

**RSPO SUPPLY CHAIN CERTIFICATION –
3rd ANNUAL SURVEILLANCE ASSESSMENT (ASA3)
PUBLIC SUMMARY REPORT**

Client Company Name (Parent Company): Olam International Limited
Client company Address: Galleries Tsika, 2nd floor, BP 1024 Libreville, Gabon
Certification Unit: Olam Palm Gabon- Awala Kernel Crushing Plant
Location of Certification Unit: Kango, Gabon

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Section 1. Company Details			
RSPO Membership Number	1-0114-12-000-00	Membership Approval Date	10/02/2011
Parent Company	Olam International Limited		
Address	Olam International Limited, 7 Straits View, Marina One East Tower #20-01, Singapore 018936		
Single Site / Multi Site / Group	Single site		
Name of Certified Facility (Certification Unit)	Olam Palm Gabon – Awala Kernel Crushing Plant		
Address	B.P. 1024 Galerie Tsika (Mbolo) Libreville, Gabon.		
Contact Details of Management Representative	Audrey Lee Mei Fong		
Website	http://olamgroup.com/	E-mail	audrey.lee@olamnet.com
Telephone	+603 6411 6771	Facsimile	+603 6411 6772
Member/Site Information (Multisite)			
Member/Site Name:	NA	Management Representative	
Address:		Contact No:	
Email:		Fax No:	
Category:			

Section 2. Accredited Certification Body Details			
Company Name	BSI Services Malaysia Sdn Bhd.		
Accreditation Certificate Detail	ASI-ACC-067 Dated: 31st October 2014 Date of Expiry: 30th October 2019		
Address	BSI Services Malaysia, Unit 10-03, Level 10, Tower A, The Vertical Business Suites, Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur.		
Contact Detail of Management Representative	Nicholas Cheong		
Website	www.bsigroup.com	E-mail	nicholas.cheong@bsigroup.com
Telephone	+603 2242 4211	Facsimile	+603 2242 4218
Affiliate Office			
Company Name	NA		
Address			

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Contact Person			
Website		E-mail	
Telephone		Facsimile	

Section 3. Certification Details and Scope			
Certificate Number	RSPO 654791	Date of First Certification	22/07/2016
		Certificate Start Date	22/07/2016
		Certificate Expiry Date	21/07/2021
Scope of Certification	Production of palm kernel oil and palm kernel expeller		
Version of RSPO SCCS implemented by operation	RSPO Supply Chain Certification Standard (Revised 14 June 2017)		
Supply Chain Model (s)	Module C: Mass Balance		
Description of operation's management System	<p>Awala Kernel Crushing Plant (KCP) is located within Awala Palm Oil Mill (POM). Awala KCP and Awala POM are under same management structure. The responsible person in charge to the supply chain system is the Mill Manager.</p> <p>The implementation of supply chain system started from palm kernel silo. The supplies of palm kernel are only from Awala POM and Bilala POM, and stored in kernel silo. The processing of palm kernel into palm kernel oil and palm kernel expeller was recorded in dedicated documentation system such as SAP/Smart Card and document form. Awala KCP is implementing Module C: Mass Balance.</p>		
Assessment Visit	Annual Surveillance 3		

Section 4. Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
None			

Section 5. Report Background	
Assessment Objective: <ul style="list-style-type: none"> Determination of the conformity of the client's management system, or parts of it, with audit criteria. Evaluation of the ability of the management system to ensure the client organization meets applicable statutory, regulatory and contractual requirements 	
Lead Auditor	Valence Shem
Certification Review	Anis Nabihah Khairul Anwar

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Section 6. On-Site Visit Itinerary	
Site Sampling Methodology (for Multi-sites and Outsourcing)	
Multisite (MS)	Not applicable as the facility is the single site.
ASA 1	Not applicable as the facility is the single site.
ASA 2	Not applicable as the facility is the single site.
ASA 3	Not applicable as the facility is the single site.
ASA 4	

a. Assessment Plan

The Assessment plan was sent to the client prior to the assessment.

