

NESUS CERTIFICATION SDN BHD



MSPO CERTIFICATION SUMMARY REPORT

**FOR
TETANGGA AKRAB SDN BHD - MIRI
REGION ESTATE**

Date: 17th July 2024

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MSPO Certification Summary Report



	Company Name:	Tetangga Akrab Sdn Bhd
	Certifying Unit:	i. Umpama Mantap Sdn Bhd (812880-D) ii. Jayawell Sdn Bhd (786897-M)
	Client Number:	NSC-80-04-22/MSPO (2)
	Audit Type:	Group / Re-certification Year 6

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	Audit Type:	Group / Re-certification Year 6

Abbreviations

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

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1. INTRODUCTION

Tetangga Akrab Sdn Bhd (Miri Region Estates) has commissioned Nesus Certification Sdn Bhd to conduct **Re-certification** audit for its oil palm plantation according to MS 2530-3:2013 Part 3 General Principles for Oil Palm Plantations and Organized Smallholders.

1.1. Objective

The objective of this **Re-certification** audit was to assess the oil palm plantation by an independent certification body with the aim for compliance of the standards.

1.2. Scope

The certification was based on the documentation established by **Tetangga Akrab Sdn Bhd - Miri Region Estates**. The supporting documents provided to the audit team as well as information received by means of interviews and background investigation.

The documents and information were 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 were used as part of the assessment; the compliance of the requirements of the guidelines applied were 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	
Re-certification	20th - 21th May 2024	Lead Auditor	Jeffery Denis Ridu; Certified Lead Auditor QEHS (SGS Malaysia), Certified MSPO Auditor (SGS Malaysia) with more than 26 years experience in agriculture field. BSc (Hons) Agri Business (US), MSc Plantation Management (UPM); Conduct Site, documentation audit and interview based on Principles 1 to 6 of MS 2530-3:2013
		Auditor 1	Dickens Mambu ; 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 Principles 1 to 7 of MS 2530-3:2013.
		Auditor 2	Jiram Sidu; Certified Lead Auditor QEHS (SGS Malaysia), Certified MSPO Auditor (SGS Malaysia), Certified Environmental Auditor (GMP Environmental Consultants), Certified Social

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		Impact Assessment (NZ SIA Association), MSc Science and Rural Resources and Environmental Policy (UK), BSc (Hons) Social Science (USM); More than 40 years experience in agriculture and environment management field; Site & documentation audit and interview based on Principles 1 to 6 of MS 2530-3:2013.
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Clients Review:	Ms. Adeline Stefanie	Date:	20 th July 2024
Peer Reviewer 1:	Ting Moi Ngie	Date:	25 th July 2024
Peer Reviewer 2:	George Akam	Date:	25 th July 2024
Certification Decision Panel:	Mdm Monica Mone Lubong	Date:	26 th July 2024
Approved by CM:	Mr. Dickens Mambu	Date:	26 th July 2024

5 Years Audit Programme

Planned month & year	S1 Date: -	S2 Date: -	SA1 Date: -	SA2 Date: -	SA3 Date: -	S4 Date: 22/08/23	RA Date: 22/04/24
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"/>
4.1 Management Commitment & Responsibility							
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"/>
4.2 Transparency							
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"/>
4.3 Compliance to legal requirements							
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"/>
4.4 Social responsibility, health, safety and employment condition							
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"/>

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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"/>
4.5 Environment. natural resources, biodiversity							
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"/>
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"/>
4.6 Best practices							
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"/>

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	-	-	-	-	-	22/08/2023	22/04/2024
Actual	-	-	-	-	-	17-18/07/2023	20-21/05/2024
Team Leader	-	-	-	-	-	Jeffrey Denis Ridu	Jeffrey Denis Ridu
PR 1	-	-	-	-	-	-	
PR 2	-	-	-	-	-	-	

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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 phonecall; 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.

Re-certification :

Re-certification audit was conducted on **20th - 21th May 2024**, which covers the following activities but not limited to below:

- Onsite inspection, observations and inspections of plantation facilities such as process, workshops, stores, wastewater treatment system, waste handling and disposal sites, workers and staff living quarters, receiving and delivery of products 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 close out of Minor non-conformance during **Surveillance 4** 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 only through documentation review and monitoring data. 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 Opportunities For Improvement (OFI) 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

$\sqrt{4} \times 1.0 = 2$ (2 sample from the group audited = Umpama Mantap Sdn. Bhd and Jayawell Sdn. Bhd)

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3. ORGANISATION INFORMATION

This report presents the results of the certification assessment at **Tetangga Akrab Sdn Bhd (Miri Region Estates)** on **20th - 21th May 2024** by Nesus Certification Sdn Bhd. The purpose was to assess the operations of **Tetangga Akrab Sdn Bhd (Miri Region Estate)** against the requirements of the Malaysian Sustainable Palm Oil (MSPO) certifications.

