

# **GUIDELINES FOR MSPO SUPPLY CHAIN CERTIFICATION**

## Table of Content

### Content

<b>1.0</b>	<b>Introduction</b>	<b>3</b>
<b>2.0</b>	<b>Certification Process</b>	<b>3</b>
<b>3.0</b>	<b>Certification Requirements</b>	<b>3</b>
<b>4.0</b>	<b>Communication and Claim</b>	<b>4</b>
<b>5.0</b>	<b>Appeals Procedure</b>	<b>4</b>
<b>6.0</b>	<b>Complaint Procedure</b>	<b>4</b>
<b>7.0</b>	<b>Withdrawal/Suspension/Revocation/Termination</b>	<b>5</b>
<b>8.0</b>	<b>Information on Certification Made Available to the Public</b>	<b>5</b>
<b>9.0</b>	<b>Changes to the Information in the Certificate</b>	<b>5</b>

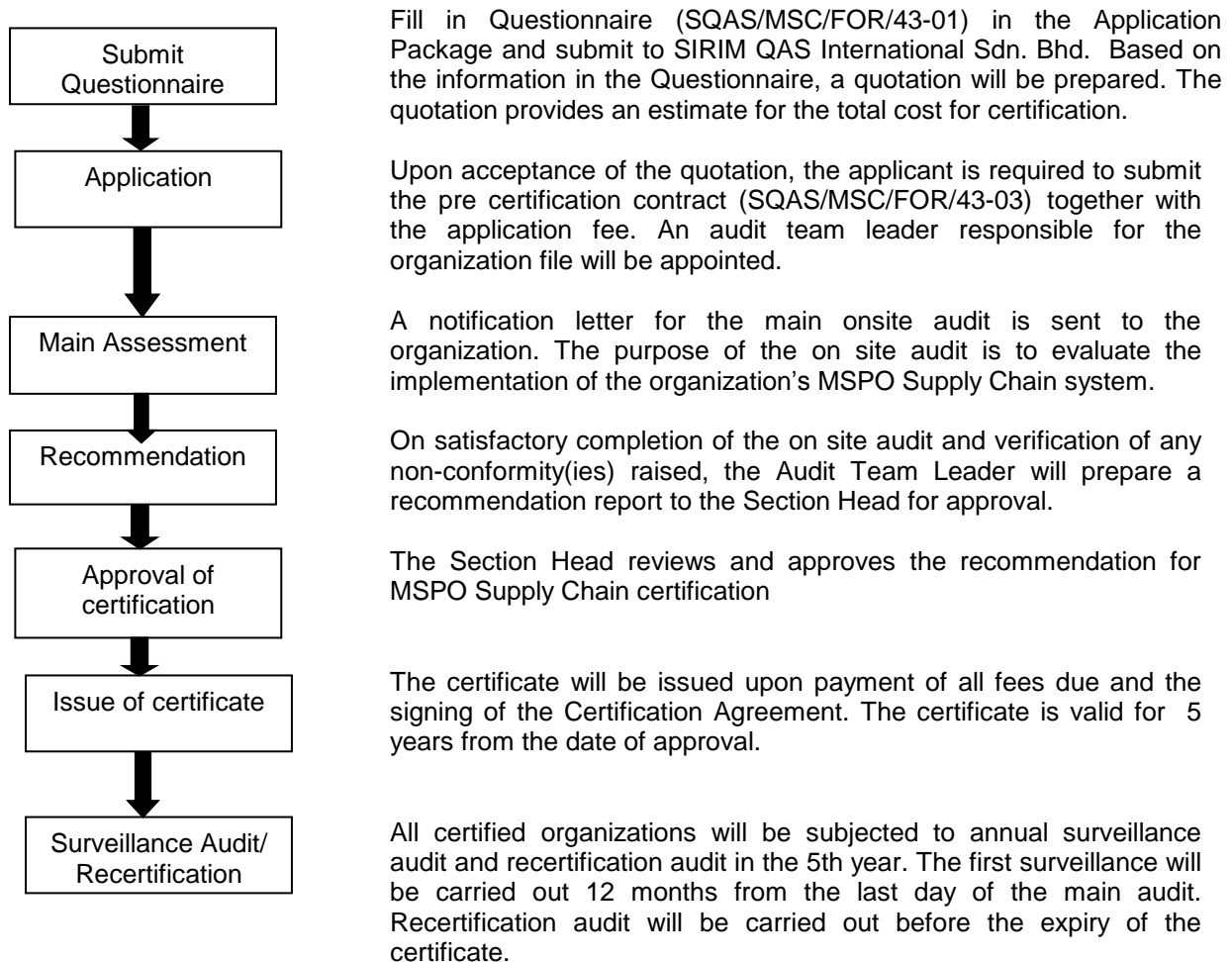
## 1.0 INTRODUCTION

This document provides guidance to any organization that is interested in obtaining certification of Malaysian Sustainable Palm Oil Supply Chain Certification (MSPO SCC).

