



Certification International  
Certification International

# MSPO ASSESSMENT REPORT

ON

MS 2530-3-2: 2022; Malaysian Sustainable Palm Oil  
(MSPO)

FOR

ENTITY NAME	Tokoh Nuri Sdn Bhd		
MAIN ADDRESS	Lot 2985 & Lot 2986 Ayer Kuning 73300, Gemencheh, Negeri Sembilan		
SITE ADDRESS (IF ANY)	Lot 2985 (HM37440) & Lot 2986 (HM 45556) Ayer Kuning 73300, Gemencheh, Negeri Sembilan, Malaysia (2.462222, 102.449389)		
REPORT NO.	MR3/MSPO/25/RAV/135		
DATE OF VISITATION	26/5/2025 TO 28/5/2025		
MSPO CERTIFICATE NO.	CYCLE 1 -MYMS11217328 CYCLE 2 - MSPO-03-135	VALIDITY	07/07/2020 -06/07/2025 07/07/2025 -06/07/2030
TYPE OF CERTIFICATION	SINGLE	IF GROUPING, NO OF GROUP MEMBERS	1
TYPE OF AUDIT	ON-SITE VERIFICATION (FIELD VISIT & DOCUMENT REVIEW)		
AUDIT STAGE	RE-CERTIFICATION ASSESSMENT VISIT (RAV)		

*[Disclaimer: This audit report reflects the compliance of the organization against the audit standard(s) to best accurateness. As the audit was carried out by sampling method, certain areas or processes may not be verified on its compliances. MR3 has taken every effort possible to ensure the accuracy of the audit and reporting. MR3 will not be held responsible should the audited organization failed to provide accurate information. MR3 has full ownership and the right of maintenance of this report and shall take action to deal with incorrect references to certification status or misleading use of certification documents, marks, or audit reports.]*


This assessment report has been meticulously prepared to provide a comprehensive analysis of the MSPO Re-Certification Assessment Visit (RAV). The objective of this report is to evaluate the current status, identify strengths and areas for improvement, and recommend actionable strategies to enhance overall performance and compliance with relevant standards.

Throughout the assessment process, we have employed a systematic approach, incorporating both qualitative and quantitative methods to ensure a thorough and accurate evaluation. Our team of experienced professionals has collaborated closely with stakeholders, conducted extensive fieldwork, and reviewed pertinent documentation to compile this report.

We extend our gratitude to all those who contributed to this assessment, including the management team, staff, and external partners, whose cooperation and valuable insights were instrumental in completing this report. We believe that the findings and recommendations presented herein will serve as a valuable resource for informed decision-making and strategic planning.

We trust that this report will facilitate continuous improvement and support the organization's commitment to excellence. Should you have any questions or require further clarification on any aspect of this report, please do not hesitate to contact us at [superadmin@mr3cert.com](mailto:superadmin@mr3cert.com).

Working TOGETHER, for a sustainable future.

Prepared By		Client's Representative Acknowledgement	
Signature		Signature & Company Stamp	
Name	Rizal Ahmad Nazim Bin Abd Raof (RZ)	Name	
Designation	Lead Auditor	Designation	
Date	29/05/2025	Date	
Email	rizal@mr3cert.com	Email	

**Note for client:** Please fill in the "Client's Representative Acknowledgement" section once you have satisfied with the report and as indication of acceptance. A copy of this page to be reverted to MR3 Certification International for recording purpose.

For Office Purpose:		
Description	Date	Remarks
Client Review & Acceptance	30/5/2025	
Peer Reviewer	31/5/2025	
Certification Decision		
MSPO Certificate Approval / Issuance		

# ABBREVIATION

<b>CAP</b>	Corrective Action Plan
<b>CB</b>	Certification Body
<b>CHRA</b>	Chemical Health Risk Assessment
<b>CPO</b>	Crude Palm Oil
<b>FFB</b>	Fresh Fruit Bunch
<b>FY</b>	Financial Year
<b>GAP</b>	Good Agricultural Practices
<b>IA</b>	Internal Audit
<b>ISCC</b>	International Standard for Carbon Certification
<b>LA</b>	Lead Auditor
<b>MPOB</b>	Malaysian Palm Oil Board
<b>MPOCC</b>	Malaysian Palm Oil Certification Council
<b>MRM</b>	Management Review Meeting
<b>MSPO</b>	Malaysian Sustainable Palm Oil
<b>NA</b>	Not Applicable/ Non-Applicable
<b>NC</b>	Non-Conformance/ non-conformity
<b>OBS</b>	Observation
<b>OFI</b>	OFI
<b>P&amp;C</b>	Principle & Criteria
<b>PK</b>	Palm Kernel
<b>POM</b>	Palm Oil Mill
<b>PPE</b>	Personal Protective Equipment
<b>RTE</b>	Rare, Threatened & Endangered
<b>SCCS</b>	Supply Chain Certification Standard
<b>SEIA</b>	Social & Environment Impact Assessment
<b>SOP</b>	Standard Operating Procedure
<b>TM</b>	Team Member

