



REHPRO CERTIFICATION SDN BHD

MSPO/DOC/01

**GUIDELINES FOR
CERTIFICATION OF MALAYSIAN
SUSTAINABLE PALM OIL (MSPO)**



REHPRO CERTIFICATION SDN BHD (1150425-P)

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1. INTRODUCTION

This guideline has been prepared to provide guidance to organizations/companies that are interested in obtaining MSPO certification from **Rephro Certification Sdn Bhd (RCSB)** as per the requirements of the relevant MSPO Certification System Standard. This guideline is prepared in accordance with the accreditation requirements for the MSPO certification.

2. CERTIFICATION PROGRESS

The MSPO certification is carried out in accordance to the requirements of ISO/IEC 17021-1, ISO/IEC 17065 ACB MSPO Certification and MSPO Scheme Documents requirements. The step-by-step processes for MSPO certification are explained as follows: -

No	Stage	Description of Process
1	Submission of Information Form & Contract Review	The applicant completes and submits the Information Form to RCSB. RCSB personnel will proceed with the contract review process to determine the risk factor, audit man-days, audit samples, audit team & approval from the certification panel. This form will serve as client application record and for the purpose of RCSB internal documentation.
2	Costing and Preparation of Quotation	Based on the information obtained, a quotation will be provided. The quotation provides an estimation of the total cost for certification which includes the professional fees for stage 1 and 2 audits, stakeholder consultation, report writing, peer review and other related incidental costs.
3	Stage 1 Audit	RCSB will appoint an Audit Team Leader, who will be responsible for the applicant's application. Stage 1 Audit is carried out on site to determine; <ul style="list-style-type: none"> i. the adequacy of the applicant's documentation, ii. whether an internal audit or assessment in the case of Group certification and management review have been conducted and; iii. the readiness of the applicant to proceed to Stage 2 Audit. <p>The interval between Stage 1 and Stage 2 shall not be more than three (3) months, otherwise another Stage 1 audit is to be conducted.</p>
4	Stakeholder Consultation	RCSB shall notify relevant stakeholders at least thirty (30) days before the start of the field visit of the Stage 2 audit
5	Stage 2 Audit	Applicant is required to inform the Audit Team Leader on the readiness to proceed to Stage 2 Audit. All stage 2 audit activities will be conducted in the eMSPO system (e.g. audit plan preparation, NC closure, finalization of audit report etc.). During Stage 2 Audit, the audit team will evaluate the implementation including the effectiveness of the applicant's MSPO system and practices against the requirements of the MS2530 standard.

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No	Stage	Description of Process
		<p>Audit findings of Stage 2 audit are classified into three (3) categories;</p> <p>1) Major non-conformity (Major NC) For major non-conformities, client is required to take corrective action and submit to the Audit Team Leader within one hundred eighty (180) days after the last day of stage 2 audit. Failure to do so, the audit team shall conduct another Stage 2 audit prior to recommending certification.</p> <p>2) Minor non-conformity (Minor NC) For minor non-conformities, client is required to submit the corrective action plan within forty- five (45) days after the last day of stage 2 audit. The minor nonconformity can be closed in the next audit.</p> <p>3) Opportunity for Improvement (OFI) An opportunity for improvement suggests areas of potential improvement of the management systems which may increase efficiency, effectiveness or compliance and have very low probability of adverse effect on the overall quality management system performance.</p>
7	Draft Final Audit Report	<p>Audit Team Leader will prepare a draft final report in the eMSPO system within thirty (30) days after the closure of the major non-conformities</p> <p>Upon receiving the NC details in the e-MSPO system, client is required to take corrective action and submit to the audit team leader as per following timelines:</p> <p>Major non-conformity:</p> <p>a) Within one hundred and eighty (180) days after the last day of initial audit</p> <p>b) If the audit team is not able to verify the implementation of corrections and corrective actions to any of the major non-conformity within the above timeframe, the audit team shall conduct another Stage 2 audit prior to recommending certification.</p> <p>c) NCs will remain under the status "Open" until the NC is closed and the corrective, correction and preventive actions are accepted by the lead auditor.</p> <p>d) Re-application for certification is required if it exceeds the stipulated time – frame.</p> <p>Minor non-conformity:</p> <p>a) Submit the corrective action plan within forty- five (45) days after the audit.</p>

