	Estate always looking after the welfare and well-being of all employees.
Contractor ; Rich Wing Sdn Bhd	Have a good business relationship and committed with MSPO implementation. Maintained a good relationship	Communication for all parties are clear and followed as stated in procedure.



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Neighbouring Villages; Tr. Bajing Ak Anom	Maintained a good relationship. No issue was raised during the interview session.	Communication for all parties are clear and followed as stated in procedure.
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#### 4.3. SUMMARY OF FINDINGS


##### Principle and Criteria Assessment Summary

The assessment team conducted a thorough assessment of each principle and criteria. Over the 5 years' period of the certificate cycle, there will be 4 annual surveillance audits where all criterion will be assessed. Evidences are sought for conformity with the MSPO 2530-3:2013. The summary of the assessment can be seen below, where the "Findings/Comments" column reflects the findings in accordance with each criteria and indicator or evidences and when non conformity is found. Summary of the non-conformity can be found below.

#### 4.4 COMMENT ON COMPLIANCE STATUS, POSITIVE OBSERVATION & OPPORTUNITIES FOR IMPROVEMENT

Principle	Description	Comment	Conformity
<b>Principle 1</b>	Management Commitment Responsibility &	<p><b>Policy on Implementation of MSPO</b> The Director of Joyfull Symbolic Sdn Bhd, signed the company's MSPO policy on 1<sup>st</sup> November 2019. There is no changes on the policy since 2019. The policy is communicated in various ways, including posting it on the main signboard at their worker's quarters. It is also communicated to the employees during muster call. The policy emphasizes the company's commitment to long-term growth and continuous improvement in plantation operations.</p> <p><b>Internal Audit</b> Internal audits are to be conducted at least once a year. This requirement was clearly stated in the newly developed Internal Audit Procedure. An internal audit report should be prepared and presented to management for review at the end of the audit. The internal audit was conducted on 10<sup>th</sup> January 2024.</p> <p><b>Management Review</b> Management Review is scheduled to be conducted once a year after internal audit has been conducted, discussing impacts mitigation and continuous improvement plan for operations with company's decision makers. The management review was conducted on 11<sup>th</sup> March 2024. Among issues</p>	Complied.

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		<p>discussed is internal audit report pertaining to issues such as site management and environment component. The meeting also discussed continuous suitability and action plan towards changes, improvement and modification from issues raised.</p> <p><b>Continual Improvement</b> The company has identified Continual Improvement Plan for several criteria such as environmental, social, safety and health. The progress of each identified improvement plan is being monitored closely by the management.</p> <p>Action plan evidence during the audit is as below:</p> <p>Improvement on Social</p> <ul style="list-style-type: none"> <li>-Living Environment on Line site</li> <li>-Improvement on water pipe</li> <li>-Inspection water storage</li> </ul>	
<b>Principle 2</b>	Transparency	<p><b><u>Transparency of documents relevant to MSPO requirements</u></b></p> <p>A communication procedure (Ref No:JS/TP/MSPO/TRO.005) had been established to ensure appropriate and clear communication between two or more parties when resolving concerns or issues or relating new information. Estate management must keep a communication logbook to record every request made by stakeholders. It should be noted that the previously mentioned communication logbook is kept up to date. Stakeholder requests have been addressed in appropriate language and format.</p> <p>All publicly available documents were made available upon request. Mechanism on Information request by stakeholder's procedure was available.</p> <p><b><u>Transparent method of communication and consultation</u></b></p> <p>A procedure for consultation and communication had been established. The Complaints and Grievances procedure outlines the procedure flow as well as the time period for each process. The Social Liaison Officer is appointed to handle any stakeholder consultation and communication. All relevant stakeholders have been</p>	Complied




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Audit Type:	Individual / Surveillance 4 Year 5 Audit

		<p>identified and are included in the Stakeholder List.</p> <p>List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders was not properly maintained.</p> <p><b><u>Traceability</u></b> Traceability is one of the components included in the company's Standard Operating Procedures. A procedure is established to suit the conditions of each operating unit in order to achieve an effective traceability system. The procedure was created to demonstrate actual implementation, thereby reducing the need for frequent inspection. A Traceability Officer was appointed to ensure that the system is consistently implemented. The procedure requires that all traceability records and documents be kept.</p>	
<b>Principle 3</b>	Compliance to legal requirements	<p><b><u>Regulatory requirements</u></b></p> <p>The estate is operating in compliance with local, state, national, and ratified international laws and regulations. The estate's appointed legal officer is in charge of monitoring compliance. If there are any changes, estates management will be notified so that appropriate adjustments can be made.</p> <p>A legal officer was appointed to monitor the compliance and to track changes in regulatory requirements.</p> <p>Legal requirements register was not updated as and when there are any new amendments or any new regulations coming into force.</p> <p><b><u>Legal land use rights</u></b></p> <p>The estate was developed in the NCR land situated in Jalan Ulu Segan Sebauh Bintulu. The agreement usage of land was sighted in the HQ office, Bintulu. The document available sighted is agreement usage of land between Hektar Simbolik with Joyful Simbolik Sdn Bhd Director. The agreement was signed 24/05/2011</p> <p>Total ha : 281 ha</p>	Complied