Tetangga Akrab Sdn Bhd (Miri Region Estate) is group of oil palm plantation located at Miri, Sarawak. **Tetangga Akrab Sdn Bhd (Miri Region Estate)** apply the certification of 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.:
Umpama Mantap Sdn. Bhd	Lot 5 Block 5, Lot 7 Block 5, Lot 2 Block 5 Puyut Land District, 98000 Miri, Sarawak.	4.154938	114.192745
Jayawell Sdn. Bhd.	Lot 4 Block 20, Lot 6 Block 20, Lot 7 Block 20, Sibuti Land District 98150 Miri, Sarawak.	3.961814	113.895487


Table 2: Supply Base Area Statement

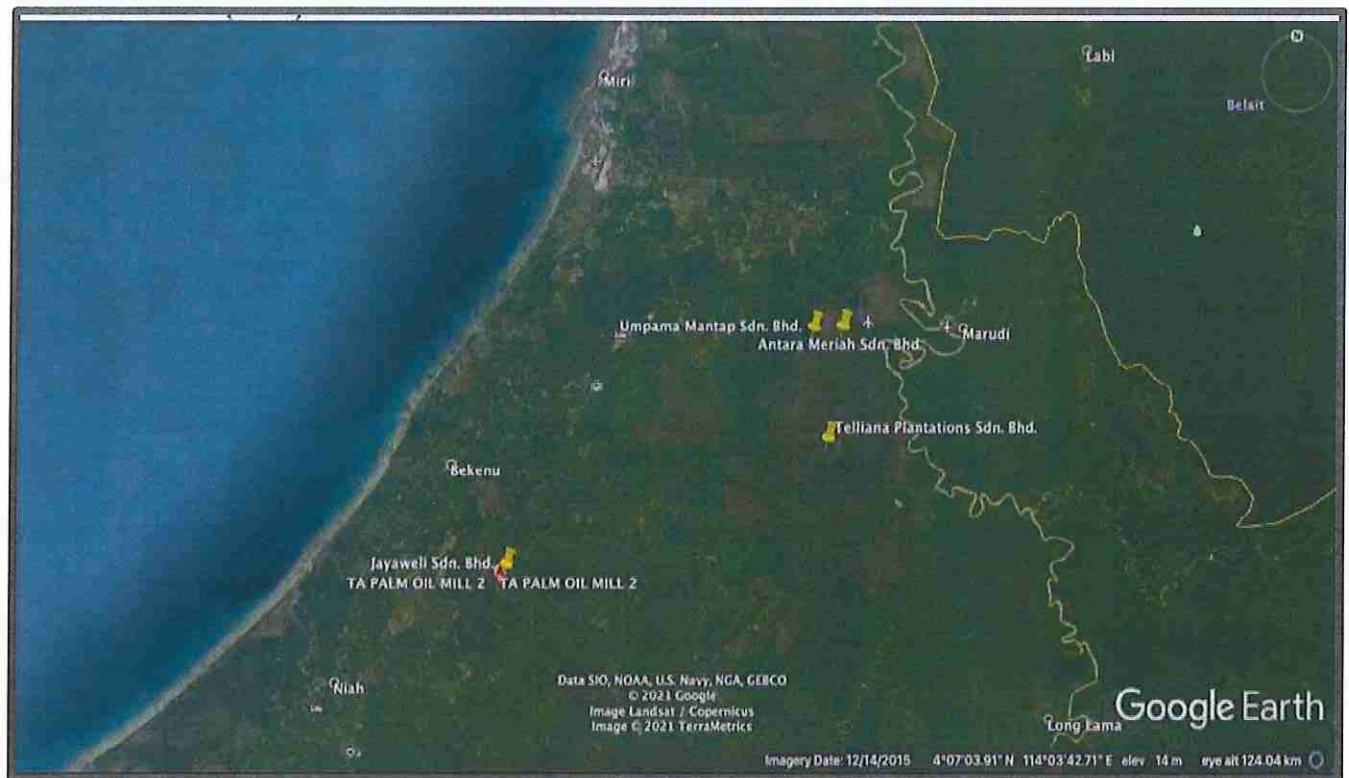
Area Statement (Ha)				
Estate	Titled Area (Ha)	Planted (Ha)	Conservation / HCV (Ha)	Others (Ha)
Umpama Mantap Sdn. Bhd	1,386.3	1,334.00	-	52.30
Jayawell Sdn. Bhd	196.86	144.18	-	52.68