Date	Time	Subjects	VSH
Sunday 30/6/2019	0845-0900	Opening Meeting <ul style="list-style-type: none"> Presentation by BSI Lead Auditor -introduction of team member and assessment agenda Confirmation of assessment scope and finalizing audit scope 	✓
	0900-1230	<ul style="list-style-type: none"> Site visit: Weighbridge, kernel silo, process, PKO tank, expeller storage, dispatch station and interview with relevant personnel General Chain of Custody System Requirements of the Supply Chain including verification of previous assessment finding (if any) <ul style="list-style-type: none"> 5.2. Supply Chain Model 5.3 Documented Procedures 5.4. Purchasing and Goods in 5.5. Outsourcing activities 5.6. Sales and goods out 5.7. Registration of transaction 5.8 Training 5.9 Record keeping 5.10 Conversion Factors 5.11 Claims 5.12 Complaints 5.13 Management Review 	✓
	1230-1330	Lunch break	
	1330-1600	Module C – Mass Balance <ul style="list-style-type: none"> C1 Definition C2 Supply Chain Requirement C3 Processing C4 Continuous Accounting System C5 Fixed Inventory Period C6 Conversion Ratio C7 Yield Schemes 	✓
	1600-1630	Preparation for closing meeting and presentation of finding	✓
	1630	Closing meeting	✓

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b. Attendance List (including all interviewed stakeholders)

No	Name	Position
1	Dao Mohamadou	RSPO Manager
2	Mohd Nor Azmeer Amir	Sr. Assistant Manager
3	Boussougou Georges	RH
4	Olivier Desmet	HSE
5	Audrey Lee Mei Fong	Sustainability GM
6	Muniandy	Mill Controller

Section 7. Summary of Annual RSPO Certified Tonnage of Oil Palm Products Purchased/Received (July 2018 – June 2019)

Supplier	RSPO certificate number	Description of Product	Volume (mt)
Awala POM	RSPO 651890	CSPK	750.00
Awala POM	RSPO 651890	CSPK	773.68
Mouila Bilala POM	RSPO 671034	CSPK	775.00
Total			2,298.68

Note: Data is aggregated over the reporting period

Section 8. Summary of Annual RSPO Certified Tonnage of Oil Palm Products Sold (July 2018 – June 2019)

Buyer	Description of Product	Volume (mt)
Buyer 1	Crude PKO	300.00
Buyer 1	Crude PKO	309.67
Buyer 1	Crude PKO	310.00
Total		919.67

Note: Data is aggregated over the reporting period

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Section 9. Summary Report of the Assessment			
General Chain of Custody Requirements for the Supply Chain			
5.1 Applicability of the general chain of custody requirements for the supply chain			
	Requirement	Evidence	Compliance (Yes/No or N/A)
5.1.1	The General Chain of Custody requirements of the RSPO Supply Chain Standard shall apply to any organization throughout the supply chain that takes legal ownership and physically handles RSPO Certified Sustainable oil palm products at a location under the control of the organization including outsourced contractors. After the end product manufacturer, there is no further requirement for certification.	Olam International Ltd headquarter has the physically handle the RSPO Certified Sustainable oil palm products. All trading, contract and sales are managed by Sustainability team in Malaysia and held the PalmTrace registration number for Awala Kernel Crushing Plant: RSPO_PO1000004605.	Yes
5.1.2	Traders and distributors require a licence obtained from RSPO Secretariat to sell RSPO certified product but do not themselves require certification. When selling RSPO certified products, a licensed trader and/or distributor shall pass on the certification number of the product manufacturer and the applicable supply chain model.	Not applicable. Awala Kernel Crushing Plant is not a trader or distributor.	NA
5.1.3	Either the operator at site level or its parent company seeking certification shall be a member of the RSPO and shall register on the RSPO IT platform.	Olam International Ltd held RSPO membership number: 1-0114-12-000-00 since 10/2/2011. Company has registered in PalmTrace system as follows: Members ID – Awala Kernel Crushing Plant: RSPO_PO1000004605. Licence valid until 21/7/2019 Member category: Crusher	Yes
5.1.4	Processing aids do not need to be included within an organization's scope of certification.	Not applicable. Processing aids was not in used at Awala Kernel Crushing Plant.	NA