# EXECUTIVE SUMMARY

The Malaysian Sustainable Palm Oil (MSPO) certification scheme represents a national commitment to the sustainable production of palm oil. This certification is designed to ensure that all aspects of palm oil production, from plantation management to processing, adhere to strict sustainability standards. Maintaining this standard is crucial for promoting environmental stewardship, social responsibility, and economic viability within the palm oil industry. The MSPO standard is essential for several reasons, including environmental protection by ensuring sustainable land use and reducing environmental impact, upholding the rights and welfare of workers and local communities through social responsibility, meeting the growing global demand for sustainably produced palm oil to secure market access, and enhancing the credibility and reputation of the Malaysian palm oil industry. It aims to promote sustainability across the palm oil supply chain. These elements include management commitment and responsibility, transparency, compliance with legal requirements, social responsibility, health, safety and employment conditions, environment, natural resources, biodiversity and ecosystem services, best practices, and the development of new plantings.

MR3 Certification International Sdn. Bhd. (MR3) is a privately-owned company based in Malaysia, incorporated in 2019 with registration number 1314255-P. Our head office is located at Level 6 & 7, The Tribeca, No. 215 Jalan Imbi, 55100 Kuala Lumpur, Malaysia. MR3 specializes in certification audits across various management systems, focusing particularly on Sustainability, Quality, Safety, and Environment. Our team boasts over 15 to 30 years of experience in diverse industries and certification processes. We bring a unique blend of expertise from various sectors, providing detailed insights during the audit process whilst empowered to exercise our judgment and make decisions to ensure that our services are both effective and engaging. This right mix of knowledge and experience allows us to deliver high-quality service to our clients at every level. With our global presence, extensive experience, and customer-centric approach, we confidently offer specialized services that cater to the needs of organizations across different industrial sectors. Our hands-on experience and delivery style ensure accurate and prompt service, establishing a solid foundation for the services we provide. Being a Certification Body, we play a pivotal role in the MSPO certification process with responsibility to conduct rigorous audit and upholding the integrity of the MSPO scheme through unbiased and transparent evaluation processes.

Achieving MSPO certification offers numerous benefits to palm oil producers. These benefits include enhanced market access by opening doors to international markets that demand sustainably produced palm oil, improved operational efficiency through the adoption of best practices that improve productivity and reduce costs, demonstrating a commitment to sustainable development and corporate social responsibility by having a positive social and environmental impact, building trust and confidence among consumers, investors, and other stakeholders through stakeholder confidence, and ensuring adherence to national and international regulations and standards by maintaining regulatory compliance.

In conclusion, the MSPO certification is not merely a standard but a strategic initiative that underscores the industry's commitment to sustainability. By maintaining rigorous compliance with the MSPO standards, the palm oil industry in Malaysia can continue to grow responsibly, benefiting the environment, society, and the economy.

ESTATE INFORMATION:					
NAME OF UNIT	MPOB LICENSE NO	LOCATION	GPS COORDINATES	CERTIFIED AREAS (HA)	PLANTED AREAS (HA)
Tokoh Nuri Sdn. Bhd.	541388002000	Lot 2985 (HM37440) & Lot 2986 (HM 45556) Ayer Kuning 73300, Gemencheh, Negeri Sembilan, Malaysia	2.462222, 102.449389	526.33	454.46
Other Sustainability Certification		NIL			

**Note:**

- (i) Maps showing geographical location, with close-up of the certified estates are attached as in the 'Estate Location & Map' of this report.  
(ii) With reference to MSPO Scheme Document dated on 5 January 2023.

AREA STATEMENT AND FFB FORECAST:							
NAME OF UNIT	CERTIFIED AREA (HA)	PLANTED AREA (HA)	FFB TON/ YEAR 2024	YIELD TON/ YEAR	MATURE (HA)	INMATURE AREA (HA)	HCV AREA (HA)
Tokoh Nuri Sdn. Bhd.	526.33	454.46	1171.18	2.57	454.46	0	0
TOTAL	526.33	454.46	1171.18	2.57	454.46	0	0

# ESTATE LOCATION & MAP

Tokoh Nuri Sdn. Bhd.