Table 3: FFB Production

Estate	FFB Production (Mt)	
	Year 2023 (Actual)	Year 2024 (Projection***)
Umpama Mantap Sdn. Bhd	41,021.85	21,855.71
Jayawell Sdn. Bhd	2,907.98	2,241.76

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Location Map of the Production Unit

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4. AUDIT ASSESSMENT**4.1. Re-certification**

The objective of the audit is to assess whether 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. Re-certification

The **Re-certification** audit was conducted on **20th - 21th May 2024**.

During the **Re-certification** audit, there were **3 Major, 1 Minor and 0 OFI findings** being raised. The non-conformance's 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 by photos provided, 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 **Tetangga Akrab Sdn Bhd (Miri Region Estates)** to provide comments. As at audit date on **20th - 21th May 2024**, there were no adverse comments received.

Table 5: Stakeholder Consultation for Tetangga Akrab Sdn Bhd (Miri Region Estates)

Stakeholders Categories	Stakeholder's Input / Comments	Clients Feedback / Response
Government Agency: MPOB	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.
Employee: Representative: 1. Ria Janon	Happy with the working environment and remuneration.	Always looking after the welfare and well-being of all employees.
Local Community: Tr. Empaga Anak Entebang (Rh Empaga)	No issue with the estate	Continue to maintain good relationship. Estate has brought good impact to nearby communities and provide employment opportunity.

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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 2530-4:2013. 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
Principle 1	Management Commitment Responsibility &	<p>Policy on Implementation of MSPO</p> <p>It was observed the implementation of MSPO policy was made available in the estate management. The policies for Tetangga Akrab Group are listed as below:</p> <ul style="list-style-type: none"> i. Sustainability Policy ii. Occupational Safety and Health Policy iii. Environmental Policy iv. Good Social Practices Policy v. Zero Burning Policy <p>The MSPO Policy was signed by the Director, Mr Tan Kim Ho dated 1st December 2020. This policies is applicable for Miri Region Estates.</p> <p>The policy has been briefed to the estate management and employees and displayed at estate office and other designated places and available in both English and Bahasa Malaysia.</p> <p>They are available in both English and Bahasa Malaysia.</p> <p>Internal Audit</p> <p>Internal audit has been planned to be conducted annually. The latest MSPO internal audit for Tetangga Akrab Sdn Bhd (Miri Region Estates) was conducted on 04 - 07/05/2024 by Internal auditor from HQ team. This requirement was clearly stated in the developed Internal Audit Procedure. Acknowledgement and action to be taken by the Estate Manager.</p> <p>The internal audit plan 2024 sighted. The Internal audit procedure Ref No: MP01 Rev. 02 was established for</p>	Complied.

