

ECCO Certified Sdn Bhd (1291908-K)

D-01-03, Plaza Kelana Jaya, Jalan SS7/13A,
Kelana Jaya, 47301 Petaling Jaya, Selangor

T: 03 – 7865 9776

F: 03 – 7874 9485

E: info@eccocertified.com



Ref. : ECCO/2019/SCL-013

Date : 12th of November 2019

Dear Stakeholders,

INVITATION FOR STAKEHOLDER CONSULTATION ON MALAYSIAN SUSTAINABLE PALM OIL (MSPO) INITIAL AUDIT

Reference to the above. **ECCO Certified Sdn Bhd**, is a certification body carrying out oil palm management audits under the MSPO Certification Scheme.

MSPO Certification Scheme is the national scheme for oil palm products originating from Malaysia. Upon appointment of **ECCO Certified Sdn Bhd**, MSPO audit will be conducted and any Non-Compliance Requests (NCRs) shall be addressed, which will then determine if the organisation is eligible to be awarded the MSPO certificate. The MSPO Certificate is valid for five (5) years, with annual surveillance audits. The certificate holder has to undergo recertification upon expiry of the five (5) years certificate validity.

We hereby notify to all interested stakeholders that Ban Seng Huat Estate & Tan Sai Gin Garden Estate Sdn Bhd have applied to **ECCO Certified Sdn Bhd** to conduct MSPO Stage 2 audit within 10 days from the date of this notice issued. The audit starts on the 27th of November 2019.

The standard that **ECCO Certified Sdn Bhd** shall apply in the assessment is as below;

- i. MS 2530-3: MSPO, Part 3: General Principles for Oil Palm Plantations and Organized Smallholders (The standard can be obtained from the Malaysian Palm Oil Certification Council).

The Audit shall be conducted on **27th of November 2019**.

As part of the certification requirement for stakeholder consultation process, **ECCO Certified Sdn Bhd** is pleased to invite you to attend and provide feedbacks in the stakeholder consultation meeting.

Date and time for consultation of stakeholders are described below:

Date : 27th of November 2019

Time : 11:30 am to 12:30 pm

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Site details : Site 1, Estate Office

Site 1 Details	
Name	Ban Seng Huat Estate & Tan Sai Gin Garden Estate Sdn Bhd
Address	Jalan Lunas, Padang Serai, 09600 Lunas, Kedah
Contact Person	Mr. Ignatius
Contact Number	019 414 4071

Note: In the event you are unable to attend the meeting, you can visit us during the audit period to share your feedback and comments.

ECCO Certified Sdn Bhd firmly believes that stakeholder consultation is a crucial part in the certification process. The aim of this consultation is to gather feedbacks and views of relevant national, regional and local stakeholders on the on the level of MSPO compliance of the applicant.

We hereby invite all stakeholders to contribute as you are important to the certification decision. We invite you to provide feedback and comments, both positive and negative either through mail, fax or e-mail to **ECCO Certified Sdn Bhd**.

All comments received within 10 days from the date of this letter will be considered in this Audit. Please include your personal details in case we need to contact you for any additional queries.

Name :
Contact Number :
E-Mail :
Address :

Comment :

If you wish your comments to be treated confidentially, please state.

ECCO Certified Sdn Bhd upholds confidentiality at all levels of its organization concerning information obtained in the course of its business and in particular this MSPO certification process. No information will be disclosed to any third party unless in response to legal process or required by MPOCC or any government authority, after providing the Client and/or Stakeholders with a copy of such process or requirement. Otherwise, no information received shall be disclosed without prior consent of the stakeholder group concerned.

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Please direct your comments to:

Program Manager

ECCO Certified Sdn Bhd

D-01-03, Plaza Kelana Jaya, Jalan SS7/13A, Kelana Jaya, 47301 Petaling Jaya, Selangor.

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If for any valid reason that you do not agree with the outcome of the certification (e.g. disagree with the granting of the certificate to this management unit and etc.), the stakeholder has the right to dispute and complain to **ECCO Certified Sdn Bhd**. The stakeholder shall submit its complaint/disputes/grievances to **ECCO Certified Sdn Bhd** within 10 days, supported by related facts and data for considering during the Complaint/Disputes/Grievances Procedure.

All Complaints/Disputes/Grievances forwarded to **ECCO Certified Sdn Bhd** are put before an independent panel under **ECCO Certified Sdn Bhd** i.e. Technical Advisory Committee. The decision of the Panel shall be final and binding on both the stakeholders and **ECCO Certified Sdn Bhd**.

We thank you for the participation and feedback.

Yours faithfully,

ECCO Certified Sdn Bhd

Izzaty Iqlima

Program Manager

Tel: 017 -780 1036

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No Ruj. : ECCO/2019/SCL-013

Tarikh : 12 November 2019

Tuan,

JEMPUTAN UNTUK KONSULTASI STAKEHOLDER UNTUK AUDIT PERTAMA MALAYSIAN SUSTAINABLE PALM OIL (MSPO)

Merujuk perkara di atas. **ECCO Certified Sdn Bhd**, adalah sebuah badan persijilan yang menjalankan audit untuk pengurusan ladang kelapa sawit di bawah Skim Persijilan MSPO.