2°27'44.0"N

Restaurants Hotels Things to do Transit Parking Pharmacies ATMs

2°27'44.0"N 102°26'57.8"E  
2.462222, 102.449389

Directions Save Send to Share

Ayer Kuning, Negeri

- FC6X+VQJ Gemenchah, Negeri

Add a missing

Add your business

Your Maps

Layers

Google

**MR3 Certification International Sdn. Bhd.** 201901004928 (1314255-P)  
Level 6 & 7, The Tribeca, No. 215 Jalan Imbi,  
55100 Kuala Lumpur, Malaysia.

# THE AUDIT PLAN



AUDIT PLAN	
MR3-P05-F3	Effective Date: 16/11/2023 v 02

Audit Plan & Scope Details						
<b>Organization Details</b>	Name	Tokoh Nuri Sdn Bhd				
	Registered Address	Lot 2985 & Lot 2986 Ayer Kuning 73300, Gemenech, Negeri Sembilan				
	Estate Address	Same as above				
	PIC	Ms Bong Hui Furn				
	Tel	010-232 6364				
	Email	bdanabong@yahoo.com				
<b>Audit Plan for</b>	<input type="checkbox"/>	First (Stage 1)				
	<input type="checkbox"/>	Main (Stage 2)				
	<input type="checkbox"/>	Surveillance No. 1				
	<input type="checkbox"/>	Surveillance No. 2				
	<input type="checkbox"/>	Surveillance No. 3				
	<input checked="" type="checkbox"/>	Re-assessment				
	<input type="checkbox"/>	Extension of Scope				
<b>Audit Date</b>	From	26/5/2025	To	28/5/2025	Man Days	3 Mandays
<b>Language</b>	Verbal & Writing	English / Bahasa Malaysia				
<b>Audit Objective(s)</b>	1.	To evaluate that all elements of the proposed scope of registration meet the applicable statutory, regulatory and contractual requirements.				
	2.	To determine the organization conformance against the MSPO standards requirements.				
	3.	Follow up of previous issues of concern, if any.				
	4.	To make appropriate recommendations based on the audit findings.				
<b>Job Reference</b>	MR3/MSPO/25/RAV/135					
<b>Scope of Certification</b>	(i) Production of Fresh Fruit Bunches (FFB)	526 33 ha of certified area	454 46 ha of planted area			
<b>Applicable Management Standard</b>	MS 2530-3-2: 2022; Malaysian Sustainable Palm Oil (MSPO)					
<b>Issuance No.</b>	01	<b>Date</b>	25/4/2025			
<b>Lead Auditor (LA)</b>	Mr Rizal Ahmad Nazim (RZ)					
	019-387 5059 rzal1976@gmail.com					
	Lead Auditor Course ISO 9001	Lead Auditor Course IIMS	Lead Auditor Course MSPO 2.0	Social Competency		
	Completed	Completed	Completed	Completed		

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AUDIT PLAN	
MR3-P05-F3	Effective Date: 16/11/2023 v 02

Date	Time	Assessor	Business Area/ Process	Indicator
DAY 1 26/5/2025 (Monday)	0900	RZ	<b>Introduction by the Lead Auditor on the follow's information:</b> i. Introduction of the participants: Lead Auditor, Team Member(s), Trainee Auditor (if any), Witness Auditor (if any) and Observer (if any) including an outline of their roles; ii. Confirmation of the client's name, location address & scope of certification; iii. Confirmation of the audit plan including type and scope of audit, objectives and criteria, any changes, and other relevant arrangements with the client, such as the date and time for the closing meeting, interim meetings between the audit team and the client's management; iv. Confirmation of formal communication channels between the audit team and the client; v. Confirmation that the resources and facilities needed by the audit team are available; vi. Confirmation of matters relating to confidentiality, assurance of impartiality, conflict of interest & confidentiality of client's information observed & dealing with authority requesting of client's information; vii. Confirmation of relevant work safety, emergency and security procedures for the audit team; viii. The method of reporting, including any grading of audit findings; ix. Information about the conditions under which the audit may be premature terminated; x. Confirmation of the status of findings of the previous review or audit and Use of MSPO logo, if applicable; xi. Methods and procedures to be used to conduct the audit based on sampling and any concerns, opportunity for the client to ask questions; Confirmation that the audit team leader and audit team representing the certification body is responsible for the audit and shall be in control of executing the audit plan including audit activities and audit trails; xii. Methods and procedures to be used to conduct the audit based on sampling; xv. Confirmation of the status of findings of the previous review or audit, if applicable.	On Site ISO/IEC 17021-1:2015 Conformity assessment — Requirements for bodies providing audit and certification of management systems
				4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5, 4.1.6, 4.1.7, 4.1.8, 4.1.9, 4.1.10
				4.2.1, 4.2.1.1, 4.2.1.2, 4.2.1.3, 4.2.1.4
				4.3.1, 4.3.2, 4.3.3
				4.2.1, 4.2.2, 4.2.3, 4.2.4