5.2 Supply chain model			
5.2.1	The site can only use the same supply chain model as its supplier or go to a less strict system. Declassification/downgrading can only be done in the following order: Identity Preserved -> Segregated -> Mass Balance.	SOP for RSPO Supply Chain & Traceability (Mass Balance Model) with Doc. No. APOM-SC/MB/001, Rev. 2 dated 1/6/2018 was developed. The scope of the procedure is to cover the entire supply chain activities and record data from the intake of certified and non-certified raw material till the delivery of certified and non-certified products such as processing, sales and goods out, record keeping and monitoring, production volume, training, claims, complaints, internal audit and management review.	Yes
5.2.2	The site can use one (1) or a combination of supply chain models as audited and certified by the CB.	The site is only using one supply chain model, i.e. Module C: Mass Balance.	Yes
5.3. Documented Procedures			
5.3.1	The site shall have written procedures and/or work instructions or equivalent to ensure the implementation of all elements of the applicable supply chain model specified. This shall include at minimum the following: <ul style="list-style-type: none"> Complete and up to date procedures covering the implementation of all the elements of the supply chain model requirements. 	SOP for RSPO Supply Chain & Traceability (Mass Balance Model) with Doc. No. APOM-SC/MB/001, Rev. 2 dated 1/6/2018 has been established to outline the implementation of supply chain at Awala KCP. The scope of the procedure is to cover the entire supply chain activities and record data from the intake of certified and non-certified raw material till the delivery of certified and non-certified products such as processing, sales and goods out, record keeping and monitoring, production volume, training, claims, complaints, internal audit and management review.	Yes
	<ul style="list-style-type: none"> Complete and up to date records and reports that demonstrate compliance with the supply chain model requirements (including training records). 	Awala KCP has prepared a dedicated records and forms in relation to RSPO Supply Chain Certification. Among the records verified during the assessment were materials & products inventory, production data, training records and sales records to name a few.	Yes

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	<ul style="list-style-type: none"> Identification of the role of the person having overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person shall be able to demonstrate awareness of the organization's procedures for the implementation of this standard. 	The company has appointed Mohd Nor Azmeer Amir (Sr. Assistant Manager) whom has overall responsibilities and authorities in implementing and maintaining the supply chain system.	Yes
5.3.2	<p>The site shall have a written procedure to conduct annual internal audit to determine whether the organization;</p> <p>i) conforms to the requirements in the RSPO Supply Chain Certification Standard and the RSPO Market Communications and Claims Documents.</p>	SOP for RSPO Supply Chain & Traceability (Mass Balance Model) with Doc. No. APOM-SC/MB/001, Rev. 2 dated 1/6/2018 has clearly stated the internal audit process. Besides, <i>Procédure De Conduite Des Audits Et Contrôles Internes</i> (Procedure of Conducting and Control of Internal Audit) with Doc. No. SOP No. 10/CRS AI(01)/1118, Rev. 3 dated 8/11/2018 was also available where the internal audit is to be conducted at least once a year in Clause 7.1.	Yes
	<p>ii) effectively implements and maintains the standard requirements within its organization</p>	The internal audit has been conducted on 28/11-1/12/2018 by 3 internal auditors from Olam's CRS Department. Based on the audit report & checklist, the audit was done with adequate coverage and impartial. There was no non-conformity report raised as a result of the audit.	Yes
5.4. Purchasing and goods in			
5.4.1	<p>The receiving site shall ensure that purchases of RSPO certified oil palm products are in compliance and the following minimum information for RSPO certified products is made available by the supplier in document form:</p> <ul style="list-style-type: none"> The name and address of the buyer; The name and address of the seller; The loading or shipment/delivery date; The date on which the documents were issued; 	Marketing staff is responsible to issue Delivery Order to supplier (sister company). Delivery order of raw material contents DO number, supplier name, quantity, material product and material category if they intent to buy from other sources (OLAM group mill). As to-date, the supply of certified PK was from Awala and Bilala mill. When PK is supplied from Awala mill, which is located next to the KCP in the same premise, the PK is transferred using "air transport system". The accounting of volume transaction is recorded in the SAP system. Verification of the shipping documents	Nonconformance

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	<ul style="list-style-type: none"> • A description of the product, including the applicable supply chain model (Identity Preserved, Segregated or Mass Balance or the approved abbreviations); • The quantity of the products delivered; • Any related transport documentation; • Supply Chain certificate number of the seller; • A unique identification number 	<p>showed that all the required information by the standard was available.</p> <p>Sample of purchased certified materials: Palm Kernel from Bilala POM:</p> <ul style="list-style-type: none"> • The name and address of the buyer; - available in the weighbridge ticket • The name and address of the seller; - available in the delivery slip • The loading or shipment/delivery date; - available in the delivery slip • The date on which the documents were issued; - available in delivery slip • A description of the product, including the applicable supply chain model (Identity Preserved, Segregated or Mass Balance or the approved abbreviations); - available in the delivery slip • The quantity of the products delivered; - available in the delivery slip and weighbridge ticket • Any related transport documentation; - available in weighbridge ticket, delivery slip • Supply Chain certificate number of the seller; - not available. Thus a non-conformity was assigned due to this lapse. • A unique identification number – available in delivery slip and as each document number 	
	<ul style="list-style-type: none"> • Information shall be complete and can be presented either on a single document or across a range of documents issued for RSPO 	<p>A range of documents for RSPO certified oil palm products will be issued if there is any purchase from other sources. As to-</p>	Yes

