

TRANS CERTIFICATION & INSPECTION SDN. BHD.



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# PUBLIC SUMMARY REPORT

**MS 2530-3:2013**

**Malaysia Sustainable Palm Oil (MSPO)**

**Part 3: General Principal for Oil Palm Plantations and  
Organised Smallholders**

**NAME OF CLIENT: TUAH HAYATI SDN BHD**

**STANDARD: MS 2530-3:2013**

**ANNUAL SURVEILLANCE ASSESSMENT 4**

**DATE: 04 OCTOBER 2023**

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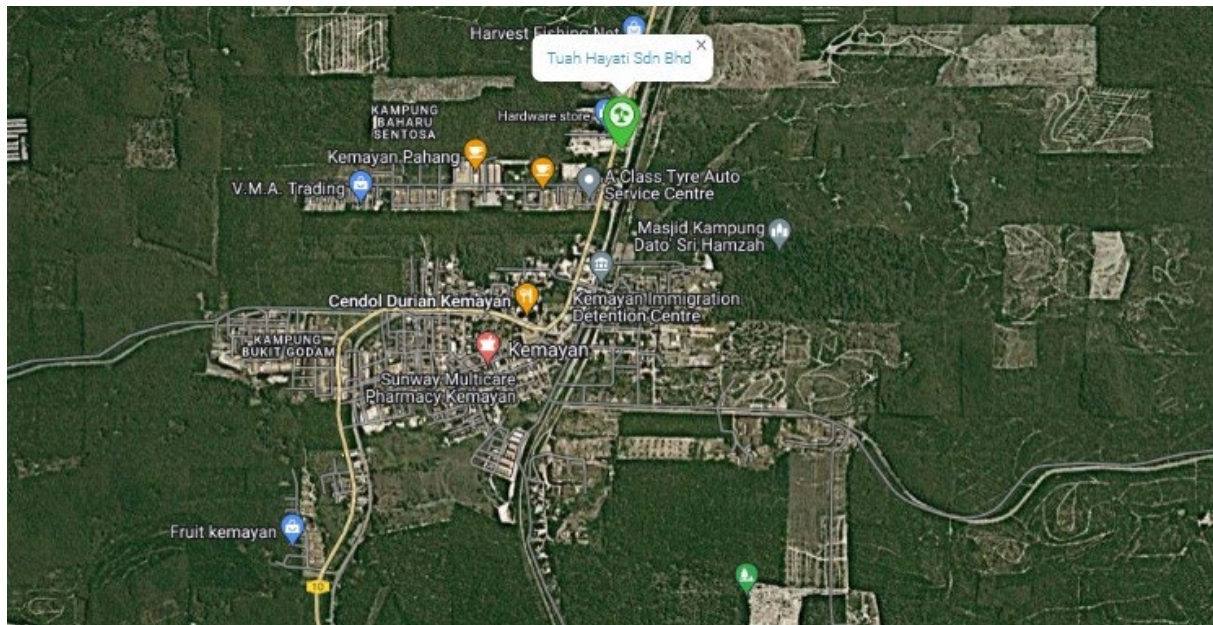
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## 1. DETAIL OF CERTIFICATION ASSESSMENT

