MSPO CERTIFICATION SCHEME
Supply Chain Certification Standard

Sarawak Region
26 March 2019
Promenade Hotel
Bintulu
- Incorporated in December 2014 under Companies Act 1965
- Started operations in Oct 2015
- Governed by a 13-Member Board of Trustees
  - Oil palm industry associations
  - Academic and R&D institutes
  - Smallholders organisation
  - Government
  - NGOs
  - Civil Society
MPOCC Objectives

To operate a **sustainable palm oil certification scheme** in Malaysia

To **engage** with NGOs, institutions of higher learning, trade associations, & accreditation & certification bodies in Malaysia

To establish a **mechanism for the certification** of entities complying to the requirements of auditable sustainability standards

certifying Malaysian palm oil for the world | www.mpocc.org.my
MPOCC’s Vision & Mission

**Vision**
To be recognised as a leading organisation for palm oil certification

**Mission**
To establish and operate a credible and internationally recognised national palm oil certification scheme towards promoting sustainable management of oil palm in Malaysia
CERTIFYING MALAYSIAN PALM OIL FOR THE WORLD
MSPO Certification Scheme

➢ MSPO Standards launched in 2013

➢ Government mandated

➢ Implemented on a voluntary basis since January 2015

➢ Mandatory implementation by 31 December 2019 in stages
MSPO STANDARDS

CERTIFYING MALAYSIAN PALM OIL FOR THE WORLD
The value chain of Malaysian palm oil sector

Small, medium & large estates

Collection centre/ Dealers

Smallholders

Oil Palm Management Certification

Palm Oil Mill

Supply Chain Certification

Refinery

Kernel Crushers

Biodiesel Plants

Oleochemical

Product manufacturer

Retailers

Consumers

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MSPO Certification Scheme provides for:

- Application by potential clients for certification audits
- Accreditation & notification of CBs
- Supply chain traceability
- Handling of complaints
- Development of certification standards & scheme documents
- Peer reviewing of audit reports
- Issuance of logo usage licenses
- Training & briefing to auditors & other stakeholders
About MSPO Certification Scheme

**MSPO Standards**
- Sets the requirements & which must be met when audits are done

**Certification System**
- Defines the operations of the scheme, implementation agreement with accredited CBs

**Accreditation Programme**
- To ensure that organisation who undertake audits are credible and have competent auditors
MSPO Standards

MS 2530-1:2013 – Malaysian Sustainable Palm Oil (MSPO) Part 1: General principles

MS 2530-2:2013 – Malaysian Sustainable Palm Oil (MSPO) Part 2: General principles for independent smallholders

MS 2530-3:2013 – Malaysian Sustainable Palm Oil (MSPO) Part 3: General principles for oil palm plantations and organised smallholders

MS 2530-4:2013 – Malaysian Sustainable Palm Oil (MSPO) Part 4: General principles palm oil mills

MSPO SCCS – MSPO Supply Chain Certification Standard
7 Principles of MSPO

1 Management commitment and responsibility

2 Transparency

3 Compliance to legal requirements

4 Social responsibility, health, safety and employment conditions

5 Environment, natural resources, biodiversity and ecosystem services

6 Best practices

7 Development of new plantings
Institutional Arrangement for MSPO Certification Scheme (Accreditation of CBs & Certification Process)

Notification
Accredited CBs have to apply to Scheme Owner to become notified CBs to enable them to issue accredited certificates recognised by Scheme Owner.

Accreditation
CBs are required to be accredited to national AB.

Malaysian Sustainable Palm Oil (MSPO) Certification Scheme

Accredited Certification Bodies (CBs) / Auditing Service Provider

CBs receive and process applications for certification
CBs conduct audits and make decisions to award MSPO Certificate for Oil Palm Plantation Management or for Supply Chain