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	certified oil palm products (for example, delivery notes, shipping documents and specification documentation).	date, the supply of certified PK was from Awala and Bilala mill. Since Bilala POM is a part of Olam, the delivery document involved is only the weighbridge tickets.	
	<ul style="list-style-type: none"> The site receiving RSPO certified oil palm products shall ensure that the products are verified as being RSPO certified. For sites that are required to announce and confirm trades in the RSPO IT platform, this shall include making Shipping Announcements/Announcements and Confirmations on the RSPO IT platform per shipment or group shipments. Refer to section 5.7.1 of this document for further guidance. 	<p>All transaction has registered in the PalmTrace. Company has registered their facility in the Palm Trace with Members Awala Kernel Crushing Plant under the RSPO PalmTrace Member ID: RSPO_PO1000004605.</p> <p>The transaction is from their POM to the KCP. Verification of transaction report showed that the announcement and confirmation of trades were in order.</p>	Yes
	<ul style="list-style-type: none"> A check of the validity of the Supply Chain Certification of suppliers is required for all sites that are SC certified. This shall be checked via the list of RSPO Supply Chain Certified sites on the RSPO website (www.rspo.org) at least annually or through the RSPO IT Platform by confirmation of (shipping) announcements. 	All certified suppliers were registered in the SAP system. In the procedure (SOP RSPO Supply Chain & Traceability (mass balance model) - Awala-SC/MB/001 dated 1 June 2017 clause 1.7) stated that validity and latest status of respective RSPO Certificates is to be monitored on yearly basis. Nonetheless, so far the supply of CSPK was only from Awala and Bilala mill, where administration is under the same management team.	Yes
	<ul style="list-style-type: none"> The validity of licence for traders and distributors shall also be checked via the RSPO website at least annually or through the RSPO IT platform by confirmation of shipping announcements / announcements. 	No purchase from traders.	NA
5.4.2	The site shall have a mechanism in place for handling non-conforming oil palm products and/or documents.	In the procedure clause 1.6.1 stated that mill security and weighbridge clerk/operator to consult with mill manager if there in doubt on the source/ origin (certified or noncertified) of the raw materials. Interview with the weighbridge operators confirmed that they are aware of the procedure and able to explain the necessary action to be taken. There was no non-conforming product since the last assessment.	Yes
5.5. Outsourcing activities			

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5.5.1	<p>In cases where an operation seeking or holding certification outsources activities to independent third parties (e.g. subcontractors for storage, transport or other outsourced activities), the operation seeking or holding certification shall ensure that the independent third party complies with the requirements of the RSPO Supply Chain Certification Standard. A CPO mill and independent mill cannot outsource processing activities like refining or crushing.</p> <p>This requirement is not applicable to outsourced storage facilities where the management of the oil palm product(s) and instructions for tank movements are controlled by the certified organization (not the tank farm manager).</p>	<p>SOP for RSPO Supply Chain & Traceability (Mass Balance Model) with Doc. No. APOM-SC/MB/001, Rev. 2 dated 1/6/2018 was developed. The scope of the procedure is to cover the entire supply chain activities and record data from the intake of certified and non-certified raw material until the delivery of certified and non-certified products such as processing, sales and goods out, record keeping and monitoring, production volume, training, claims, complaints, internal audit and management review.</p> <p>The logistic operation [tanker, tank farm at Owendo Port and shipping activities is outsourced to sister logistic company – GSEZ (Under Olam Group)] where Olam has the management control. Contract agreement dated 10/11/2017 between Olam Palm Gabon SA (OPG) and Gabon Special Economic Zone Ports SEZ Ports SA ("GSEZ Ports").</p> <p>No physical transformation at outsourcing operators thus the outsourcing is not applicable for Awala Kernel Crushing Plant.</p>	Yes
5.5.2	<p>Sites which include outsourcing within the scope of their RSPO Supply Chain certificate shall ensure the following:</p> <p>a. The site has legal ownership of all input material to be included in outsourced processes;</p>	There is no outsourced process within Awala Kernel Crushing Plant, hence this requirement is not applicable.	NA
	<p>b. The site has an agreement or contract covering the outsourced process with each contractor through a signed and enforceable agreement with the contractor. The onus is on the site to ensure that certification bodies (CBs) have access to the outsourcing contractor or operation if an audit is deemed necessary.</p>	There is no outsourced process within Awala Kernel Crushing Plant, hence this requirement is not applicable.	NA