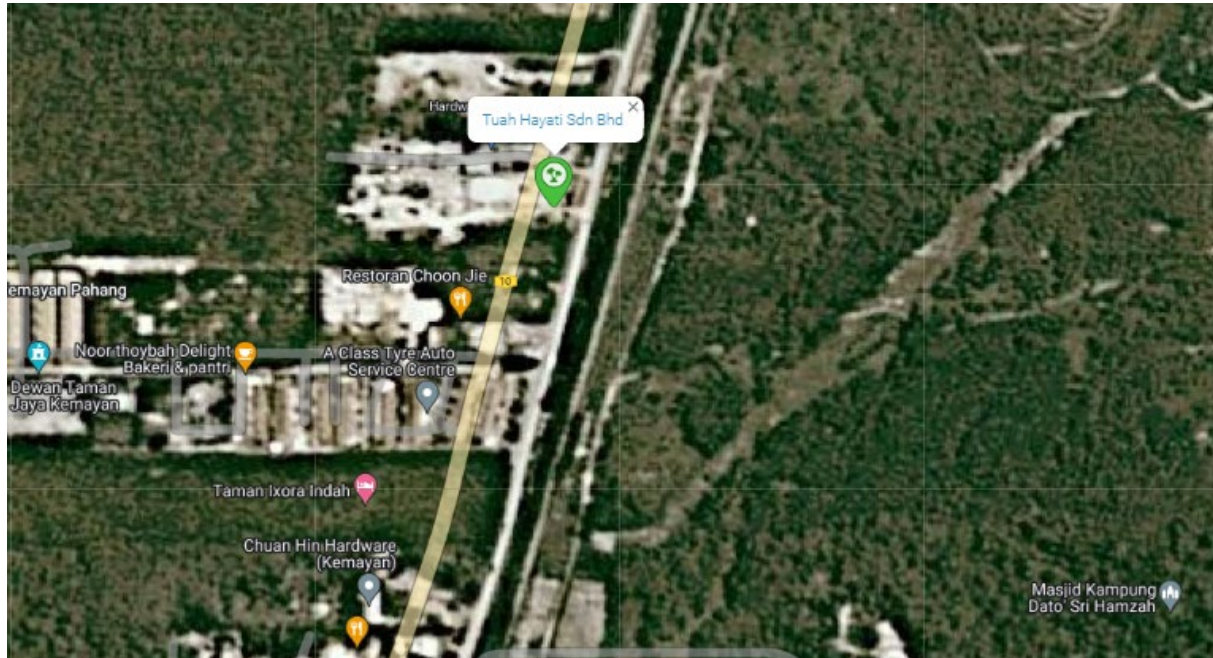
Type of Certification Assessment	Annual Surveillance 4 (ASA 4)
Audit Objectives	<ol style="list-style-type: none"> <li>1. Determination of the non-conformity of the client's management system, or parts of it, with audit criteria</li> <li>2. Determination of the ability of the management system to ensure client meets applicable statutory, regulatory and contractual agreement</li> <li>3. Determination of the effectiveness of the management system to ensure client can reasonably expect to achieve it specific objective</li> <li>4. Identification of area for improvement of the management system, as if applicable</li> </ol>
Scope of MSPO Certification	Oil Palm Plantations and Organised Smallholders
MSPO Criteria and Standards used for the Assessment	<b>MS 2530-3:2013</b> – General Principles for Oil Palm Plantations and Organised Smallholders

### Map with geographical coordinate

#### Tuah Hayati Sdn Bhd







## 2. DETAILS OF THE CERTIFIED ENTITY

<b>Name of Certified Entity</b>		<b>TUAH HAYATI SDN BHD</b>
<b>Main Address</b>		No 8888, Jalan Kemayan-Triang, 28380 Kemayan, Bera, Pahang Darul Makmur
<b>Management and contact person's details</b>	<b>Name:</b>	Mr. Micheal Chang
	<b>Phone Number:</b>	-
	<b>Fax Number:</b>	-
	<b>Email Address:</b>	-
<b>MPOB License</b>	<b>MPOB License's No.:</b>	618147102000
	<b>Expiry date:</b>	30.04.2024
<b>Estimated Tonnages of Annual FFB Production</b>		-
<b>Scope of Activity</b>		Production of Sustainable Fresh Fruit Bunch (FFB)
<b>Date of certificate issued and validity</b>		31 <sup>st</sup> October 2019 until 30 <sup>th</sup> October 2024
<b>Other sustainability certifications</b>		N/A

<b>Certified Area</b>		
<b>Estates</b>	<b>Total Planted Area (Ha)</b>	<b>Total Area (Ha)</b>
Tuah Hayati Sdn Bhd	96.29	137.987

### 3. ASSESSMENT PROCESS

#### 3.1 Certification Bodies

No	Audit Team Members	Role & Principles Audited	Qualifications
1	ERMADASILA BIN MOHAMAD [EBM]	<b>Lead Auditor</b> Principle: 3 & 5	Post graduate qualification in Master in Science (MSc) by Research with 7 years working experience in Lecturer and manufacturing activities. Lecturer in Applied Science Faculty, University Teknologi MARA Cawangan Pahang since 2014, expert in Biodiversity and Environmental assessment. Completed Malaysian Sustainable Palm Oil Lead Auditor course in 2017.
2	MOHD JOHARI BIN MD KASSIM [MJK]	Auditor Principle: 1 & 4	Graduated qualification in Biology with 12 years working experience in palm oil and sales industry. Involved in MSPO auditing since Oct 2017. Fully trained in similar agriculture certification programmes such as RSPO SCCS, ISCC, INS. Member of TCI audit team since 2017. Involved in audits conducted in Malaysia, Completed ISO 9001:2015 lead auditor course in January 2016.
3	BORHAN ABD AZIZ [BAA]	Auditor Principle: 2 & 6	Graduate with Master in Business Administration majoring in Techno-Entrepreneurship at University of Technology Malaysia (UTM). Successfully obtained the competency of the Lead Auditor course for Malaysian Sustainable Palm Oil (MSPO) in 2017 and IRCA Certified Lead Auditor competency for Quality Management System (ISO 9001:2015). Has experience for more than 30 years in the plantation sector, management of the oil palm plantations and palm oil mill operations all over East and West Malaysia.