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	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

		<p>Area : Kuala Pandan Area Incentive : Early April 2024</p> <p><b><u>Customary rights</u></b> The land where the estate is operating are not encumbered by customary rights.</p>	
<b>Principle 4</b>	Social responsibility, health, safety and employment condition	<p><b><u>Social Impact Assessment</u></b> An internal SIA was conducted to identify the implications for the community, both positive and negative for year 2023. However it was observed the SIA not covered all the effected stakeholders.</p> <p><u>N/C No. 2; MINOR</u></p> <p>During document review, Social Impact Assessment (SIA) for Joyful Symbolic Estate was found outdated. The document established in 2019 was not following the latest Malaysian Palm Oil Certification Council Guideline (MPOCC) on SIA Guideline Framework 2022.</p> <p><b><u>Complaints and grievances</u></b> A Complaints &amp; Grievances Procedure for Joyfull Symbolic Sdn Bhd includes a process flow for complaints and grievances that specifies how long it should take to resolve any complaint received. The complaints and grievance mechanism has been made known to all relevant stakeholders. A complaint form was found available at the premises, where employees and affected stakeholder can make a complaints any time but was not fully complies with.</p> <p><b><u>Commitment to contribute to local sustainable developments</u></b> The estate management has been actively assisting and contributing to the surrounding communities. The estate continuously provide training programs that caters to the workers needs. Stakeholders' meeting was also conducted to discuss concerns raised. The estate was found to have kept all CSR records correctly. In terms of job opportunities, the local community was prioritized.</p>	<p>Minor Non Conformity has been raised.</p>

**MSPO Certification Summary Report**

Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
Client Number:	NSC-104-10-23/MSPO
Audit Type:	Individual / Surveillance 4 Year 5 Audit

**Employees safety and health**

Joyfull Symbolic Sdn Bhd has an Occupational Safety and Health Policy signed by the Director, on 8<sup>th</sup> November 2019. The policy is posted in the Estate Office and the Headquarters Office. MSPO Awareness Training was used to communicate the policy to all employees.

N/C No. 1; MINOR

It was observed during document review, several safety and health record and guideline missed out critical components on safety & health practices.

Example

1. Emergency Preparedness and Response was not update
2. HIRARC on biological risk was not available
3. Workplace Inspection Record was not available.

Exixting HIRARC has covering activities and operations in the estate such as harvesting, spraying, manuring etc.

Employees of job scope involving around pesticides exposure will receive training. The training was carried out as planned, according to a sampled training record. Interviewees admitted to receiving relevant training on safe working procedures during a phone interview, which was further assessed.


According to the training records and PPE issuance records, it was noted that workers were adequately outfitted with PPE. The management provided them with the necessary personal protective equipment (PPE), and replace broken or unfit PPE for free if the old or broken PPE is returned.

SOP for Chemical Handling Procedure has been established and covers various activities including operational and non-operational activities. It is also pertains safety procedure for Requesting of Chemical, Chemical Storage, Chemical Transporting, Chemical Handling and Chemical Spillage.

The Safety Officer appointed will oversee the safety aspects for all operations in the estate with a