Peer Reviewing of Audit Report

Applicants for Oil Palm Management Certification

Applicants for Supply Chain Certification
<table>
<thead>
<tr>
<th>ACB-OPMC 1</th>
<th><strong>Competency Requirements</strong> for CBs Operating OPMC Under The MSPO Certification Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACB-OPMC 2</td>
<td><strong>Audit Duration</strong> for CBs Operating OPMC Under The MSPO Certification Scheme</td>
</tr>
<tr>
<td>ACB-OPMC 3</td>
<td><strong>Peer Review Process Requirements</strong> for CBs Operating OPMC Under The MSPO Certification Scheme</td>
</tr>
<tr>
<td>ACB-OPMC 4</td>
<td><strong>Stakeholder Consultation Requirements</strong> for CBs Operating OPMC Under The MSPO Certification Scheme</td>
</tr>
</tbody>
</table>

ISO 17021 - Conformity assessment -- Requirements for bodies providing audit and certification of management systems
Accreditation Requirements for Supply Chain Certification

ACB SC/2018 Requirements for Certification Bodies Operating Supply Chain Certification under the Malaysian Sustainable Palm Oil (MSPO) Certification Scheme

ISO 17065 Type 6 - Conformity assessment -- Conformity assessment -- Requirements for bodies certifying products, processes and services

Type 6 – Applicable to certification of services and processes. Initial and periodic assessment of service or process plus initial assessment and periodic auditing management system.
Committee on MSPO Standards

National Steering Committee on MSPO

Technical Working Committee on MSPO Standards

Technical Working Committee on Smallholders

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Standard Setting Process

1) Stakeholder mapping

2) Announcement of the standards-setting process and invitation of stakeholders

3) Creation of the working group/committee

4) Working group/committee-development of a draft document

5) Public consultation and pilot testing

6) Consensus building on the final draft

7) Formal approval of the standard

8) Publication of the standard

Review of standards (every 5 years)
Approach to MSPO Certification

- Types of MSPO Certification
- Scopes of Certification
- Certification Process
- Proposed Steps to Implement MSPO
Types of MSPO Certification

• Individual entity (plantation, mills, processing facilities)

• Multi-site certification

From *The MSPO Certification Scheme and Its Implementation Arrangement*
https://www.mpocc.org.my/scheme-documents
Scope of Certification - Plantations

1. Individual Certification

- Estate XYZ
  - MSPO Certificate Part 3
- Estate TUV
  - MSPO Certificate Part 3
- Estate ABC
  - MSPO Certificate Part 3

2. Group Certification

- MSPO Certificate Part 3
- Estate XYZ
- Estate ABC
- Group Manager
- Estate TUV
Scope of Certification – Palm Oil Mills

1. Individual Certification
   - Mill A
   - MSPO Certificate Part 4
   - Mill C
   - MSPO Certificate Part 4
   - Mill B
   - MSPO Certificate Part 4

2. Multi-site Certification
   - Mill A
   - MSPO Certificate Part 4
   - Group Manager
   - Mill B
   - Mill C
Scope of Certification – Processing Facilities

1. Individual Certification

- PF A \(\rightarrow\) MSPO SCCS
- PF C \(\rightarrow\) MSPO SCCS
- PF B \(\rightarrow\) MSPO SCCS

2. Multi-site Certification

- PF A
- PF C
- PF B

Note: Sampling for multi-sites are not allowed (ACB-SC/2018, item 5.3)
Certification Process

Application by potential clients for certification

Certification audit

Draft audit report

Final audit report

CB’s certification committee

MSPO Certificate awarded

(5 years with annual surveillance audits)

Note: For Supply Chain Certification audit findings, two general categories ‘corrective action request/non-compliance and observation will be used. (MSPOCS 1/2018, item 7.2)

3-6 months, subject to closure of Non-Conformities
Proposed Steps to Implement MSPO

1. Understand MSPO Requirements
2. Gap analysis
3. Training process
4. System planning
5. Monitoring and Evaluation of systems
6. Internal Audit
7. Auditing and Certification

Proposed Steps to Implement MSPO:

1. Understand MSPO Requirements
2. Gap analysis
3. Training process
4. System planning
5. Monitoring and Evaluation of systems
6. Internal Audit
7. Auditing and Certification

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Progress on MSPO Certification
## Progress of MSPO Implementation – 28 February 2019