### 3.2 Audit Plan

#### AUDIT AGENDA

DATE	TIME	SUBJECT	AUDITOR
4 October 2023 (Wednesday)	09:00 – 09:30	<b>Opening Meeting at Tuah Hayati Sdn Bhd:</b> <ul style="list-style-type: none"> <li>Presentation by the manager/coordinator</li> <li>Presentation by Lead Auditor.</li> </ul> <p>➤ Confirmation of assessment scope and finalize Audit Plan (for <i>Main Assessment Audit</i>, the stakeholder consultations shall be held along the audit progress)</p>	EBM/MJK/BAA
	09:30 – 12:00	<b>Tuah Hayati Sdn Bhd</b> <p>➤ <b>Site inspection (Part 3):</b></p> <p>Field inspection, boundary inspection, fertilizer application, field spraying, harvesting, workers interview, buffer zone, conservation area, office, workshop, agriculture best practices, chemical store, and pre-mixing, etc.</p> <p>➤ <b>Non-conformity Verification for Previous Year Audit</b></p> <p>➤ Verify any outstanding issues, auditor discussion.</p>	EBM/MJK/BAA
	12:00 – 13:00	<b>Tuah Hayati Sdn Bhd</b> <p>➤ <b>Document Audit:</b></p> <ul style="list-style-type: none"> <li>Documents review P1 – P3 (part 3),</li> </ul> <p>P1: Management commitment and responsibility,</p> <p>P2: Transparency,</p> <p>P3: Compliance to legal requirement,</p>	EBM/MJK/BAA
	13:00 – 14:00	<b>Lunch</b>	

	14:00 – 16:30	<b>Tuah Hayati Sdn Bhd</b> <ul style="list-style-type: none"> <li>➤ <b>Document Audit:</b> <ul style="list-style-type: none"> <li>• Document review P4-P6 (Part 3),</li> <li>P4: Social Responsibility, Health, Safety and Employment Conditions</li> <li>P5: Environment, Natural Resources, Biodiversity and Ecosystem Service.</li> <li>P6: Best Practices</li> </ul> </li> </ul>	EBM/MJK/BAA
	16:30 – 17:30	<b>Closing Meeting at Tuah Hayati Sdn Bhd:</b> <ul style="list-style-type: none"> <li>➤ Chaired by the audit Lead Auditor <ul style="list-style-type: none"> <li>➤ Welcome and introduction by the Lead Auditor</li> <li>➤ Presentation of findings by the audit team</li> <li>➤ Questions &amp; answers and Final summary by Lead Auditor</li> </ul> </li> </ul> <b>End of Assessment</b>	EBM/MJK/BAA



### **3.3 Proposed Date of Next Surveillance Audit**

Date of next ASA	
The provisional date for the next ASA is:	July 2024

### **3.4 Audit 5 Year Audit Programme for Tuah Hayati Sdn Bhd**

Estates	1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
Tuah Hayati Sdn Bhd	✓	✓	✓	✓	✓

## 4. SUMMARY OF AUDIT RESULTS

### 4.1 Lead Auditor's Summary and Recommendation for Certification

This on-site assessment was conducted from the 4<sup>th</sup> October 2023. The audit program is included on the Audit Agenda. The approach to the audit was to treat the **Tuah hayati Sdn Bhd** as an MSPO Certification Unit. A range of environmental and social factors was covered. This includes consideration of photography, palm age, proximity to areas with HBV, declared conservation areas, and local communities.