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		<p>Tetangga Akrab Group first established on 02/12/2020 and revised on 22/10/2021.</p> <p><u>Management Review</u> 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. Management Review Procedure Ref: MP02 Rev 02 dated 22/10/2022. Last Management review was held on 14/05/2024 discussing in internal audit 2024, MSPO audits & training for year 2024.</p> <p><u>Continual Improvement</u> It was observed the Continuous Improvement Plan for Tetangga Akrab Group for Miri Region Estates for Year 2024 was available on site Ref: TA-L3-TM02/F02 rev. 1 dated 02/05/2024.</p> <p>The progress of each identified improvement plan is being monitored closely by the management. No new techniques or technology has been implemented yet.</p> <p>If there are any new technology in future, the technology provider will provide the necessary training to the staff & workers.</p> <p>Among continual improvement listed are:</p> <ol style="list-style-type: none"> 1. <u>Environmental</u> <ol style="list-style-type: none"> 1.1 Waste management; 1.2 Chemical handling & storing; 1.3 Monitor usage of diesel; 1.4 Landfill; 1.5 Preservation of water quality; 1.6 Scheduled waste management; 1.7 Training; 1.8 Wildlife posters and signage's; 1.9 Riparian zone; 1.10 Fertilizer store; 1.11 Diesel skid tank oil containment bund. 2. <u>Safety & health</u> <ol style="list-style-type: none"> 2.1 S&H training; 2.2 CHRA; 3. <u>Stakeholder Consultation</u> 	
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		<p>3.1 Stakeholder consultation; 4. Welfare 4.1 Staff training & development; 4.2 CSR;</p>	
Principle 2	Transparency	<p><u>Transparency of documents relevant to MSPO requirements</u> Tetangga Akrab Sdn Bhd (TA) Group Management Procedure – Umpama Mantap Sdn Bhd & Jayawell Sdn Bhd has its “MP03: Communication & Consultation Procedure (Rev. 22/10/2021)” for communication with stakeholders.</p> <p>The Procedure is to ensure that the communication of information & consultation with stakeholders are effectively undertaken. The management shall communicate the information requested by the relevant stakeholders accordingly.</p> <p>TA Group List of Publicly available management document, Form No. L4-TM03/F05, included all documents listed under:</p> <ol style="list-style-type: none"> 1. Safety & Health Plan 2. Plans & Impact Assessment relating to environment & Social impacts, Pollution Prevention plans; 3. Records of complaints & grievances; and 4. Continuous Improvement Plan. <p><u>Transparent method of communication and consultation</u> Tetangga Akrab Group, MP03: Communication & Consultation Procedure.</p> <ul style="list-style-type: none"> ✓ To provide platform for communication & consultation with stakeholders; and ✓ To promote transparency & accountability <p>Umpama Meriah Sdn Bhd: Ms Suziflora Ak Ramli has been appointed as Social Liaison Officer, who will be responsible to handle issues related to Indicator 1. Her appointment letter, dated 19/04/2024, was signed by Estate Manager.</p> <p>Jayawell Sdn Bhd has only 5 workers including the mandor. Since Jayawell Sdn Bhd is around the mill, management of Jayawell Sdn Bhd estate is directly under TAPOM2.</p>	Complied

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		<p>The management will communicate with interested stakeholders on information requested and reply accordingly.</p> <p>List of stakeholders available as in Document, TA-L3-TM03/F01 (Updated 22/06/2023). The list included:</p> <ul style="list-style-type: none"> i. Govt agency – 27 ii. School – 2; iii. Suppliers – 10; iv. Transporter – Balance Resources S/B; v. Mill – TAPOM2 vi. Environmental Consultant – 1; vii. Nearby estates – 8; viii. Nearby Villages – 3; ix. NGO - 1 <p>TA Group Plantations, Miri – Telliana Plantations S/B, Antara Meriah S/B; Umpama Mantap S/B and Jayawell S/B, and Tetangga Akrab Palm Oil Mill;</p> <p>The management has sent a letter to its relevant stakeholders for feedback on its MSPO certification regarding, Per: Makluman mengenai Polisi MSPO & Saluran Aduan, Kumpulan Tetangga Akrab Sdn Bhd, vide letter, Ref: MSPO Stakeholder/SR/01/0324 dated 27/03/2024.</p> <p>The letter was signed by Head of Compliance & Sustainability Department, TA Group. Feedbacks received and no adverse comments from the Stakeholders.</p> <p>Traceability</p> <p>The management has established its procedure, MP12-Traceability to comply with traceability requirements.</p> <p>Regular inspections on compliance with its traceability system will be conducted by management, particularly, by its appointed Traceability officer.</p> <p>Records of sales, delivery or transportation of FFB are maintained and monitored for traceability and quality control.</p>	
Principle 3	Compliance to legal requirements	<p>Regulatory requirements</p> <p>The estate is operating in compliance with local, state, national, and ratified international laws and regulations. The mill appointed legal officer is in charge of monitoring compliance. If there are any changes, mill management will be notified so that appropriate adjustments can be made.</p>	Complied