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	c. The site has a documented control system with explicit procedures for the outsourced process which is communicated to the relevant contractor.	There is no outsourced process within Awala Kernel Crushing Plant, hence this requirement is not applicable.	NA
	d. The site seeking or holding certification shall furthermore ensure (e.g. through contractual arrangements) that independent third parties engaged provide relevant access for duly accredited CBs to their respective operations, systems, and any and all information, when this is announced in advance.	There is no outsourced process within Awala Kernel Crushing Plant, hence this requirement is not applicable.	NA
5.5.3	The site shall record the names and contact details of all contractors used for the processing or physical handling of RSPO certified oil palm products.	There is no outsourced process within Awala Kernel Crushing Plant, hence this requirement is not applicable.	NA
5.5.4	The site shall at its next audit inform its CB of the names and contact details of any new contractor used for the processing or physical handling of RSPO certified oil palm products.	There is no outsourced process within Awala Kernel Crushing Plant, hence this requirement is not applicable.	NA
5.6. Sales and goods out			
5.6.1	<p>The supplying site shall ensure that the following minimum information for RSPO certified products is made available in document form.</p> <ul style="list-style-type: none"> • The name and address of the buyer; • The name and address of the seller; • The loading or shipment/ delivery date; • The date on which the documents were issued; • A description of the product, including the applicable supply chain model (Identity Preserved, Segregated or Mass Balance or the approved abbreviations); • The quantity of the products delivered; • Any related transport documentation; 	<p>All required information was noted in the sales documents such as commercial invoice, bill of lading sales and purchase order to name a few.</p> <p>Sampled sale: Contract No. LS510262</p> <p>Document sampled: Invoice #EXP/19/04/01-A, dated 18/4/2019</p> <p>Name of Buyer: Buyer 1</p> <p>Name of seller: Olam Palm Gabon SA</p> <p>Loading & Date of delivery including the date on which the documents were issued:</p>	Yes

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	<ul style="list-style-type: none"> Supply chain certificate number of the seller; A unique identification number 	<p>B/L number: LIB0109168 dated 8/5/2019</p> <p>Product name: RSPO Certified Mass Balance Sustainable Crude Palm Kernel Oil</p> <p>Quantity: 309.63 kg</p> <p>A unique identification number: each document number</p> <p>Other doc verified includes Certificate of Origin</p> <p>Cargos Tracking Electronic System Note #0354030</p>	
	<ul style="list-style-type: none"> Information shall be complete and can be presented either on a single document or across a range of documents issued for RSPO certified oil palm products (for example, delivery notes, shipping documents and specification documentation). 	Complete information was verified and presented across a range of documents issued for RSPO certified oil palm products as per sample reported under indicator 5.6.1	Yes
	<ul style="list-style-type: none"> For sites that are required to announce and confirm trades in the RSPO IT platform, this shall include making Shipping Announcements / Announcements and Confirmations on the RSPO IT platform per shipment or group of shipments. Refer to section 5.7.1 of this document for further guidance. 	The is no requirement to announce and confirm trades in the RSPO IT trading platform as the product is outside product tree. Thus, this is not applicable.	NA
5.7. Registration of transactions			
5.7.1	<p>Supply chain actors who:</p> <ul style="list-style-type: none"> are mills, traders, crushers and refineries and; take legal ownership and/or physically handle RSPO Certified Sustainable oil palm products that are available in the yield scheme of the RSPO IT Platform (Figure 2 and 3, Refer Annex 1) shall register their transaction in the RSPO IT platform and confirm upon receipt where applicable. 	The facility is a kernel crushing plant and takes legal ownership and physically handled the RSPO Certified Sustainable oil palm products (refer section 5.1.1)	Yes

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5.7.2	The involved supply chain actors mentioned in 5.7.1 shall do the following actions in the RSPO IT Platform: <ul style="list-style-type: none"> Shipping Announcement / Announcement: When RSPO certified volume is sold as certified, the volumes of products that are in the yield scheme (Figure 2 and 3, refer Annex 1) shall be registered as a Shipping Announcement / Announcement in the RSPO IT Platform. The declaration time to do Shipping announcement / Announcement is based on members' own standard operating procedures. 	All the announcements of transactions (shipping announcement and confirmation) were done upon products receipt at buyer's site.	Yes
	<ul style="list-style-type: none"> Trace: When RSPO certified volumes are sold as RSPO certified to actors in the supply chain beyond the refinery, the volume shall be traced at least annually. Tracing triggers the generation of a trace document with a unique traceability number. Tracing can be done in a consolidated way at least annually. 	Not applicable as products were not sold beyond refinery.	NA
	<ul style="list-style-type: none"> Remove: RSPO certified volumes sold under other scheme or as conventional, or in case of underproduction, loss or damage shall be removed. 	Based on the MB accounting, the removal of volumes was done correctly when the products were sold as conventional.	Yes
	<ul style="list-style-type: none"> Confirm: Acknowledge the purchase of RSPO certified volume by confirming Shipping Announcements / Announcements. 	Based on the announcement summary, all the confirmations made were found to be in order.	Yes
5.8. Training			
5.8.1	The organization shall have a training plan on RSPO Supply Chain Standards requirements, which is subject to on-going review and is supported by records of the training provided to staff.	Training Plan for Year 2018 and 2019 was available where RSPO SCCS training is incorporated into the plan.	Yes
5.8.2	Appropriate training shall be provided by the organization for personnel carrying out the tasks critical to the effective implementation of the supply chain certification standard requirements. Training shall be specific and relevant to the task(s) performed.	<p>There were several trainings conducted since the last assessment as follows:</p> <ul style="list-style-type: none"> RSPO SCCS Training on 12/4/2019, attended for the new weighbridge operator 	Yes