During the audit process, the auditor conducted extensive interviews with the management, members of the employees' union and committees taking place in a formal and informal environment and interviews employees were conducted. During the site inspection, it is seen on the sample of all sites in excellent condition. In terms of best practices estate management is in accordance with the SOPs set by the company and complies with the requirements of the MSPO. The audit team has confirmed that the permit documents and passports of the employees are still valid. The management was also found to constantly monitor established KPIs/objectives that significantly command the achievements of the company's corporate policy. Audit team members are satisfied with the documentation prepared by the estate management it was easy to be looking and verified during the audit time.

During the audit, several non-conformities were raised. There are 1 Major non-conformity, 1 minor non-conformities and 1 OFI was raised during the audit. Since there are major and minor non-conformities **Tuah Hayati Sdn Bhd** representatives have addressed a proper action plan to close the major and minor non-conformity to ensure their certification can be continued.

The audit team conducts the audit based on the sampling process of the available information process of the available information.

#### **4.2 Claim - Verification and Use of Marks/Logo (MSPO, TCI or MPOCC Logo)**

Based on the on-site audit process of ASA4 Tuah Hayati Sdn Bhd through visibility and interviews with management representative. It has been confirmed that the management does not use Marks/logos. The management has also been informed that it is not allowed to use the MSPO logo if it is not approved by the MPOCC.

#### **4.3 Summary of Non-Conformance and Current Status**

<input type="checkbox"/>	No NCR recorded. Recommended certification
<input checked="" type="checkbox"/>	Minor NCR(s) recorded. Corrective action plan has been accepted. Verification of the NCR(s) to be carried out in the next audit
<input checked="" type="checkbox"/>	Major NCR(s) recorded. Evidence of implementation of the corrective actions have been provided and accepted by the audit team. The NCR(s) have been satisfactorily closed out.
<input checked="" type="checkbox"/>	Recommended to continue certification
<input type="checkbox"/>	Major NCR(s) recorded. Evidence of implementation of the corrective actions have been provided but cannot fully accepted by the audit team. NCR(s) ..... have not been closed out within 90 days of the audit. Recommended for suspension of the certificate

Audit Outcome	
Major NC	1
Minor NC	1
Opportunity For Improvement (OFI)	1

#### **4.4 Issues raised during Stakeholder Consultation:**

A stakeholders' consultation meeting was conducted on Main Assessment to gather information from the local communities in accordance to Certification Scheme and Stakeholder Consultation requirements.

The subjects of discussions are as below:

- a. Introduction
- b. Development of oil palm plantations
- c. Community service and support provided wildlife management and wildlife corridor
- d. Type of wildlife sighted.
- e. Local communities' development.
- f. Safety and Health

The following relevant subject have been discussed during the stakeholders' consultation

Subject Discussed	Response and Action taken by Company
No raised issued.	Not applicable.

*\* (Stakeholder Consultation is compulsory during Main Assessment only but if there is issue raised during Annual Surveillance Audit, the stakeholder Consultation will be conducted)*

#### **4.5 Previous Audit Verification**

Effectiveness of corrective action implementation for non-conformities (both major and minor findings) raised during previous audit is being evaluated in this year audit, in ensuring appropriate action has been successfully executed/ carried out as per corrective action plan and evidences provided by the certified client in the previous year CAR Form.

Based on Lead Auditor's and audit team verification, it can be concluded that:

- ☒ all the corrective action plan of non-conformities (both major and minor findings) raised during previous audit has been effectively implemented by the certified entities.
- ☒ all Opportunity for Improvement (OFI's) raised has been implemented accordingly by the certified client.
- ☐ Inadequate implementation of corrective action plans for non-conformities raised during previous audit.

Details on the previous non-conformity evaluation and verification is available in the Full Audit Assessment Report.



#### **4.6 Changes Since Previous Audit**

##### *a. Changes on Client's Management System.*

Please tick (if any):

<input type="checkbox"/>	Legal, Commercial, organizational status or ownership
<input type="checkbox"/>	Key managerial person or the organization and management
<input type="checkbox"/>	New contact Personnel, client's address and site
<input type="checkbox"/>	Scope of operations under certified management system
<input type="checkbox"/>	Major changes to the management system and processes
<input checked="" type="checkbox"/>	Not applicable as there is no changes since previous audit

Justification for above changes:

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##### *b. Changes to the Certified Product*

Please tick (if any):