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No	Stage	Description of Process
		<p>b) NCs will remain under the status "Open" until the NC is closed and the corrective, correction and preventive actions are accepted by the lead auditor.</p> <p>Opportunity for Improvement (OFI)</p> <p>No action is required to be taken for NCs raised as OFI. OFI will be verified on the next audit. NC status in the system will automatically be reflected as "Acknowledged".</p> <p>Refer to e-MSPO Audit Module User Manual for finalizing the non-conformity (NC) and generating NCR form (Section 4.0 c)).</p>
8	Peer Review	After all report the draft final Stage 2 Audit Report shall be submitted to independent peer reviewers. The peer reviewers shall review the report within fourteen (14) days. Audit Team Leader shall respond to the comments made by the peer reviewers. All issues shall be resolved before the finalization of the audit report.
9	Final Audit Report	The final Stage 2 Audit Report shall be submitted to Client for factual comment. The final report shall be signed off by the Audit Team Leader and the client.
10	Approval for Certification	The Certification Committee will made decision on the recommendation for MSPO certification.
11	Issuance of Certificate	An MSPO Certificate shall be issued upon payment of all fees due and signing of the Certification Agreement. The Certificate is valid for five (5) years from the date the certification is approved.
12	Surveillance Audit/Recertification	An annual surveillance audit shall be carried out annually. The surveillance audit shall be conducted not more than twelve (12) months from the date of approval. Recertification is carried out once every five (5) years prior to the expiry of the certificate. Minor non conformities raised in any audit shall be upgraded to major non conformities if the corrective actions have not been adequately addressed. For major non-conformities, client is required to take corrective action and submit to the Audit Team Leader within ninety (90) days after the last day of audit while for minor non-conformities within forty- five (45) days.
13	Public Summary Report	A public summary report of all audits shall be made available through RCSB's website/MSPO Trace within thirty (30) days after the certification decision



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3. CERTIFICATION COST

The cost of certification will vary depending on various factors such as the number of sites to be included in the certification. The schedule for payment of fees over the five (5) year certification cycle is as follows: -

No	Stage	Fee Due
1.	Upon completion of Stage 1 Audit	Stage 1 Audit Fee
2.	Upon completion of Main Assessment (Stage 2 Audit)	Stage 2 Audit Fee
3.	Upon Approval of Certification (prior to the issuance of certificate)	Annual Fee
4.	Upon completion of Surveillance Audit (year 1 To 4)	Surveillance Audit and Annual Fee
5.	Upon completion of Recertification (year 5)	Recertification And Annual Fee



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4. CERTIFICATION REQUIREMENTS

4.1. SITE OF AUDIT

The applicant shall identify the name and geographical GPS location, (longitude and latitude) of the Certification Unit, number of supply base, size, type, composition and site condition of the Certification Unit to be covered under the scope of certification.

4.2. AUDIT CRITERIA

Audit criteria for certification shall be as follows:

- i) MSPO MS2530-2-1:2022 General Principle of Independent Smallholders (Less than 40.46 Ha)
- ii) MSPO MS2530-2-2:2022 General Principle of Organized Smallholders (Less than 40.46 Ha)
- iii) MSPO MS2530-3-1:2022 General Principle of Oil Palm Plantations (40.46 Ha to 500 Ha)
- iv) MSPO MS2530-3-2:2022 General Principle of Oil Palm Plantations (More than 500 Ha)
- v) MSPO MS2530-4-1:2022 General Principle of Palm Oil Mills Including Supply Chain Requirements
- vi) MSPO MS2530-4-2:2022 General Principle of Palm Oil Processing Facilities Including Supply Chain Requirements
- vii) MSPO MS2530-4-3:2022 General Principle of Palm Oil Dealers

In all cases, the latest version of the standards shall be applicable.

5. APPEALS PROCEDURE

The applicant may file an appeal when he does not agree with the decision of the Certification Committee. The appeal shall be in writing and addressed to the Managing Director of RCSB within two (2) weeks of notification of the decision. The letter of appeal shall be forwarded to the Complaint & Appeal Committee appointed by the Impartiality Committee's Chairperson. The appellant shall be notified of the composition of the committee and the date of its proposed hearing. The appellant shall have the right to object the composition of the committee and to appear before the committee to present his case. Decisions made by the Appeals Panel including the grounds of their decision shall be recorded and the appellant shall be notified in writing.