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		<ul style="list-style-type: none"> • RSPO SCCS Training on 20/2/2019, attended by 4 personnel from weighbridge operators, Sr. AM and CRS Manager • Webinar training RSPO SCCS on 8/8/2018, participated by 6 personnel from CRS Manager, Mill Manager, Assistant Manager, Process in-Charge, Admin Assistant and Lab Assistant. 	
5.9. Record Keeping			
5.9.1	The organization shall maintain accurate, complete, up-to-date and accessible records and reports covering all aspects of these RSPO Supply Chain Certification Standard requirements.	Awala KCP has maintained the accurate, complete, up-to-date and accessible records and reports covering all aspects of these RSPO Supply Chain Certification requirements.	Yes
5.9.2	Retention times for all records and reports shall be a minimum of two (2) years and shall comply with legal and regulatory requirements and be able to confirm the certified status of raw materials or products held in stock.	Awala KCP has established RSPO Supply Chain and Traceability (Mass Balance Model) Procedure, APOM-SC/MB/001, rev: 2 dated 1/6/2018. The procedure stated that all the relevant documents in relation to RSPO SCCS certification must be kept for minimum of 2 years.	Yes
5.9.3	The organization shall be able to provide the estimate volume of palm oil/palm kernel oil content (separate categories) in the RSPO certified oil palm product and keep an up to date record of the volume purchased (input) and claimed (output) over a period of twelve (12) months.	Not applicable as CPKO content 100% of oil.	NA
5.10. Conversion factors			
5.10.1	Where applicable a conversion rate shall be applied to provide a reliable estimate for the amount of certified output available from the associated inputs. Organizations may determine and set their own conversion rates which shall be based upon past experience, documented and applied consistently. Guidance on conversion rates is published on the RSPO website (www.rspo.org); RSPO Rules for	Awala KCP is setting the budget for conversion from PK into CPKO rate at from 40 % and it depends on the daily production rate. Awala KCP is setting the budget for conversion from PK into PKE rate at 50%. The actual conversion ratio is monitored on daily basis through the total production of PKO from the total PK.	Yes

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	Physical Transition of Oleochemicals and its Derivatives. This is relevant for derivatives of Palm Oil and Palm Kernel Oil, as used in the oleochemical and personal care industries.		
5.10.2	Conversion rates shall be periodically updated to ensure accuracy against actual performance or industry average if appropriate.	Awala KCP is setting the budget for conversion from PK into CPKO rate at from 40 % and it depends on the daily production rate. Awala KCP is setting the budget for conversion from PK into PKE rate at 50%. The actual conversion ratio is monitored on daily basis through the total production of PKO from the total PK.	Yes
5.11. Claims			
5.11.1	The site shall only make claims regarding the use of or support of RSPO certified oil palm products that are in compliance with the RSPO Rules on Market Communications and Claims.	No claim was made regarding the use of or support of RSPO certified oil palm products and no RSPO logo was used.	NA
General corporate communications			
4.1	A corporate communication is one made by any RSPO member that highlights its membership of the RSPO and/or its commitment to the principles of the RSPO. Corporate communication is an 'off-product' claim.	NA. Corporate communication is done at the parent company level and not specifically managed by Awala KCP.	NA
4.2	In corporate communications a member is allowed to: a. Display its RSPO membership status b. Display the RSPO web address (www.rspo.org) c. State that the member supports the work of the RSPO d. State the member's history with regard to the RSPO. e. Use the RSPO trademark to promote its membership of the RSPO. Additionally, where an RSPO member displays the RSPO trademark in digital format this must be accompanied by the text 'Check our	NA	NA