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		<p><u>UMPAMA MANTAP SDN BHD (REG.812880-D):</u> MPOB License: 596839002000 Validity: 01/04/24-31/03/2025 Total Area: 1,386.30 Ha.</p> <p>Business Licence Lesen No : 1203175; Perladangan Kelapa Sawit Validity: 26/01/2024-11/11/25</p> <p>SSM Registration Reg. No. 200801011592 (812880-D) Reg. Date: 08/04/2008</p> <p><u>JAYAWELL SDN BHD (REG.786897-M):</u> MPOB License: 578278002000 Validity: 01/11/23-31/10/2024 Total Area: 196.86 Ha.</p> <p>Business Licence Lesen No : 1196741; Perladangan Kelapa Sawit Validity: 01/11/2023-20/12/24</p> <p>SSM Registration Reg. No. 200701028875 (786897-M) Reg. Date: 31/08/2007</p> <p>Legal register is available that includes the relevant International covenants, Federal and State laws and regulations and was last updated on 01st July 2022.</p> <p><u>Legal land use rights</u> Titled land and land document for both estates were verified. The legal use of the land confirmed to be for cultivation of oil palms and agricultural use.</p> <p>There were no recorded or known disputes over the ownership of the land. No changes to the land ownership or new land acquisition since the last audit.</p> <p>The plantation map with its perimeter boundary is available and clearly demarcated on the ground. The pegs are colored red and white stripes.</p> <p><u>Customary rights</u> There are no issues or encumbered by customary rights in the mill area. The mill management will respond according to the Complaints/Grievance Mechanism should any cases arise in future.</p>	
Principle 4	Social responsibility, health, safety and employment condition	<p><u>Social Impact Assessment</u> The Social Impact Assessment & High Conservation Value Study for Jayawell Sdn Bhd was seen prepared by Aether</p>	Minor and Major Non Conformity have been raised.

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Resolution Sdn Bhd in September 2023. For Umpama Mantap Sdn Bhd in August 2023 by Aether Resolution Sdn Bhd. The SIA summary analysis discussed positive and negative impacts of the proposed estate to the community.

Complaints and grievances

Complaints & Grievance Procedure Ref No: MP04 is available for Tetangga Akrab Group. The procedure was established on 02/12/2020 and revised Rev. 02 dated 22/10/2021. Rev 03 on 15/03/2023. Details of complaints/grievances, date and details of action taken has been recorded in the "Complaint Record."

The established grievance procedures specify the estimated time shall be taken for each of the process to be addressed before proceed to the subsequent process. From estate record, their grievance time frame is within 10 days after investigation on complaint / grievance.

The system in place is verified to be effective in ensuring that complaints and grievance are addressed or resolved in timely and appropriate manner. Actions taken to address the complaints and grievances received are recorded appropriately.

Employees & surrounding communities are made aware of the complaints & grievance procedure.


Commitment to contribute to local sustainable developments

The estates management has been actively assisting and contributing to the surrounding communities. The estates continuously provide training programs that caters to the workers needs. In terms of job opportunities, the local community was prioritized. Food basket for Hari raya Aidil fitri to all workers.

Employees safety and health

Tetangga Akrab Group has established an Occupational Safety & Health Policy. The policy has been signed by Mr Tan Kim Ho, Director on 01/12/2020. The policy is displayed in the Estate Office and HQ Office. The policy has been communicated to all workers through MSPO Awareness Training. It is available in dual languages of English and Bahasa

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		<p>Malaysia. This is applicable for the Miri Region Estates.</p> <p>All operation risk were assessed and documented in the HIRARC Form Ref No: TA-L3-SH01/F01 Rev. 1. The risk assessment (Harvesting, Transporting of Workers, Manuring) has been updated in April 2021. Review of HIRARC was done by Mr Barry Ary from HQ.</p> <p>Annual training programme on safety and health for Year 2024 was made available. Based on the training record, it was observed the Safety Operation was conducted in the estates which focused on workers' operation.</p> <p>The Personal Protective Equipment (PPE) procedure Ref: MP21 Rev.01 dated 13/09/2022. Appropriate PPE were distributed for the specific risk assessed operations as per HIRARC. The Personnel Protective Equipment (PPE) Issuance Record for Jayawell Sdn Bhd & Umpama Mantap Sdn Bhd sighted dated February 2024 for 11 workers who signed for the PPE issued to them; March 2024 for 3 workers.</p> <p>Tetangga Akrab Group has a chemical management procedure Ref: MP18 Rev. 01 dated 13/09/2021.</p> <p>The latest safety & health meeting for Tetangga Akrab Sdn Bhd (Miri Region Estates) was on 19/04/2024 and minute of meeting was sighted.</p> <p>Accident Investigation & Reporting procedures for Tetangga Akrab Group Ref No: MP22 Rev.01 dated 13/09/2022 sighted available. Emergency layout plan and emergency contact number was available at all respected area.</p> <p><u>JKKP 8</u> Umpama Mantap Sdn Bhd; No. Rujukan: JKKP8/172087/2023 submitted on 24/01/2024; Total hrs worked in 2023: 107,328.00 Hrs; Average workers: 43.</p> <p>Jayawell Sdn Bhd; No. Rujukan: JKKP 8/172219/2023; submitted 24/01/2024; Total hrs worked in 2023: 24,960.00 Hrs; Av. Employees for 2023: 10.</p>	
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N/C No. 1; MAJOR (Principle 4.4.4.2)