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6. DISPUTES AND COMPLAINT PROCEDURE

Any client who does not accept the findings or recommendations of the audit team as detailed in the audit report may request for a review of the findings/recommendations with the Project Manager within one (1) week after receipt of the report. Client may lodge complaint using the Complaint Form (available in RCSB website). Any complaint about RCSB's certification services or about organisations certified by RCSB shall be directed to the Managing Director. Complaints may be in writing or verbal. The letter of complaint/dispute shall be forwarded to the Complaint & Appeal Committee appointed by the Impartiality Committee's Chairperson. The complainant shall be informed of the receipt of the complaint and will be provided progress report(s) and a report on the outcome of the investigation within two (2) weeks of the receipt of the complaint/dispute.

7. GRANTING/MAINTAINING/WITHDRAWAL/SUSPENSION/TERMINATION

7.1 GRANTING or REFUSING

RCSB Certification Committee may refuse certification, in case of non fulfilment of audit criteria, non-submission of corrective action / documentation to meet the requirements within stipulated time frame.

In cases of any non-compliance or requirement of additional information or clarification, report shall be sent back to audit team leader for necessary actions / submission. In cases of re-certification, certification committee shall make decisions on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification.

Details for issuing of certification

The issued certificate to client identifies the following:

- the name and geographical location of each certified client (or the geographical location of the headquarters and any sites within the scope of a multi-site certification);
- the effective date of granting, expanding or reducing the scope of certification, or renewing certification which shall not be before the date of the relevant certification decision;
- the expiry date or recertification due date consistent with the recertification cycle;
- a unique identification code;
- the management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the certified client;
- the scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous;
- the name, address and certification mark of the RCSB; other marks (e.g. accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous;



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- any other information required by the standard and/or other normative document used for certification
- In the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

7.2 MAINTAINING

RCSB maintains certification based on demonstration that the client continues to satisfy the requirements of the management system standard through the surveillance and recertification audit conduction. It may maintain a client's certification based on a positive conclusion by the audit team leader without further independent review and decision, provided that:

- a) for any major nonconformity or other situation that may lead to suspension or withdrawal of certification, RCSB has a system that requires the audit team leader to report to RCSB the need to initiate a review by competent personnel, different from those who carried out the audit, to determine whether certification can be maintained;
- b) competent personnel of RCSB monitor its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

7.3 WITHDRAWAL

Certified organization that wishes to withdraw from the MSPO certification scheme is required to:

- (a) Write to RCSB informing of its intention
- (b) Ensure that all advertising matters that contain any reference to the Certificate are discontinued within a reasonable time frame; and
- (c) Return the Certificate to the RCSB.

7.4 SUSPENSION/TERMINATION

RCSB has the right to suspend or terminate the certification of an organization under the following circumstances: -

- a) The certified organisation's/ company's MSPO system has persistently or seriously failed to meet the certification requirements;
- b) The certified organisation/company does not allow surveillance or recertification audits to be conducted at the required frequencies;
- c) The certified organisation/company has voluntarily requested suspension of its certification;
- d) The certified organisation has failed to take corrective actions on non-conformity (ies) raised within the specified timeframe;

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- e) The certified organisation has incorrectly made reference to its certification status or used the *Certificate*, marks inclusive of certification mark and MSPO trademark or audit reports in a misleading manner; and
- f) The certified organisation has infringed the requirements of the certification contract.

In the event of suspension, the certified organization under suspension is required to take the necessary corrective actions within the suspension period. Failure to take corrective actions within the specified period may result in the termination of the **Certificate**. The information related to the certification status of the organization will be made publicly accessible. An organization dissatisfied with the decision on suspension / termination has the right to file a written appeal with the Complaint & Appeal Committee.

8 CHANGES TO THE INFORMATION IN THE CERTIFICATE

The organization may seek to make changes to details in the certificate. This may include, name of organization, change of address or scope of certification. Request for such changes shall be made in writing.