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	progress at www.rspo.org where the link must lead to the member's profile page.		
4.3	In corporate communications RSPO members must not make any statement that may lead consumers to believe that RSPO membership by itself implies the selling of RSPO-certified oil palm products.	NA	NA
4.4	Members must ensure that all communication is consistent, clear and cannot mislead consumers or other stakeholders as to the certified content of oil palm products in the member's own products.	NA	NA
4.5	Members are not allowed to use the RSPO corporate logo as shown in the RSPO Rules on Market Communications & Claims document. This is for the sole use of the RSPO secretariat.	NA	NA
Business to business communications			
5.1	Business to Business communication relates to RSPO members in the supply chain selling to and/or communicating with other organizations in the supply chain about the use of certified sustainable oil palm products.	NA	NA
5.2	When confirming the sale of certified oil palm products, members must adhere to the requirements of the RSPO SCCS. This includes stating the supply chain model and certificate number under which the claim is being made.	Information about supply chain model used, i.e. MB and the certificate number was available at the sales and shipping documents.	Yes
5.3	Where a distributor or wholesaler takes title to products containing certified sustainable oil palm products, the requirements of the RSPO SCCS can follow either of two options: a. If the distributor or wholesaler holds only a Distributor license, it may only communicate RSPO-certified oil palm products by linking the product to the manufacturer using the manufacturer's SCCS certificate number. This covers both brand and own brand	NA	NA

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	<p>products. However, in the case of own brand products it is essential that customers are aware that the product has been made on behalf of the distributor or wholesaler, with specific evidence either through on-pack claims or documentation.</p> <p>b. If the distributor or wholesaler is supply chain-certified they should follow the requirements outlined in section 5.2.</p>		
5.4	<p>A certified member can provide information to its customers detailing the presence of certified palm oil contained within a product even if it is not eligible for a product-specific under RSPO rules. The end product must not be labelled as certified or sold in such a way that implies RSPO certification.</p> <p>For example, a retailer or food service company may require a breakdown of all palm based ingredients within an end product and the certified status of each. This information may be provided by a certified RSPO member without constituting a product-specific claim.</p>	NA	NA
Business to consumer communication			
6.1	Only RSPO members that have supply chain certification are allowed to make business to consumer claims about the certified sustainable oil palm products contained within product(s), which are known as 'product-specific' claims. Product-specific claims are voluntary.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	NA
6.2	Only RSPO members who have supply chain certification are authorised to use the RSPO trademark and/or RSPO label, with the exception of RSPO Credits and of retailers in accordance with 6.8 below.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	NA
6.3	When on-pack claims on RSPO-certified sustainable oil palm products are used, the RSPO trademark and associated identification number must be present.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	NA

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6.4	Business to consumer communication shall not include information about the claimant's RSPO membership status.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	NA
6.5	Members shall not communicate to consumers information about their suppliers' RSPO membership status.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP..	NA
6.6	Use of the RSPO trademark is restricted to claims about RSPO-certified sustainable palm oil products and it is not authorised for use in relation to any other ingredient.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	NA
6.7	Use of any other trademark or logo to highlight the presence of RSPO-certified sustainable oil palm products is an unauthorised product-specific claim.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	NA
6.8	RSPO members who are retailers or food service companies can apply for an RSPO trademark license for use in business to consumer communications, provided they can demonstrate the validity of these claims to an RSPO-accredited certification body (CB). This will be undertaken via a remote audit, prior to the trademark use, during which the retailer or food service company will need to demonstrate that the use of the trademark is in compliance with the rules contained within this document and that the claim itself can be supported through a certified supply chain. Any other palm oil claims, including those highlighting the absence of palm oil, must be highlighted to the CB during the audit to ensure that all claims comply with the requirements of these rules. The CB will confirm the outcome of these audits, to be conducted annually, to RSPO who may continue to grant a trademark license or withdraw permission based upon the audit findings. This is in keeping with the rules applying to RSPO supply chain certified members. The guidance document for audits is available on www.rspo.org .	Not applicable as the facility is not a retailer or food service company.	NA
MODULE B – MASS BALANCE SPECIFIC RULES			