The implementation of safety and health aspects was found lacking. During site inspection to Umpama Mantap and Jayawell Estates, the following were found:

- (1) There was no warning signage on the danger of crocodiles at appropriate places, particularly along the river near the labour quarters at Block UD17.
(2) Used tyres were sighted near Jayawell's labour quarters, which can be a breeding ground for unwanted pests & mosquitoes.

Employment conditions

Tetangga Akrab Group has established a Good Social Practices Policy which was signed by the Director, Mr Tan Kim Ho on 01/12/2020. The management adhere to the following principles:

- Provide a safe, healthy & harmonious work environment;
- Prohibits illegal, abusive, forced or child Labour;
- Respect & protect human rights;
- Elimination of discrimination;
- Freedom of association;
- Rights of indigenous people, FPIC;
- Smallholders;
- Transparent;
- Prohibit sexual harassment;


Interviews with migrant workers and female employees confirm that there is no evidence of any form of discriminatory practices by the estates. Based on observation and interview session, it was noted that there are no discriminatory practices in the mill.

The number of hours worked recorded in the pay slip is consistent with that recorded by the mill management in the payroll.

Contracts for Indonesian foreign workers were sampled. The terms and conditions of employment are contained in the employment contracts and include duration of employment, place of work, salary, working hours, medical benefits, accommodation, termination of service, and other benefits provided (housing etc). The contract has been signed by both employee and employer.

Other forms of social benefits were offered by the employer to employees, their families or the community such as incentives for good work performance, medical care and health provisions

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were verified. Estate gives each workers drinking water and food every week.

Housing facilities are provided to the workers in the estate. The houses are in good conditions and comfortable. Interviews with the workers reveal that they were satisfied with the accommodation provided at the linesites. Accommodation are of concrete and of wood. Electricity from genset for Umpama Mantap Sdn Bhd, while Jayawell Sdn Bhd gets electricity from TAPOM2.

It was observed the employment policy on good social practices regarding human rights in respect of industrial harmony was incorporated in MSPO Policy which consist of:

- i. Safety & Health
- ii. Good Social Practices
- iii. Harassment & Violence Prevention
- iv. Environment

The policy has been signed by Director, Mr Tan Kim Ho on 01/12/2020.

N/C No. 2; MINOR (Principle 4.4.5.12)

The management had established a policy and guidelines to prevent all forms of sexual harassment and violence at the workplace but was found not fully adhered to.

It was sighted during site visit to labour quarters at Block UD17, that graffiti with elements of sexual harassment were written on the water tank.


The estate management has no objection to the workers joining or forming some collective agreement forum as long as within the legal requirements.

As stated in the company Policy on No Child Labour, there are no underage workers employed by the estates.

Training and competency

Sighted training plan for 2024 being developed into several programme. Training needs analysis was established prior to developing training programme. Noted from the training needs, the estates has identified the applicability of each training type against job functions available. Observed the training plan is being executed progressively.

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		Training program 2024 covering major sectors including PPE training, harvesting, pruning, manuring and chemical spraying training.	
Principle 5	Environment, natural resources, biodiversity and ecosystem services	<p>Environmental management programme</p> <p>TA Group Environmental Policy – the estate is committed to protect its environment through:</p> <ol style="list-style-type: none"> compliance with all environmental laws & regulations in the palm oil industry and to strive to protect environment through sound management; prevent pollution by striving to minimise waste generation & resources consumption; no deforestation of HCV lands/HCS areas; and establish & evaluate achievable environmental performance goals to ensure continual improvement of its environmental management. <p>The Policy was signed by Mr Tan Kim Ho, Director, 1/12/2020. Estate MSPO Policy – committed to implement all requirement & principles of MSPO, and Strive to achieve full production of sustainable palm oil food products.</p> <p>The management of Umpama Mantap Sdn Bhd has established its Environmental Committee to its monitor environmental compliance.</p> <p>Environmental management Plan has been done with reference to the EIA AND EMR REPORTS:</p> <ol style="list-style-type: none"> EIA REPORT Approval: Ref: (8)NREB/6-1/2H/116; EIA Approval date: 16/04/2010; Ref: (11) NREB/6-1/2H/119 (Extension); EIA Approval date: 08/02/2011 EMR Report for Tetangga Akrab Oil Palm Plantation on Lot 1211, 1212 & 1213 of Puyut LD, Miri (For Antara Meriah, Umpama Mantap and Telliana Estates). The latest EMR, 2nd Qtr (Apr-Jun) 2023 has been submitted to NREB. <p>TA GROUP CIP 2023 Form: TA-L3-TM02/F02. TA group always prioritize sustainability activities in its management in accordance with mandatory requirements. Committed to focusing on the environment, safety & health, stakeholders consultation & workers' welfare, and also in the loop for new information & technology; Environment management include</p>	2 Major non conformity have been raised.