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AUDIT PLAN	
MR3-P05-F3	Effective Date: 16/11/2023 v 02

Date	Time	Assessor	Business Area/ Process	Indicator
	1230		Criterion 3: Transparent and fair price dealing Criterion 4: Ethical conduct <b>LUNCH BREAK</b>	
	1330	RZ	<b>Principle 4.4: Responsibility to Social, Health, Safety and Employment Conditions</b> Criterion 1: Social impact assessment (SIA) Criterion 2: Employee's safety and health Criterion 3: Employment conditions Criterion 4: Living conditions	4.4.1, 4.4.2, 4.4.3, 4.4.4
	1700		<b>END OF DAY2 ASSESSMENT</b>	
DAY 2 28/5/2025 (Wednesday)	0930	RZ	<b>Principle 4.5: Environment, Natural Resources, Biodiversity and Ecosystem Services</b> Criterion 1: Environmental management Criterion 2: Efficiency of energy use and use of renewable energy Criterion 3: Waste management and disposal Criterion 4: GHG Emissions Criterion 5: Water resources Criterion 6: Environmental conservation and protection Criterion 7: Zero burning practices	4.5, 4.5.1, 4.5.2, 4.5.3, 4.5.4
	1230		<b>LUNCH BREAK</b>	
	1330	RZ	Meeting of assessors to discuss findings and report preparation Presentation of assessment findings and Closing Meeting	
	1700		<b>END OF DAY3 ASSESSMENT</b>	

Note:  
 \* The times indicated are subject to adjustment forward or backward depending on the progress of the assessment.  
 \* The time for lunch break may be adjusted to fit in with the client's operations.

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AUDIT PLAN	
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Audit Methodology	1	2	3
	The assessment will be carried out on reviewing of client's MSPO management system practice.		
		Reviewing the client's status and understanding regarding requirements of the MSPO standard, in particular with respect to the identification of key performance of significant aspects, processes, objectives and operation of the management system by interviewing the internal and external stakeholder (such as employees, neighbouring community, suppliers, etc.)	
			To collect necessary information regarding the scope of the MSPO management system, processes and location(s) of the client, and related statutory and regulatory aspects and compliance (e.g. quality, environmental, legal aspects of the client's operation, associated risks, etc.) by reviewing the documentation and records.

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AUDIT PLAN	
MR3-P05-F3	Effective Date: 16/11/2023 v 02

Date	Time	Assessor	Business Area/ Process	Indicator
DAY 1 26/5/2025 (Monday)	1000	RZ	Site visit including operation activity; Buffer zone, Boundary, Landfill area Visit to facilities areas including operation activity, Buffer zone, Boundary, Landfill	
		RZ	<b>Principle 4.1: Management commitment &amp; responsibility</b> Criterion 1: MSPO Policy Criterion 2: New Planning Criterion 3: Existing site management Criterion 4: Regulating Criterion 5: Training and Competency Criterion 6: Economic and Financial viability plan Criterion 7: Commitment to contribute to local sustainable development Criterion 8: Complaints and grievances handling Criterion 9: Internal Audit Criterion 10: Management Review	4.1.1, 4.1.2, 4.1.3, 4.1.4, 4.1.5, 4.1.6, 4.1.7, 4.1.8, 4.1.9, 4.1.10
	1230		<b>LUNCH BREAK</b>	
	1330	RZ	<b>Stakeholder Consultation</b> To conduct process of engagement with the stakeholder to gauge the level of compliance against the requirements in the MSPO and document review, interview, communication or consultation and a visit to the field or site (if required).	4.2.1, 4.2.1.1, 4.2.1.2, 4.2.1.3, 4.2.1.4
	1700		<b>END OF DAY1 ASSESSMENT</b>	
DAY 2 27/5/2025 (Tuesday)	0930	RZ	<b>Principle 4.3: Compliance to Legal Requirements</b> Criterion 1: Regulatory requirements Criterion 2: Right to use land Criterion 3: Native customary rights	4.3.1, 4.3.2, 4.3.3
		RZ	<b>Principle 4.2: Transparency</b> Criterion 1: Communication and Consultation Criterion 2: Traceability	4.2.1, 4.2.2, 4.2.3, 4.2.4