Skim Persijilan MSPO adalah skim kebangsaan untuk produk kelapa sawit dari Malaysia. Dengan perantaraan **ECCO Certified Sdn Bhd**, audit MSPO akan dijalankan dan sebarang *Non-Compliance Requests* (NCRs) akan ditangani, justeru menentukan sama ada organisasi tersebut layak untuk dianugerahkan sijil MSPO. Sijil MSPO adalah sah selama lima (5) tahun, dengan pemantauan audit pada setiap tahun. Pemegang sijil perlu membuat persijilan semula setelah tamat tempoh sah lima (5) tahun.

Kami ingin memaklumkan semua stakeholder yang berminat bahawa Ban Seng Huat Estate & Tan Sai Gin Garden Estate Sdn Bhd telah memohon **ECCO Certified Sdn Bhd** untuk menjalankan audit MSPO Peringkat 2 dalam tempoh 10 hari daripada tarikh notis ini dikeluarkan. Audit akan bermula pada 27 November 2019.

Piawaian yang **ECCO Certified Sdn Bhd** akan gunakan dalam penilaian tersebut adalah seperti berikut;

- i. MS 2530-3: MSPO, Part 3: General Principles for Oil Palm Plantations and Organized Smallholders. (Piawaian tersebut boleh didapati dari Malaysian Palm Oil Certification Council).

Audit akan dijalankan pada 27 November 2019

Sebahagian daripada syarat persijilan proses konsultasi untuk stakeholder, **ECCO Certified Sdn Bhd** dengan berbesar hati menjemput pihak tuan untuk menghadiri dan memberi maklum balas dalam mesyuarat konsultasi untuk stakeholder.

Tarikh dan masa konsultasi untuk stakeholder adalah seperti berikut:

Tarikh	: 27 November 2019
Masa	: 11:30 pagi hingga 12:30 tengahari
Maklumat tapak	: Tapak 1 – Pejabat Estet

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Maklumat Tapak 1	
Nama	Ban Seng Huat Estate & Tan Sai Gin Garden Estate Sdn Bhd
Alamat	Jalan Lunas, Padang Serai, 09600 Lunas, Kedah
Wakil	Mr. Ignatius
No telefon	019 414 4071

Nota: Seandainya pihak tuan tidak dapat menghadiri mesyuarat tersebut, pihak tuan boleh berjumpa dengan pihak kami sepanjang tempoh audit untuk memberi maklum balas dan komen.

ECCO Certified Sdn Bhd yakin bahawa konsultasi stakeholder adalah elemen yang penting dalam proses persijilan. Tujuan konsultasi ini adalah bertujuan untuk mengumpul maklum balas dan pandangan yang relevan dari stakeholder di peringkat tempatan, kebangsaan dan serantau tentang tahap pematuhan MSPO oleh pemohon.

Dengan ini, kami menjemput semua stakeholder untuk menyumbang memandangkan kepentingan pihak tuan dalam keputusan persijilan. Pihak kami menjemput pihak tuan untuk memberi maklum balas dan komen positif serta negatif melalui surat, faks atau emel kepada **ECCO Certified Sdn Bhd**.

Semua komen yang diterima dalam tempoh 10 hari daripada tarikh surat ini akan diambil kira dalam proses Audit ini. Sila sertakan maklumat peribadi supaya kami dapat menghubungi pihak tuan untuk pertanyaan lanjut.

Nama :
No. Telefon :
Emel :
Alamat :

Komen :

Sila nyatakan sekiranya pihak tuan ingin merahsiakan komen pihak tuan.

ECCO Certified Sdn Bhd mementingkan kerahsiaan di semua peringkat organisasi berkaitan maklumat yang diperoleh sepanjang berurusan terutamanya proses persijilan MSPO ini. Tiada maklumat akan didedahkan kepada mana-mana pihak ketiga kecuali proses undang-undang atau diperlukan oleh MPOCC atau mana-mana badan penguatkuasa kerajaan, selepas memberi klen dan/atau stakeholder

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satu salinan proses atau syarat tersebut. Selain itu, tiada maklumat yang diterima akan didedahkan sebelum mendapat kebenaran dari stakeholder kumpulan yang berkenaan.

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Sila tujukan komen kepada:

Pengurus Program

ECCO Certified Sdn Bhd

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Sekiranya atas sebab yang munasabah pihak tuan tidak bersetuju dengan hasil persijilan (seperti tidak bersetuju dengan penganugerahan persijilan kepada unit pengurusan ini dan sebagainya.), stakeholder berhak untuk mempertikai dan membuat aduan kepada **ECCO Certified Sdn Bhd**. Stakeholder perlu menghantar aduan/petikaian/keluhan kepada **ECCO Certified Sdn Bhd** dalam tempoh 10 hari, disokong oleh fakta dan data untuk dipertimbangkan semasa Proses Penilaian Aduan/Petikaian/Keluhan.

Segala Aduan/Petikaian/Keluhan terhadap **ECCO Certified Sdn Bhd** akan dikemukakan kepada Panel bebas di bawah **ECCO Certified Sdn Bhd** seperti Jawatankuasa Penasihat Teknikal. Keputusan Panel adalah muktamad dan terikat ke atas stakeholder dan **ECCO Certified Sdn Bhd**.

Jutaan terima kasih diucapkan di atas penyertaan dan maklum balas dari pihak tuan.

Yang berusaha,

ECCO Certified Sdn Bhd

Izzaty Iqlima

Pengurus Program

Tel: 017 -780 1036