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waste management; chemical handling; usage of diesel; landfill and preservation of water. Scheduled waste; riparian and wildlife, and training.

Riparian zones along main river and drains in the estate are well maintained as measures to enhance biodiversity and wild life species.

Training Activities for Year 2024 has been established and verified.

Record of Environmental meeting for was verified. The meeting was conduct on quarterly basis.

Efficiency of energy use and use of renewal energy

Umpama Mantap Sdn Bhd and Jayawell Sdn Bhd, Diesel usage, Doc. No. TA-L5-EN02.F01 Budget & Actual Records of Diesel usage available monthly/Yearly. Diesel consumption is only for estate machineries & vehicles.

Currently, no solar is used and no future plan to install solar lights for all estates.

Waste management and disposal

TA Group – Miri Region Estate, TA-L1-EN 02 Waste management Plan 2023 (updated 01/03/2023). Identified the following types of wastes/its sources and action to be taken:

- i. SW
- ii. Domestic waste
- iii. Agriculture waste
- iv. Industrial waste

N/C No. 3: MAJOR (Principle 4.5.3.2)


The estate has developed its waste management plan to avoid or reduce pollution, but not effectively implemented.

Based on inspection to the genset area Umpama Mantap Estate, the following were found:

- (1) Oil spillage was detected at genset area in Block UD17 labour quarters, which affected the nearby drain, as there was no containment bund and oil trap; and
- (2) The genset area near the estate office was not fully bunded to prevent any oil leakage.

Relevant Standard Operating Procedure of Handling of Used Chemical has been established which

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covering the aspects of handling labelling, storing and disposal to ensure they meet the local authority requirements.

Schedule Waste Record available and sighted. Its monitor the storage and disposal. Scheduled wastes were managed and disposed properly as per sample of Consignment Notes below:
DNS Waste Management (711320-K) Environmental Quality (SW) Regulation, 2005. Sixth Schedule (Reg.12).

N/C No. 4; MAJOR (Principle 4.5.3.5)

Domestic wastes were not properly disposed as such to minimise the risk of contamination of the environment and watercourse.

Based on site inspection to Labour quarters at Jayawell Estate, it was sighted that the dumping pit was sited too near to the living quarters and water course.

Reduction of pollution and emission

An assessment of all polluting activities is conducted, including greenhouse emission calculation. GHG for both estates are monitored & calculated, Doc.No. TA-L5-EN01.F01. An action plan to reduce identified significant pollutants have been established, and being implemented.


Natural water resources

TA Group, Telliana Plantation Sdn Bhd, Doc. No. WMP.01, dated 05/04/2022. Water Management for estate, 2022 was prepared by Group MSPO IC, updated 05/04/2022.

Main sources of water supply for the estate – River water (Sg Karap and Sg Kulak) and Rain water harvesting to supply water for domestic consumption. Water Management for Jayawell Sdn Bhd is under TAPOM2 management, and the estate is supplied with treated water supply from the Mill (TAPOM2).


Water quality monitoring for both estates are done regularly. The latest EMR, 1st Qtr (Jan-Mar) 2024 has been submitted to NREB (Ref: NREB/6-1/24/116 & NREB/6-1/211/119). Based on Water quality analysis, some of the water qualities in the project areas have exceeded Class IIB standards. These