<input type="checkbox"/>	Additional of new estate
<input type="checkbox"/>	Reduction of estate
<input type="checkbox"/>	Changes in estate hectarage area
<input type="checkbox"/>	Changes in MPOB License number
<input type="checkbox"/>	Changes in MPOB License expiry date
<input type="checkbox"/>	Changes in client's office coordinate
<input type="checkbox"/>	Changes in client's estate coordinate
<input checked="" type="checkbox"/>	Not applicable as there is no changes since previous audit

Justification for above changes:

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## 5. OFFICIALS SIGNED-OFF OF THE ASSESSMENT FINDINGS

### 5.1 Signing by the Lead Auditor

I the undersigned, being the Lead Auditor, confirm that this report is an accurate record of the findings and of the closing meeting. I hereby further confirm that:

- ☒ the summary of the findings as presented in this report are a true representation of the actual findings of the audit team.
- ☒ Previous audit findings have been verified with satisfactory implementation.
- ☒ The correction, corrective action plan, and evidence for any major non-conformities has been reviewed, and accepted. The effectiveness of implementation shall be reviewed in the next year audit.
- ☒ The correction and corrective action plan, for any minor non-conformities has been reviewed and accepted.
- ☒ all Opportunity for Improvement (OFI's) raised has been implemented accordingly by the certified client.
- ☐ All of the changes occurred since previous audit has been verify to be true during the audit.

**Based on all above evaluation, in conclusion, I recommend:**

- ☒ for continuation of MSPO certification
- ☐ Not to continue with MSPO certification due to reason: \_\_\_\_\_

For **TUAH HAYATI SDN BHD** Certification Unit

**Acknowledged by:**

Name:	ERMADASILA BIN MOHAMAD
Position:	LEAD AUDITOR
Date:	13 FEBRUARY 2024



**Signature**

### **5.2 Responses by Certified Entities:**

I the undersigned, being the management representative of the operation seeking or holding certification, agree with the contents and audit findings as presented in this document.

I also confirm:

- Acceptance of liability in execution of the instructions given.
- That this company was made aware that the findings of the audit team are tentative; pending review and decision making by the duly designated representatives of Trans Certification & Inspection Sdn. Bhd.
- That during the closing meeting all agenda items was covered by the Lead Auditor.

<b>Acknowledged by:</b>	
Name:	CHANG WAI WAH
Position:	SUSTAINABILITY DEVELOPMENT MANAGER
Date:	29 MAY 2024

  
**Signature**

## 6. CERTIFIED BODY ACKNOWLEDGEMENT OF CERTIFICATION DECISION

### 6.1 Signing by Certifier

I, the undersigned Certifier, hereby confirm that I have conducted review as below:

- ☒ the information provided by the audit team is sufficient with respect to certification requirements and the scope for certification
- ☒ The correction, corrective action plan, and evidence for any major non-conformities has been reviewed, and accepted. The effectiveness of implementation shall be reviewed in the next year audit.
- ☒ The correction and corrective action plan, for any minor non-conformities has been reviewed and accepted.
- ☒ Audit Report has been sufficiently prepared by the audit team
- ☒ Audit team has commented on the non-conformities, where applicable, the correction and corrective actions taken by client.
- ☒ Audit team had performed evaluation for effectiveness of corrective action plan for pervious audit findings
- ☒ Has performed confirmation of the information provided to TRANS in the Application Form
- ☒ Has performed confirmation that the audit objectives have been achieved
- ☐ Acknowledged on the changes states in point 4.6
- ☐ Has reviewed the result of recertification audit, the result of the review of system over the period of certification and complaints received from users of certification (*applicable for granting recertification only*).

**Based on all the above confirmation, I the undersign Certifier recommended:**

- ☐ Granting Certificate
- ☒ Maintaining Certificate
- ☐ Re-certify
- ☐ Suspend Certificate

For **TUAH HAYATI SDN BHD** certification unit.

**For Certification Suspension Action (*Only applicable for suspended client*)**

Suspension date: \_\_\_\_\_

Reason for suspension: \_\_\_\_\_

Date of uplift suspension: \_\_\_\_\_

Reason for uplift suspension: \_\_\_\_\_

Recommendation after suspension:

- ☐ Maintaining Certificate
- ☐ Re-certify

For \_\_\_\_\_ (*Client's name*) \_\_\_\_\_ certification unit.

**Acknowledged by:**

Name: ATIKA BINTI BAKAR

Position: CERTIFIER

Date: 13 JUNE 2024



Signature

**-End of Report-**