**MSPO Certification Summary Report**

	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

		<p>committee.</p> <p>Emergency Preparedness and Response Procedure covering Emergency Response Plan on injuries, fire &amp; explosion, spill control, natural occurrence, emergency response committee, and emergency team responsibility, is sighted available.</p> <p>There was no accident recorded in the estate as per seen from the JKPP8 submission 2023 and 2024.</p> <p><b>Employment conditions</b></p> <p>Human Rights Policy, Sexual Harassment Policy, and No Child Labor Policy were spotted and displayed on the notice board at the estate offices. The Director, signed all policies dated November 2019.</p> <p>Based on observation and interview session, it was noted that there are no discriminatory practices in the estate.</p> <p>All employees are paid a basic salary that meets the state's legal requirement. Estate also ensures that workers are paid based on the hours they work based on their checkroll.</p> <p>Among other social benefits that were provided by the employer to employees, their families, or the community, are commission, bonus, medical care, and health provisions. The management also provides free housing, a blue tank for storing treated water and electricity.</p> <p>There is no indication of sexual harassment happening in the estate. The estate has implemented a Sexual Harassment Policy and is committed to creating a work environment that is conducive, safe, and free of sexual harassment. The Director of the estate signed the policy on 8<sup>th</sup> November 2019. The policy is posted on office bulletin boards and communicated to employees through muster, meetings, and briefings.</p> <p>There is no labour union established on site. Interview with workers showed no obstruction from the management for workers who would like to join the union.</p> <p>As stated in the estate's Policy on No Child Labour, there are no underage workers employed by the estate.</p>	
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**MSPO Certification Summary Report**

	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

		<p>The management shall establish records that provide an accurate account of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment but not fully followed.</p> <p><b><u>Training and competency</u></b></p> <p>The training schedule latest was for the year 2024 has been set.</p> <p>Before developing training program, the training needs of each worker are analyzed using a training matrix to assess their level of understanding and competency. This ensures that the training plans meet the needs of the workers. It is discovered that the estate has identified the applicability of each training type against the available job functions.</p>	
<b>Principle 5</b>	Environment, natural resources, biodiversity and ecosystem services	<p><b><u>Environmental management programme</u></b></p> <p>The Estate's Environmental and Biodiversity Policy, and Sustainability Policy was signed by Estate Manager on 8<sup>th</sup> November 2019. The Director also signed the appointment letter of the estate's Environmental Officer that shall ensure the implementation of the environmental &amp; biodiversity and Sustainability Policy.</p> <p>The estate has been implementing the mitigating measures specified in the EIA approval document to prevent/minimize environmental pollution and conserve biodiversity, in accordance with the EIA approval conditions.</p> <p>Management had organized regular meetings with employees where their concerns about environmental quality are discussed.</p> <p><b><u>Efficiency of energy use and use of renewable energy</u></b></p> <p>An energy management plan is envisioned in which energy consumption is identified, recorded, monitored, and assessed for efficiency, after which necessary action is taken for continuous improvement.</p> <p>Nonrenewable energy consumption is closely monitored through the</p>	Major Conformity has been raised. Non has

**MSPO Certification Summary Report**

	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

establishment of baseline values and trends in day-to-day usage. A consumption forecast for the coming years was also developed to aid in the long-term assessment of energy usage and energy efficiency.

**Waste management and disposal**

The "Waste Management Plan" identifies and documents all waste products and pollution sources. The wastes identified were mostly general, recyclable, and scheduled wastes. It detailed the waste product, pollution sources, mitigation measures, target, and person in charge.

**N/C No. 3; MINOR**

Domestic waste was found disposed at areas that can contribute to the risk of contamination of the environment and watercourses. It was sighted during site visit that domestic waste disposal area (dumping pit) was established near the waterways.

The estate's Standard Operating Procedure (SOP) for chemical handling covers hazardous chemicals as well as scheduled wastes.

The estate is committed to reduce waste by re-purposing/recycling pesticide mixture chemical containers and utilize them for other operation. By properly labeling the discarded HDPE pesticide containers, the recycling procedure adhered to national guidelines. Unused empty containers will be collected by registered collector.

A guideline for the triple rinse method is also available to assist with the management of used chemical containers prior to collection by a registered collector or to repurpose the containers, in effort of reducing waste.


Dumping pit for disposal of domestic waste is available and is adequately distanced from living quarters and water source.

**Reduction of pollution and emission**

The polluting activities assessment is done through Environment Management Plan and appropriate pollution-reduction action is formulated in Environment Management Plan to