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		<p>included the pH, DO, BOD and COD levels. These were largely due to the influence of the peat swamp discharge. Generally, the water sampling exercise had not detected any major pollution effects from the plantation.</p> <p>Riparian reserves along Sg Karap for Antara Meriah estate and Umpama Mantap Estate were well maintained.</p> <p>No bore well and dam constructed in the estate areas.</p> <p><u>Status of rare, threatened or endangered species and high biodiversity value area</u></p> <p>Umpama Mantap Sdn Bhd, Form No. TA-L5-EN03.F01, Wildlife identification updated 16/06/2023. Based on the report, a number of wild life species spotted and identified in the estate. The estate will continue to monitor the wildlife in their areas and take necessary measures to address the issues, including display of appropriate signages and posters of protected wild life.</p> <p>Jayawell Sdn Bhd has its Biodiversity & Ecosystem Conservation Procedure, Doc. No. MP15, Rev.03, dated 23/11/2023.</p> <p>Signages on "Larangan Memburu" sighted at strategic sites in the estate, such as at Security gate, office and riparian zones.</p> <p><u>Zero burning practices</u></p> <p>The estate implements its Zero burning Policy, which was signed by Mr Tan Kim Ho, Director and dated 1/12/2020, whereby showing the estates committed with zero burning practices in all their operational area as a plan to reduce air pollution.</p>	
Principle 6	Best practices	<p><u>Implementation of standard best practices / Site management</u></p> <p>The Tetangga Akrab Group Plantation Manual Sdn Bhd established 02/11/2020 outline the best management practices.</p> <p>The SOP covers the following:</p> <ol style="list-style-type: none"> 1. Harvesting 2. FFB Delivery 3. Circle & Path Weeding 4. Interrow Weeding 5. Trunk Weeding 6. Manuring 7. Empty Fruit Bunch Mulching 	Complied

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8.Canopy Management & Pruning
9.Circle Raking
10.Patrols
11.Rat Control
12.Insect Control
13.Disease Control
14.Road Maintenance
15.Drain Maintenance

Other than that, the SOP covers operation such as harvesting, spraying, manuring etc.

Best Management Practices of Oil Palm Cultivation on Peatland from MPOB dated 20/01/2011.

Contents:

- (1)Introduction
- (2)Review on management practices
- (3)Water management
- (4)Water table
- (5)Peat subsidence rate
- (6)Growth & yield of oil palm
- (7)Conclusion & recommendations.

The estates of Tetangga Akrab Sdn Bhd (Miri Region Estates), which consist of (1) Telliana Plantations Sdn Bhd, (2) Antara Meriah Sdn Bhd & (3) Umpama Mantap Sdn Bhd are of peatland soils. Only Jayawell Sdn Bhd is of inland mineral soils.

The estate had maintained a visual identification/reference system for each established field/block and was done by painting the block number (as signboard) and mainly at the field road junctions and maps established. Written on are the block no., Year of planting & hectareage of area and source of seedling.

Economic and financial viability plan


A Business Plan & Strategy for the Tetangga Akrab group (TAG) was sighted which showed the plan for the whole group comprising of 9 estates and 2 mills with a combined hectareage of 12,686.07 Ha. Founded in 1998.

Replanting has not yet been planned though the palms are more than 13 years old. Umpama Mantap Sdn Bhd first planting in 2011 while Jayawell Sdn Bhd was in 2004.

Transparent and fair pricing dealing

All arrangement of the pricing mechanism is handled through Head Office level. All of Tetangga Akrab Sdn

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		<p>Bhd (Miri Region Estates) sell their FFB to Tetangga Akrab's own palm oil mill that is Tetangga Akrab Palm Oil Mill or TAPOM2.</p> <p>Contractor Contract agreement did state on MSPO compliance. Sighted MSPO Compliance for suppliers & contractors. The contractor is auditable. The company has agreed to the MSPO approved auditors.</p> <p>The management is responsible for the work completion according to the agreed specifications and on checking for work done and for payment accordingly.</p>	
Principle 7	Development of new plantings	<p>Not Applicable. Note: the whole Principle 7 is not applicable for this audit as new planting in the plantation areas is yet to be carried out.</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

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	X	Others: MS2530-3

4.7 AUDIT SUMMARY AND RECOMMENDATION

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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 continued by submission and accept the corrective action plan and evidence of NCRs within the stipulated time frame to **Tetangga Akrab Sdn Bhd (Miri Region Estates)**.

Signed for and on behalf of
Nesus Certification Sdn Bhd



.....
(Jeffrey Denis Ridu)

Lead Auditor

Date: 26/07/2024.



ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY AND CONFIRMATION OF AUDIT FINDINGS

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

Signed for and on behalf of
Tetangga Akrab Sdn Bhd (Miri Region Estates)



.....
(Adeline Stefanie)
Head Compliance & Sustainability

Date: 29/07/2024.



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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