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AUDIT PLAN	
MR3-P05-F3	Effective Date: 16/11/2023 v 02

- Auditors reserve the right to change or add to the elements listed before or during the audit depending on the results of on-site investigation.
- A private place for preparation, review and conferencing is requested for the auditor's use.
- Prepare necessary PPE (if required) for site visitation.
- It is desirable for the client's management to be present at both opening and closing meetings.
- Please make a copy of assessment findings, summary report and endorsed scope for your retention.
- Please inform MR3 if there is any objection or conflict of interest related to any of the above team members.
- The assessment team may conduct a verification assessment should the client fail to submit corrective actions and root cause analysis for compliance or extension of scope assessment within 3 months from the date of assessment (if applicable).
- You are invited to review the team members and, if necessary, advise MR3 of any conflict of interest. Please contact [support@mr3cert.com](mailto:support@mr3cert.com) or the Director at 012 2489505 directly for any objection.

# THE AUDIT PROCESS

The MSPO audit process is comprehensive and involves several key steps. These include pre-audit preparation, reviewing documentation and planning the audit scope, conducting on-site assessments to verify compliance with MSPO principles and criteria, engaging with stakeholders to gather additional insights and feedback, compiling findings into a detailed report that highlights areas of compliance and opportunities for improvement, and conducting follow-up assessments to ensure corrective actions have been implemented.

With reference to MSPO Certification Scheme Document dated 05 January 2023, Section 3.3 **REQUIREMENTS FOR LEAD AUDITOR, AUDITOR AND TECHNICAL EXPERTS**. This assessment has been conducted by the following approved assessor(s) which hold sufficient qualifications and experiences to conduct MSPO Assessment. MR3 Certification International Sdn Bhd holds copies of educational qualifications, certificates and audit logs for each of the audit team members.

Summary of the Assessor's credentials are as follows:

Criteria	Requirement	Lead Auditor	Team Member
		Rizal Ahmad Nazim Bin Abd Raof (RZ)	Choose an item.
Education	<p><b>Lead:</b> Post-secondary education, college or university diploma OR degree in one of the following: Agriculture; Science &amp; Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences); Engineering, Process Technology; Energy Management, Quality Management; Social Sciences and/or Anthropology; Business Management; or other relevant fields.</p> <p><b>Auditor:</b> Post-secondary education, college or university diploma OR degree in one of the following: Agriculture; Science &amp; Technology (e.g. Environmental Sciences, Life Sciences, Geological Sciences, Natural Sciences,); Engineering, Process Technology; Energy Management, Quality Management; Social Sciences and/or Anthropology; Business Management; or other relevant fields.</p>	Rizal Ahmad Nazim Bin Abd Raof - Graduate in Bachelor of Forestry Science in UPM.	

Work Experience	<p>Lead:</p> <p><b>Post-Secondary education:</b> At least seven (7) years of work experience in the oil palm sector OR ten (10) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR five (5) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)</p> <p><b>Tertiary education:</b> At least five (5) years of work experience in the oil palm sector OR seven (7) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR five (5) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)</p> <p>Auditor:</p> <p><b>Post-Secondary education:</b> At least five (5) years of work experience in the oil palm sector OR seven (7) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR five (5) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)</p> <p><b>Tertiary education:</b> At least three (3) years of work experience in the oil palm sector OR five (5) years in other relevant field (e.g. social, environment, occupational health and safety, and quality) OR three (3) years auditing experience in relevant accredited management systems (e.g. social, environment, occupational health and safety, and quality)</p>	RZ- Work Experience - Experience in estate management for almost 15 years in Felda Group of companies.	
Training	<p>Lead:</p> <ul style="list-style-type: none"> <li>Successfully completed the scheme owner endorsed lead auditor training (5 days) and; <i>(NOTE: The above training certificate is valid for 5 years. Re-attend the lead auditor training is required before the expiry or whenever there are changes in the MSPO Standard)</i></li> <li>Undergone 40 hours of lead</li> </ul>	RZ- The auditor completed below competency: 1. MSPO Lead auditor course 2530 :2013 and 2022 version (OSH-ISIS), 25-29/3/2024.	