The comprehensive guidance for MSPO Supply Chain Certification Scheme can be viewed and downloaded from the Malaysian Palm Oil Certification Council (MPOCC) website ([www.msपो.org.my](http://www.msपो.org.my)).

## 2.0 CERTIFICATION PROCESS

The MSPO Supply Chain system certification services provided by SIRIM QAS International are carried out in accordance to the policies and procedures established by SIRIM QAS International based on the requirements of the accreditation standards. The generic certification process is as follows :



## 3.0 CERTIFICATION REQUIREMENTS

### 3.1 Eligibility criteria for certification

Organizations intending to seek certification to MSPO Supply Chain Certification system have to ensure that the Certification Body that they are engaging has been accredited for MSPO Supply Chain certification by the Department of Standard Malaysia. Organization can check the list of accredited Certification Bodies for MSPO Supply Chain in the website of Malaysian Palm Oil Certification Council (MPOCC).

### 3.2 Site of audit

The organization shall identify the site(s) to be covered under the scope of certification. This site(s) shall generally be permanent location(s) at which the organizations carry out its operations.

A multiple site organization is an organization having an identified central function (normally referred as central office) at which certain activities are planned, controlled or managed and a network of local offices or branches (sites) at which such activities are fully or partially carried out. The organization shall identify in advance the sites that it wanted to include in the certificate. All the sites will be subjected to audit as sampling is not allowed in MSPO Supply Chain certification.

### 3.3 Scope of certification

The organization shall clearly define the activities to be included under the scope of certification. The organization should ensure that it does not omit important elements of its operations from the scope of certification.

### 3.4 Audit criteria

In order to be certified, an organization has to demonstrate that the MSPO supply chain system is functioning and the various control mechanisms are properly implemented. In practice, this means in particular that, the supply chain system has been operational for a sufficient period of time to be able to demonstrate adequately the effective implementation of the entire system.

## 4.0 COMMUNICATION AND CLAIM

The certified organization that want to use the MSPO logo, make claims or communicate about the production, procurement or use of MSPO certified materials shall apply and follow the rules on MSPO logo usage licence established by MPOCC.

## 5.0 APPEALS PROCEDURE

The applicant may file an appeal when he does not agree with the decision of the Certification Panel. The appeal shall be in writing and addressed to the Senior General Manager of the Management System Certification Department within 2 weeks of notification of the decision.

The letter of appeal shall be forwarded to the Appeals Panel appointed by the Certification Advisory Committee. 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.

## 6.0 COMPLAINT PROCEDURE

Any complaint about SIRIM QAS International's certification services or about organizations certified by SIRIM QAS International shall be directed to Senior Manager of Market Surveillance, Quality and OSHE (MSQOSHE) Section.

Complaints may be in writing or verbal. All complaints received will be verified and validated by the MSQOSHE Senior Manager. 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.

## **7.0 WITHDRAWAL/SUSPENSION/REVOCAION/TERMINATION**

### **a. Withdrawal**

An organization that wishes to withdraw from the certification scheme is required to write to the Section Head informing of its intention. The organization shall within a reasonable timeframe ensure that all advertising matters that contain any reference to the certificate are discontinued.

### **b. Suspension/Revocation/Termination**

SIRIM QAS International Sdn Bhd may suspend the certification of the organization under the following circumstances;

- i. the timeframe for resolving the non conformities has been exceeded by the organization
- ii. certified organization obtains a non conformity which affect the integrity of the MSPO Supply Chain Certification. A maximum of one month shall be given to the certified company to satisfactorily address the non conformity. Failure to address the major non conformity within the one month timeframe, a suspension or withdrawal of the certificate and a full re audit may be necessary.
- iii. the certified organization is demonstrated as implementing fraudulent practices such as false identification of MSPO certified product, SIRIM QAS International shall take immediate actions and the MSPO Supply Chain certificate shall be suspended.
- iv. the certified organization has voluntarily requested suspension of its certification,
- v. the certified organization infringed the requirements of the certification contract

The organization whose certification is suspended is required to take the necessary corrective action before the end of the suspension period. Failure to resolve the issues satisfactorily will result in withdrawal of certification. The organization may appeal if it is dissatisfied with the decision to suspend or withdraw the certificate.

## **8.0 INFORMATION ON CERTIFICATION MADE AVAILABLE TO THE PUBLIC**

Information on certified organization shall be made available, upon request, about the validity of the MSPO Supply Chain certification awarded by SIRIM QAS International

## **9.0 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.