<table>
<thead>
<tr>
<th>Categories</th>
<th>Units Certified</th>
<th>Certified Areas (ha)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Smallholder Areas Certified under MSPO Part 2 (ha)</td>
<td>107 SPOCS</td>
<td>27,407.01</td>
</tr>
<tr>
<td>Organised Smallholder Areas Certified under MSPO Part 3</td>
<td>92 Clusters</td>
<td>218,298.21</td>
</tr>
<tr>
<td>Plantation Areas Certified under MSPO Part 3 (ha)</td>
<td>529 estates</td>
<td>1,262,230.06</td>
</tr>
<tr>
<td><strong>Total Planted Areas Certified (ha)</strong></td>
<td></td>
<td>1,507,935.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Units Certified</th>
<th>Total Capacity (mt/hr)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Mills Certified under MSPO Part 4</td>
<td>149 Mills</td>
</tr>
</tbody>
</table>
MSPO Incentives

Incentives

Smallholders
- < 40.46 ha
  - 100% Auditing Fee

Estates
- 40.46 ha - 1,000 ha
  - 70% of Auditing Fee
- > 1,000 ha
  - 30% of Auditing Fee

Processing Facilities
- Mills, Kerel Crushers
- & Refineries
  - 30% Auditing Fee

https://www.mpocc.org.my/incentives
MSPO Supply Chain Certification Standard (MSPO SCCS)
The **MSPO Supply Chain Standard** is designed to provide a credible guarantee to the end user that the palm oil raw material originated from a sustainably managed oil palm plantation throughout the supply chain.

The **Malaysian Sustainable Palm Oil Supply Chain Certification Standard (MSPO SCCS)** addresses *management requirements* and *traceability* of the production throughout the supply chain from the raw materials until processing and manufacturing of palm oil and palm oil based products. Each group of players must perform their respective roles to enable traceability of all activities throughout the palm oil supply chain.

It also allows to claim the use of the MSPO certified palm oil.
<table>
<thead>
<tr>
<th>MSPO SCCS Guidance Document</th>
<th>• To provide guidance for the certification bodies and the user of the MSPO SCCS in the industry on the requirement to comply with MSPO SCCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guidance for Oleochemicals and Its Derivatives Under MSPO SCCS</td>
<td>• To provide guidance the oleochemical industry on the conversion rate where the input or outputs are not purely palm-based in compliance with MSPO SCCS.</td>
</tr>
<tr>
<td>Issuance of Logo and Usage License by MPOCC</td>
<td>• To allow the MSPO certified palm oil user to claim the use of certified palm oil product by using MSPO logo on their on-product and off-product.</td>
</tr>
</tbody>
</table>
MSPO Supply Chain Certification Standard (SCCS)

SCOPE:
The requirements are applicable to organisations which process, manufacture, supply and/or export palm oil products using raw materials which originate from MSPO certified oil palm planted area and/or take legal ownership and physically handle MSPO certified palm oil products throughout the supply chain.

Available for download at www.mpocc.org.my
MSPO Supply Chain Certification Standard (SCCS)

1. Management System
   i. Sustainability Policy
   iii. Record keeping
   iv. Procedures
   v. Internal Audit
   vi. Management Review

2. Resource Management
   i. Competency & Training

3. Traceability

4. Supply Chain Models
   i. Segregation
   ii. Mass balance

5. Outsourced Activities

6. Claim

7. Complaints and Grievances

8. IT Platform

Available for download at www.mpocc.org.my
Traceability Elements

MSPO Supply Chain Certification Standard (MSPO SCCS)
MSPO Supply Chain Models

• Segregation
  ➢ Physical separation of certified and non-certified palm oil products at every stage of the palm oil supply chain.
8.1.2.1 The Segregation approach requires that the MSPO certified palm oil products shall be kept separate from non-MSPO certified palm oil products at every stage of production, processing, refining and manufacturing throughout the supply chain. This model allows mixing of any MSPO SG certified palm oil products from various certified sources. Physical certified palm oil products delivered to the end user shall be traceable to MSPO certified sources.