	<p>auditor course in Quality Management Systems (QMS) AND one of the following: Environmental Management Systems (EMS); Occupational, Health and Safety Management Systems (OH&amp;SMS); OR Lead Auditor for Integrated Management System (IMS).</p> <p>Auditor:</p> <ul style="list-style-type: none"> <li>• Successfully completed the scheme owner endorsed lead auditor training (5 days) and; <i>(NOTE: The above training certificate is valid for 5 years. Re-attend the lead auditor training is required before the expiry or whenever there are changes in the MSPO Standard)</i></li> <li>• Undergone 40 hours of auditor course in Quality Management Systems (QMS) AND one of the following: Environmental Management Systems (EMS); Occupational, Health and Safety Management Systems (OH&amp;SMS); OR Lead Auditor for Integrated Management System (IMS).</li> </ul>	<p>2. Completed IMS Lead Auditor Course (Exemplar Global), 29/5/2024.</p> <p>3. Completed SA8000 Course (SAI), 12-16 June, 2023.</p> <p>4. Completed ISO9001 Lead Auditor Course (TVE-IRCA), 6/4/2024.</p>	
Auditing Experience	<p>Lead:</p> <p>Conducted at least three (3) MSPO or equivalent sustainability certification audits OR a minimum of fifteen (15) man-days, whichever with more man-days, as lead auditor-in-training under the direction and guidance of a qualified lead auditor for MSPO.</p> <p>Maintenance - Conducted a minimum of four (4) different on-site MSPO Certification audits annually as lead auditor.</p> <p>Auditor:</p> <p>Qualification - Conducted a minimum of four (4) on-site audits for a total of at least 20 man-days of audit experience as an auditor-in-training under the direction and guidance of a qualified lead auditor for MSPO.</p> <p>Maintenance - Conducted</p>	<p>RZ- Auditing Experience</p> <p>- Conducted more than 100 mandays of MSPO audit under the capacity of Lead Auditor and Auditor with several Certification Bodies in Malaysia covering standard part 2, Part 3, Part 4 and MSPO SCCS.</p>	

	a minimum of four (4) on-site MSPO Certification audits annually.		
General	A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia or any other local language	- A good knowledge in handling and evaluating sources of information and data. Able to communicate in Bahasa Malaysia or any other local language	

# OPENING MEETING & CLOSING MEETING CRITERIA

## Opening Meeting

- a) introduction of the participants, including an outline of their roles;
- b) confirmation of the scope of certification;
- c) confirmation of the audit plan (including type and scope of audit, objectives and criteria), any changes, and other relevant arrangements with the client, such as the date and time for the closing meeting, interim meetings between the audit team and the client's management;
- d) confirmation of formal communication channels between the audit team and the client;
- e) confirmation that the resources and facilities needed by the audit team are available;
- f) confirmation of matters relating to confidentiality;
- g) confirmation of relevant work safety, emergency and security procedures for the audit team;
- h) confirmation of the availability, roles and identities of any guides and observers;
- i) the method of reporting, including any grading of audit findings;
- j) information about the conditions under which the audit may be premature terminated;
- k) confirmation that the audit team leader and audit team representing the certification body is responsible for the audit and shall be in control of executing the audit plan including audit activities and audit trails;
- l) confirmation of the status of findings of the previous review or audit, if applicable;
- m) methods and procedures to be used to conduct the audit based on sampling;
- n) confirmation of the language to be used during the audit;
- o) confirmation that, during the audit, the client will be kept informed of audit progress and any concerns; opportunity for the client to ask questions.

## Closing Meeting

- a) informing the client that the audit evidence collected was based on a sample of the information; thereby introducing an element of uncertainty
- b) the method and timeframe of reporting, including any grading of audit findings;
- c) the certification body's process for handling nonconformities including any consequences relating to the status of the client's certification;
- d) the timeframe for the client to present a plan for correction and corrective action for any nonconformities identified during the audit;
- e) the certification body's post audit activities;
- f) information about the complaint handling and appeal processes.
- g) any diverging opinion that are not resolved.
- h) opportunity for the client to ask questions.

