

REHPRO

REHPRO CERTIFICATION SDN BHD

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

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) to 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 PROCESS

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

1.	Submission of Information Form	The applicant completes and submits the Information Form to RCSB
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.	Application	Upon agreeing to the quotation, the applicant is required to submit an application form together with an application fee to RCSB.
4.	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 (1) the adequacy of the applicant's documentation, (2) whether an internal audit or assessment in the case of Group certification and management review have been conducted and (3) the readiness of the applicant to proceed to Stage 2 Audit.
5.	Stakeholder Consultation	RCSB shall notify relevant stakeholders at least 30 days before the start of the field visit of the Stage 2 audit
6.	Stage 2 Audit	Applicant is required to inform the Audit Team Leader on the readiness to proceed to Stage 2 Audit. 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. Audit findings of Stage 2 audit are classified as either major or minor nonconformities. For major nonconformities, client is required to take corrective action and submit to the Audit Team Leader within 6 months 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. For minor non-conformities, client is required to submit the corrective action plan within 60 days after the last day of stage 2 audit. The minor nonconformity can be closed in the next audit.
7.	Draft Final Audit Report	Audit Team Leader will prepare a draft final report within 30 days after the closure of the major non-conformities
8.	Peer Review	The draft final Stage 2 Audit Report will be submitted to two independent peer reviewers. The peer reviewers shall review the report within 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	The Certification Approval Panel 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 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 12 (twelve) months from the date of approval. Recertification is carried out once every five 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.
13.	Public Summary Report	A public summary report of all audits shall be made available through RCSB's website within 30 days after the certification decision

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-year certification cycle is as follows:

No	Stage	Fee Due
1.	Upon acceptance of quotation and submission of application form	Application fee
2.	Upon completion of Stage 1 Audit	Stage 1 audit fee
3.	Upon completion of main assessment (Stage 2 Audit)	Stage 2 audit fee
4.	Upon approval of certification but prior to issuance of Certificate	Annual fee
5.	Upon completion of surveillance audit (year 1 to 4)	Surveillance audit and annual fee
6.	Upon completion of recertification (year 5)	Recertification and annual fee

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) MS2530-2:2013 MSPO Part 2: General principles for independent smallholders
- ii) MS2530-3:2013 MSPO Part 3: General principles for oil palm plantations and organized smallholders.
- iii) MS2530-4:2013 MSPO Part 4: General principles for palm oil mills

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 Approval Panel. The appeal shall be in writing and addressed to the Managing Director of RCSB within 2 weeks of notification of the decision.

The letter of appeal shall be forwarded to the Appeals Panel appointed by the Managing Director. The appellant shall be notified of the composition of the panel and the date of its proposed hearing. The appellant shall have the right to object the composition of the panel and to appear before the panel 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.

6. **DISPUTES AND COMPLAINT PROCEDURE**

Any complaint about RCSB's certification services or about organizations certified by RCSB shall be directed to the Managing Director. Complaints may be in writing or verbal. 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.

7. **WITHDRAWAL/SUSPENSION/REVOCACTION/TERMINATION**

(i) **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.

(ii) **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 organization has failed to take corrective actions on non-conformity (ies) raised within the specified timeframe;



- (e) the certified organization 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 organization 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 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.