8.1.2.2 The site shall ensure and verify through clear procedures and record keeping that the MSPO certified oil palm products are kept segregated from non-certified palm oil products including during transportation and storage to strive for 100% separation.
MSPO Supply Chain Models

• Mass Balance
  ➢ Allows the mixing of batches of certified and non-certified palm oil products at every stage of the palm oil supply chain.
**Mass Balance**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.2.2.1</td>
<td>The basis of the MSPO SCCS requirements for MB shall consist of reconciliation between the quantity of MSPO certified palm oil products bought and the quantity of MSPO certified palm oil products sold. This includes control of purchases and sales of MSPO certified palm oil products and its derivatives which shall be independently verified. <strong>There are no requirements for separate storage, transportation or controls in the production process.</strong></td>
</tr>
<tr>
<td>8.2.2.2</td>
<td>The organisation shall ensure that the quantity of physical MSPO MB palm oil product inputs and outputs (volume or weight) at the physical site are monitored.</td>
</tr>
<tr>
<td>8.2.2.3</td>
<td>The organisation shall ensure that the output of MSPO MB palm oil product supplied to customers from the physical site does not exceed the input of MSPO certified palm oil products received at the physical site, using either a continuous accounting system or a fixed inventory period.</td>
</tr>
</tbody>
</table>
Mass Balance

8.2.3 Continuous accounting system

8.2.3.1 Where a continuous accounting system is in operation, the organisation shall ensure that the quantity of physical MSPO MB palm oil product inputs and outputs at the physical site are monitored on a real-time basis.

8.2.3.2 Where a continuous accounting system is in operation, the organisation shall ensure that the material accounting system is never overdrawn. Only MSPO data which has been recorded in the material accounting system shall be allocated to outputs supplied by the organisation.

<table>
<thead>
<tr>
<th>Month</th>
<th>MB</th>
<th>Non-Certified</th>
<th>Recorded MB Stock</th>
<th>Physical Stock</th>
<th>MB</th>
<th>Non-Certified</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IN</td>
<td>IN</td>
<td></td>
<td></td>
<td>OUT</td>
<td>OUT</td>
</tr>
<tr>
<td>January</td>
<td>500</td>
<td>500</td>
<td>500</td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>February</td>
<td>250</td>
<td>750</td>
<td>250</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March</td>
<td>0</td>
<td>0</td>
<td>250</td>
<td>500</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Mass Balance

8.2.4 Fixed inventory periods

8.2.4.1 Where a fixed inventory period is in operation, the organisation shall ensure that the quantity of MSPO MB palm oil product inputs and outputs (volume or weight) are balanced. The fixed inventory period shall be three (3) months.

8.2.4.2 Where a fixed inventory period is in operation, the organisation may overdraw data when there is evidence that MSPO MB palm oil product purchased for delivery within the inventory period cover the MSPO output quantity supplied.

8.2.4.3 Where a fixed inventory period is in operation, unused credits can be carried over and recorded in the material accounting system for the following inventory period.

8.2.4.4 Where a fixed inventory period is in operation, the organisation shall ensure that the material accounting system is not overdrawn at the end of inventory period. Only MSPO data which has been recorded in the material accounting system within the inventory period shall be allocated to outputs supplied within the inventory period.
## Mass Balance

<table>
<thead>
<tr>
<th>Month</th>
<th>MB</th>
<th>Non-Certified</th>
<th>Recorded MB Stock</th>
<th>Physical Stock</th>
<th>MB</th>
<th>Non-Certified</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IN</td>
<td>IN</td>
<td></td>
<td></td>
<td>OUT</td>
<td>OUT</td>
</tr>
<tr>
<td>January</td>
<td>500</td>
<td>500</td>
<td>500</td>
<td>1000</td>
<td>OUT</td>
<td>OUT</td>
</tr>
<tr>
<td>February</td>
<td></td>
<td></td>
<td>-500</td>
<td>0</td>
<td>1000</td>
<td></td>
</tr>
<tr>
<td>March</td>
<td>750</td>
<td>250</td>
<td>750</td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
<td>250</td>
<td>1000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**End of inventory period**

**Notes**: For mass balance sheet/book-keeping, can include only certified oil with actual yield calculation.
Traceability

Requirement 7.1

The name and address of the seller/buyer;

Product(s) identification including the applicable supply chain models (mass balance, segregation);

The quantity of the products delivered;

The loading or delivery date;

Related transportation documentation with a unique identification number;

MSPO certificate number; and

MSPO certificate validity.

Documented procedure for handling non-conforming palm oil products and/or documents.
MS 2530:Part 4

Principles 2: Transparency

Criterion 3: Traceability

Indicator 1: The management shall commit itself to implement and maintain the requirements for traceability and shall establish a standard operation procedure for traceability.