# ATTENDANCE DURING OPENING AND CLOSING MEETING

Date of Opening Meeting : 26/5/2025      Venue : Site Office  
 Date of Closing Meeting : 28/5/2025      Venue : Site Office

No.	Name	Position
1.	Rizal Ahmad Nazim Bin Abd Raof	Lead Auditor
2.	Ms. Bong Hui Furn	Director
3	Ms. Yap Cuen Wan	Administrator
4.	Ms. Noorwina	Consultant

## THE AUDIT PROGRAMME MATRIX

(legend "☒" plan to cover/ covered, "☐" for not applicable)

Applicable principle/ Tentative Planned Year	5/2025	5/2026	5/2027	5/2028	5/2029
Internal Audits	☒	☒	☒	☒	☒
Stakeholder consultation / survey	☒	☒	☒	☒	☒
Use of MSPO logo	☒	☒	☒	☒	☒
Follow-up from previous audit finding	☒	☒	☒	☒	☒
Man-day Allocation	3	2	2	2	2
Public Notification	☒	☒	☒	☒	☒
<b>4.1 Management Commitment &amp; Responsibility</b>					
4.1.1 MSPO Policy	☒	☒	☒	☒	☒
4.1.2 New Planting	☒	☒	☒	☒	☒
4.1.3 Existing site management	☒	☒	☒	☒	☒
4.1.4 Replanting	☒	☒	☒	☒	☒
4.1.5 Training and Competency	☒	☒	☒	☒	☒
4.1.6 Economic and financial viability plan	☒	☒	☒	☒	☒
4.1.7 Commitment to contribute to local sustainable development	☒	☒	☒	☒	☒
4.1.8 Complaints and grievances handling	☒	☒	☒	☒	☒
4.1.9 Internal audit	☒	☒	☒	☒	☒
4.1.10 Management Review	☒	☒	☒	☒	☒
<b>4.2 Transparency</b>					
4.2.1 Communication and Consultation	☒	☒	☒	☒	☒
4.2.2 Traceability	☒	☒	☒	☒	☒
4.2.3 Transparent and fair price dealing	☒	☒	☒	☒	☒
4.2.4 Ethical conduct					
<b>4.3 Compliance to legal requirements</b>					
4.3.1 Regulatory requirements	☒	☒	☒	☒	☒
4.3.2 Right to use land	☒	☒	☒	☒	☒
4.3.3 Native customary rights	☒	☒	☒	☒	☒
<b>4.4 Responsibility to social, health, safety and employment conditions</b>					
4.4.1 Social impact assessment (SIA)	☒	☒	☒	☒	☒
4.4.2 Employee's safety and health	☒	☒	☒	☒	☒
4.4.3 Employment conditions	☒	☒	☒	☒	☒
4.4.4 Living conditions	☒	☒	☒	☒	☒

4.5 Environment, natural resources, biodiversity and ecosystem services					
4.5.1 Environmental management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.2 Efficiency of energy use and use of renewable energy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.3 Waste management and disposal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.4 GHG emissions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.5 Water resources	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.6 Environmental conservation and protection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.5.7 Zero burning practices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Note:** Surveillance Audit shall be conducted within 12 months after the certification date but not less than 9 months. Recertification shall be carried out minimum 2 months prior to the expiry of the certificate.

CONCLUSION OF 5 YEARS REVIEW		
1	The company has demonstrated effective implementation and maintenance/improvement on its management system	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2	The internal audit program has been fully implemented and demonstrates its effectiveness as a tool for maintaining and improving the management system.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3	The management review process demonstrates its capability to ensure the continuing suitability, adequacy and effectiveness of the management system	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4	Throughout the audit process, the management system demonstrates overall conformance with the requirements of the audit standard	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

CHANGES OF THE 5 YEARS AUDIT PROGRAMME
<input checked="" type="checkbox"/> <b>YES</b> , Justification: New Standard MS 2530-3-2: 2022; Malaysian Sustainable Palm Oil (MSPO)
<input type="checkbox"/> <b>NO</b> , Justification:

SAMPLING METHODOLOGY (GROUPING ONLY)
<p>Sampling of the operating units to be audited has been conducted in accordance with the Risk Management (MSPORMP) documents as below:</p> $S = r \sqrt{n}$ <p>Risk Level: High  <math>S = 2.0 (\sqrt{4}) = 4</math></p>
<p>The selected operating units to be audited in Year 2025:</p> <p>1. NA</p>

## PREVIOUS AUDIT FINDING

The results of the last audit system have been reviewed, to ensure appropriate correction and corrective action has been implemented to address any non-conformity identified. The detail of verification is included below and concluded that:

<input checked="" type="checkbox"/>	No non-conformity / area of concern raised during last audit.
<input type="checkbox"/>	All non-conformity / area of concern identified during last previous audit have been corrected and the corrective action effective and acceptable.
<input type="checkbox"/>	One or more non-conformity / area of concern identified during last previous audit not effectively addressed and the specific non-conformity re-issued in the 'Current Audit Result & Non-Conformity Information' section of this report.