**MSPO Certification Summary Report**

	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

		<p>mitigate the pollutants.</p> <p><b><u>Natural water resources</u></b> To ensure the quality and availability of natural water resources, the estate developed and implemented a Water Management Plan. Rain water harvesting is practised in the estate. The rain water is utilized for non-consumable activities.</p> <p>Riparian zones along streams/rivers are maintained to prevent water pollution.</p> <p><b><u>Status of rare, threatened or endangered species and high biodiversity value area</u></b> The estate underwent a biodiversity assessment, and the presence of wildlife, particularly RTE species, is constantly monitored. The Annual Review of the Biodiversity Assessment Report was completed and is available for review. The estate sets up signage on prohibiting, hunting and fishing have been installed at strategic areas.</p> <p><b><u>Zero burning practices</u></b> The Director signed a Zero Burning policy on November 2019, committing the company to zero burning practices in all operational areas as part of a plan to reduce air pollution.</p>	
<b>Principle 6</b>	Best practices	<p><b><u>Implementation of standard best practices / Site management</u></b> Standard Operating Procedures (SOP) or Good Agricultural Practices which outline the best management practices are stated in the Best Practices and Plantation Manual.</p> <p>Some examples of agricultural activities include IPM Beneficial Plants, Rat baiting and Control in Oil Palm etc. The estate is located on a flat and hilly area which comprise of mineral soils and peat soils. The estate applies method for soil organic matter preservation for the upkeep of mature oil palms available in Good Agriculture Practices.</p> <p><b><u>Economic and financial viability plan</u></b> The yearly budgets for both estates allocates activities for operating expenditure, such as upkeep, cultivation, harvesting, and evacuation, welfare, as well as capital expenditure, MSPO compliance, and so on in their budget list. Crop projection, cost of production, cost per tonne, and cost per hectare indicators were used to</p>	Complied



**MSPO Certification Summary Report**

	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit


		<p>monitor the performance of each operating unit. Each year, the cost of production was reviewed and compared to expenditure, with projections for future years in place.</p> <p><b><u>Transparent and fair pricing dealing</u></b> All pricing mechanism arrangements are handled at the Head Office level. Contracts are primarily for FFB transportation, loading, harvesting, weeding, P&amp;D control, Pruning, Manuring, and other related services. The contractor was informed of the pricing mechanism.</p> <p><b><u>Contractor</u></b> Contract agreements with contractors include a special clause on MSPO in the form of "Terms &amp; Conditions for Contractor." The management is accountable for the contractor's work and evaluated the contractors' work using a field inspection, a contractor's work order, and a field map.</p>	
<b>Principle 7</b>	Development of new plantings	<p>Not Applicable</p> <p><b>Note:</b> the whole Principle 7 is not applicable for this audit as there is no new planting in the plantation areas.</p>	Not Applicable

Based on the audit, it was apparent that:

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system	✓
The management review process is adequate and effective.	✓
The organization has met its objectives and targets and monitored progress towards their achievement.	✓
The management system documentation confirms with the requirements of the MSPO audit standard.	✓

**4.5 PREVIOUS AUDIT FINDINGS – IF APPLICABLE**

Nonconformity identified during previous audits has been corrected and the corrective action continues to be effective	✓
Not adequately addressed nonconformity identified during previous audit activities and the specific issue has been re-defined in the nonconformity section of this report.	Nil

MSPO Certification Summary Report		
	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

#### 4.6 EXISTING CERTIFICATION

Currently are being certified to other certification schemes as below


Current Certification (Please tick the certification you are currently certified)			
	ISO 9001		HACCP
	EMS 14001		RSPO
	OHSAS 18001/ISO 45001		ISCC
	ISO 22001		Others:
x	None		

#### 4.7 AUDIT SUMMARY AND RECOMMENDATION

The audit team concludes that the organization fulfill the requirements of the MS 2530-3:2013 standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives.

The audit team recommends that, MSPO certificate to be maintained by submission and accept the corrective action plan and evidence of NCRs within the stipulated time frame to **JOYFUL SYMBOLIC SDN BHD.**

Signed for and on behalf of  
Nesus Certification Sdn Bhd



.....  
(Dickens Mambu)

Lead Auditor

Date: 15<sup>TH</sup> May 2024




**MSPO Certification Summary Report**

	Company Name:	Joyfull Symbolic Sdn Bhd (943574-X)
	Certifying Unit:	Joyfull Symbolic Sdn Bhd-Sungai Segan Estate
	Client Number:	NSC-104-10-23/MSPO
	Audit Type:	Individual / Surveillance 4 Year 5 Audit

**ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY AND CONFIRMATION OF AUDIT FINDINGS**

This is to acknowledge and confirm the remote audit described in this report and the acceptance of the contents and findings in this audit report.

Signed for and on behalf of  
**Joyfull Symbolic Sdn Bhd**



Mr Angat Bungan  
(Director)

Date: 13 May 2024

**APPENDIX A: AUDIT FINDINGS**

Refer to the Attachment (Appendix A)

**APPENDIX B: CORRECTIVE ACTION PLAN & EVIDENCE**

Refer to the Attachment (Appendix B)

**APPENDIX C: AUDIT PLAN**

Refer to the Attachment (Appendix C)

**End of Report**

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