Indicator 2: The management shall conduct regular inspections on compliance with the established traceability system.

Indicator 3: The management shall identify and assign suitable employees to implement and maintain the traceability system.

Indicator 4: Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained.
Outsourced Activities

**Requirement 9.1**

Has **legal ownership of all input materials** during the outsourced activities;

**4.9 Outsourced Contractors**

Parties engaged by the organisation to provide services for transporting, handling and storing certified palm oil products by means of agreement or contract.

Has an **agreement/contract** covering the outsourced activities with each contractor. This agreement/contract shall include a clause reserving the right of the certification body to audit the outsourced contractor; and

Has a **documented control system with procedures** for the outsourced activities which are shared with the relevant outsourced contractor.
<table>
<thead>
<tr>
<th>Principle 6: Best Practices</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Criterion 4: Contractor</td>
<td></td>
</tr>
</tbody>
</table>

**Indicator 1:** In case of the engagement of contractors, they shall be made to understand the MSPO requirements and shall provide the required documentation and information.

**Indicator 2:** The management shall provide evidence of agreed contracts with the contractor.

**Indicator 3:** The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required.
Claims

Requirement 10.1

The organisation shall only make claims on the products that contains MSPO certified material from oil palm planted areas which have been certified for the oil palm management certification standard as being sustainably managed.

Reference: Issuance of MSPO Logo Usage Licence by MPOCC under the Malaysian Sustainable Palm Oil (MSPO) Certification Scheme document.
Logo User Groups

Group A: Scheme Owner, i.e. MPOCC

Group B: Oil Palm Management Certificate Holders who have been certified to MSPO Oil Palm Management

Group C: Supply Chain Certificate Holders who have been certified to MSPO Supply Chain

Group D: Other Groups, including certification bodies
On-product Logo

Obtain Logo and Usage License from MPOCC

Certified with MSPO SCCS

Min 70% certified supply based

Usage of MSPO logo On-Product

Supply Chain Models

Registration number provided by MPOCC

Certified with MSPO SCCS

Registration number provided by MPOCC

Min 70% certified supply based

Obtain Logo and Usage License from MPOCC

Usage of MSPO logo On-Product

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On-product

Logo Users must indicate the supply chain model of either the option of Segregation or Mass Balance of the content of the MSPO certified material in the product.

• Supply Chain Model
  ➢ The option of Segregation or Mass Balance to indicates the management tool used to communicate supply chain management decision with suppliers and customers on MSPO certified raw material in the product.

• Label Implies
  ➢ The product must contain a minimum of 70% of MSPO certified material from oil palm planted areas which have been certified against the oil palm management certification standard as sustainably managed. The content of the MSPO certified material is verified through supply chain certification.

✓ Claim on the label (e.g. PET bottle, plastic packaging, boxes, drums)
Off-product Logo

Certified with MSPO

Obtain Logo and Usage License from MPOCC

Min 70% certified supply based

Registration number provided by MPOCC

Usage of MSPO logo

(certifying Malaysian palm oil for the world | www.mpocc.org.my)
**Off-product**
The logo for off-product use shall adhere to MSPO Logo Reproduction Tool Kit with the exception of the size of the logo, which shall remain flexible and legible.

In off-product use, Logo Users must use the logo with the logo licence number that is issued.

- ✓ Claim in the product documentation (e.g. invoice, packaging list and bill of lading)
- ✓ Claim in general documentation (e.g. company or product brochure)
- ✓ Claim in signage (e.g. at an organisation’s premises or at boundary of oil palm planted area)
Logo License Issuance Procedure

1. Submit Application via MPOCC website for applicants in Logo User Groups B, C and D

2. Applicant submits together the copy of Certificate for Logo User Groups B, C and/or D

3. MPOCC review documentation and decides on logo licence issuance

4. MPOCC issues to Applicant:
   - Logo usage license registration number
   - Logo Reproduction Tool Kit
   - Document on Issuance of MSPO Logo Usage License

5. Ongoing surveillance of logo usage. Certification body to review use of logo through its surveillance audits, and report unapproved and/or nonconforming usage