Verification of Previous Audit Result & Non-Conformity Information			
<b>Stage of Previous Audit</b>	Surveillance Assessment Visit (SAV) No. 4		
<b>Date of Audit</b>	2nd May To 3rd May 2024		
<b>No of Findings</b>	0 Major Non-Conformance/s	3 Minor Non-Conformance/s	1 OFI
<b>Status/ Remark</b>	The team leader has reviewed the continuous improvement actions taken to address the observations from the previous review and is satisfied with the commitment to maintain compliance in the journey towards achieving sustainable palm oil.		

# CURRENT AUDIT FINDING

Based on the objective evidence reviewed, observed, and discovered during this assessment, the assessors concluded that TOKOH NURI SDN. BHD. **Complies** with the MS 2530-3-2: 2022; Malaysian Sustainable Palm Oil (MSPO) standard and requirements. The following findings were identified:

CATEGORY	Number of Finding (s)				
	P1	P2	P3	P4	P5
<i>Major Nonconformity (Major NC)</i>					
<i>Minor Nonconformity (Minor NC)</i>					
<i>Opportunity for Improvement (OFI)</i>				2	

SUMMARY OF THE FINDING/S:	
<b>PRINCIPLE 1</b>	
PRINCIPLE 2	
PRINCIPLE 3	
PRINCIPLE 4	OFI 4.4.1.1 Verified the social impact assessment yet been conducted according to the new guidelines provided by the scheme owner and will be verified during next audit.  OFI 4.4.4.2 (j) It is noted that the submission of JKPP 8 for the calendar year 2024 has not been conducted yet
PRINCIPLE 5	

**NOTE:**

*By the virtue of random sampling approach, there may exist chances of non-conformities not being identified during the assessment. Such occurrence shall therefore not be related with the assessor's competency and integrity in any way.*

## AUDIT CONCLUSION & RECOMMENDATION

The audit team conducted a process-based audit, focusing on significant aspects and risk objectives required by the standard(s). The audit methodology employed the 3P approach: People, Paper, and Practice. The audit team concludes and expresses:

- CONGRATULATIONS; the management system is in full compliance.
- CONGRATULATIONS; however, some processes need to address non-compliance(s).
- SORRY; the organization has not established and maintained its management system in line with the requirements of the standard and has
  
- demonstrated
- not demonstrated the ability of the system to systematically achieve agreed requirements within the scope of the organization.

Based on the records, there are NIL unresolved issues. Therefore, the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, the management system certification be:

- Granted (initial certification or recertification)
- Granted upon the acceptance of the non-compliance(s)
- Continued (surveillance)
- Continued (surveillance) upon the acceptance of the non-compliance(s)
- Withheld
- Suspended until satisfactory corrective action(s) is completed
- Other (please specify)

Please note that this conclusion and recommendation are based on audit sampling within the organization's management system and therefore do not guarantee 100% conformity with all requirements.

## STAKEHOLDER CONSULTATION

Stakeholder Details	The Input/ Comments	The Output/ Response
Workers # 1	Refer to the audit report for this site, issues discussed such: 1. Complaint - There is no complaint has been raised during stakeholder consultation. All Stakeholder understand the grievances procedure practices by the management.  2. Positive Practices by estate: i. All stakeholder has compliment the estate management which has given a good rapport with stakeholder. ii. Understand the purpose of MSPO. iii. Timely payment to supplier and no outstanding payment to supplier.	As at to date no issues received from any stakeholders. Management is committed to give best cooperation if any issues arise.
Workers # 2		
Contractor Rep		
Mill Rep (Jugra- FFB Dealer)		
1 Village Rep		
MPOB Officer (Melaka)		

	<p>All the previous inputs are all positive. Therefore, no subsequent stakeholder consultation required. However, during the current audit, the auditor has conducted interview with several workers, contractors and staff. The inputs are positive and no issues raised.</p>	
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<p>Audit Team Conclusion</p>	<p>In conclusion, the estate management received no complaint and stakeholders are aware on the requirement of MSPO and detail on MSPO such estate complaint procedure, requirement with act, agreed to be audited by MSPO auditor &amp; etc.</p>
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**NOTE:**

With reference to MSPO Certification Scheme Document dated 05 January 2023 **4.8 STAKEHOLDER CONSULTATION**. Whenever deemed applicable, stakeholder consultation/ interview may be held in order to obtain the internal and external stakeholders' inputs on the Company's compliance towards the MSPO standards and stakeholders' views on areas where the Company could improve. Such consultation will be conducted professionally and in absolute isolation from the Company officials. All comments made by the stakeholders will be recorded and presented in this assessment report.