6. MPOCC and the Applicant sign Logo Usage License Agreement
Management Requirement

MSPO Supply Chain Certification Standard (MSPO SCCS)
Management Requirement

- Sustainability Policy
- Management Representative
- Record keeping
- Procedures
- Internal Audit
- Management Review

- Competency & Training
Management Requirement

5.1 Sustainability Policy
✓ Established and communicate the sustainability policy

5.2 Management Representative
✓ Appoint a management representative who responsible for implementation of MSPO requirements

5.3 Record keeping
✓ Established and maintain related records for 3 years
Principles 2: Transparency

Criterion 3: Traceability

**Indicator 1:** The management shall commit itself to implement and maintain the requirements for traceability and shall establish a standard operation procedure for traceability.

**Indicator 2:** The management shall conduct regular inspections on compliance with the established traceability system.

**Indicator 3:** The management shall identify and assign suitable employees to implement and maintain the traceability system.

*(Requirement 5.2 : Management Representative)*

**Indicator 4:** Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained.
Management Requirement

5.4 Procedures
✓ Established Standard Operating Procedure (SOP)

5.5 Internal Audit
✓ Conduct internal audit at planned intervals and implement corrections and corrective actions

5.6 Management Review
✓ Conduct management review at planned intervals
MS 2530: Part 4

**Principle 1:**
Management commitment and responsibility

**Criterion 2:**
Internal audit

(Requirement 5.5 : Internal Audit)

*Indicator 1:* Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement.

*Indicator 2:* The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.

*Indicator 3:* Reports shall be made available to the management for their review.
Principle 1: Management commitment and responsibility

Criterion 3: Management review

(Requirement 5.6: Management Review)

*Indicator 1:* The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification.
Management Requirement

6.1 Competency & Training
✓ Provide trainings to employee
✓ Established training plan
✓ Keep the training records of
Principle 4: Social responsibility, health, safety and employment condition

Criterion 6: Training and competency

**Indicator 1:** All employees and contractors shall be appropriately trained. A training programme shall include regular assessment of training needs and documentation, including records of training.

**Indicator 2:** Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.

**Indicator 3:** A continuous training programme shall be planned and implemented to ensure that all employees are well trained in their job function and responsibility in accordance to the documented training procedure.
11.1 Complaints and Grievances

✓ To establish, implement and documented the procedure of complaints and grievances.
MS 2530: Part 4

Principle 4: Social responsibility, health, safety and employment condition

Criterion 2: Complaints and grievances

**Indicator 1:** A system for dealing with complaints and grievances shall be established and documented

**Indicator 2:** The system shall be able to resolve disputes in an effective, timely and appropriate manner, which is accepted by all parties.

**Indicator 3:** A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints.

**Indicator 4:** Employees and surrounding communities should be made aware of its existence and that complaints or suggestions may be made at any time.

**Indicator 5:** Complaints and solutions within the past 24 months shall be documented and be made available to affected stakeholders upon request.
12.1 IT Platform
✓ To utilize the IT platform provided
Mandatory Timeline

**LATEST ANNOUNCEMENT**

**MANDATORY TIMELINE FOR IMPLEMENTATION OF MSPO SCCS CERTIFICATION**

**30 JUNE 2019**

Palm Oil Processing Facilities *with* Cooking Oil Stabilization Scheme (COSS)

**1 JANUARY 2020**

Palm Oil Processing Facilities *without* COSS
Certification Bodies under MSPO Certification Scheme

12 MS 2530 Accredited CBs

- DQS Certification (M) Sdn Bhd
- SGS (Malaysia) Sdn Bhd
- Bureau Veritas (M) Sdn Bhd
- TUV NORD (Malaysia) Sdn Bhd
- SIRIM QAS International Sdn Bhd
- CARE Certification International (M) Sdn Bhd
- Prima Cert International Sdn Bhd
- Control Union (Malaysia) Sdn Bhd
- Global Gateway Certification Sdn Bhd
- NIOSH Certification Sdn Bhd
- Intertek Certification International Sdn Bhd
- BSI Services Sdn Bhd

https://www.mpocc.org.my/certification-bodies
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148, Jalan Ampang, 50450 Kuala Lumpur Malaysia

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