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Minimum Mass Balance content			
	95% or above of the oil palm content must be RSPO MB-certified.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	Yes
	Where there is any percentage of non-certified oil palm within the product, the reason for this must be fully justified and an action plan for moving to fully certified oil palm must be in place, in accordance with the requirements of the RSPO SCCS. In addition, the non-certified volume must be covered by equivalent volume of RSPO Credits.	NA. No Business to consumer communication with regards to 'product specific' claims is made by Awala KCP.	Yes
Labelling and trademark (MB)			
	<p>Members are allowed to use the RSPO label in one of the following ways:</p> <ul style="list-style-type: none"> • Surrounded by the text: 'Certified sustainable palm oil'. • The RSPO label MUST contain the tag 'MIXED'. The tag MIXED designates oil palm products sourced under the Mass Balance (MB) supply chain system, which administratively balances inputs and outputs of certain palm oil volumes. The tag 'MIXED' on a product does not guarantee that the product itself contains the certified material; some or all of it may reside in a product that does not carry a claim. • The RSPO label can also include the statement: '[The palm oil contained in this product] contributes to the production of certified sustainable palm oil'. • Wherever the RSPO trademark is displayed, the applicable trademark license number must be shown immediately under or next to the trademark or the 'statement'. Font must be Calibri, font size must be at least 4 pt (1.4 mm or 0.06 inch). • In on-pack communications, the RSPO trademark can be printed anywhere on the pack. Further guidance on use of the trademark is provided in the RSPO Trademark License Terms and Conditions and in Annex 1 of the Rules on Market Communications & Claims document. 	No claim was made regarding the use of or support of RSPO certified oil palm products and no RSPO trademark logo was used.	NA
Messaging (MB)			

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	<p>Messaging ALLOWED in storytelling in product-related communications includes:</p> <ul style="list-style-type: none"> • [Oil palm products]/[palm oil]/[palm kernel oil] from RSPO-certified mills and plantations were mixed with non-certified oil palm products in the supply chain. • The volume of [oil palm products]/[palm oil]/[palm kernel oil] in this product reflects an equivalent volume of palm oil or palm kernel oil produced by RSPO certified mills and plantations. • In off-product communications, reference to (or images of) particular RSPO-certified production units, if the relationship to those units can be shown in company records is allowed. 	NA. No messaging in storytelling in product-related communications is done.	NA
	<p>Messaging NOT ALLOWED in storytelling in product-related communications:</p> <ul style="list-style-type: none"> • Anything that can lead consumers to believe that RSPO-certified palm products are (certified to be) part of the product. 	NA. No messaging in storytelling in product-related communications is done.	NA
5.12. Complaints –			
5.12.1	The organization shall have in place and maintain documented procedures for collecting and resolving stakeholder complaints.	Olam Palm Gabon has established <i>Procedure De Gestion Des Plaintes Et Reclamations</i> (Complaint Handling and Claims Procedure) with Doc. No. SOP N°07/CRS PLAINTES(4)/0618, Rev. No. 04 dated 1/6/2018 to handle any stakeholder grievances and complaints. There was no complaint received regarding RSPO SCCS certification.	Yes
5.13. Management Review			
5.13.1	The organization is required to hold management reviews annually at planned intervals, appropriate to the scale and nature of the activities undertaken.	The last management review was conducted on 22/5/2019, attended by 8 participants which included the Mill Manager, Assistant Manager, Weighbridge Clerk and Admin clerk to name a few.	Yes

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5.13.2	<p>The input to management review shall include information on:</p> <ul style="list-style-type: none"> • Results of internal audits covering RSPO Supply Chain Certification Standard. • Customer feedback. • Status of preventive and corrective actions. • Follow-up actions from management reviews. • Changes that could affect the management system. • Recommendations for improvement. 	<p>Based on the minutes of meeting, the following inputs were recorded:</p> <ul style="list-style-type: none"> • Results of internal audits covering RSPO Supply Chain Certification Standard. – Item 1 • Customer feedback. – Item 2 • Status of preventive and corrective actions. – Item 3 • Follow-up actions from management reviews. – Item 4 • Changes that could affect the management system. – Item 5 • Recommendations for improvement. – Item 6 	Yes
5.13.3	<p>The output from the management review shall include any decisions and actions related to:</p> <ul style="list-style-type: none"> • Improvement of the effectiveness of the management system and its processes. • Resource needs. 	<p>Based on the minutes of meeting, the following outputs were recorded:</p> <ul style="list-style-type: none"> • Improvement of the effectiveness of the management system and its processes • Resource needs 	Yes

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Supply Chain Modular Requirements			
Module C – Mass Balance (MB)			
C.2. Supply Chain Requirements			
C.2	The basis of the supply chain requirements for Mass Balance shall consist of reconciliation between the quantity of RSPO certified oil palm products bought and the quantity of RSPO certified oil palm products sold. This includes control of purchases and sales of RSPO certified oil palm products and its derivatives which shall be independently verified. There are no requirements for separate storage, transportation or controls in the production process.	Awala KCP was able to demonstrate documents, records and implementation of the RSPO Supply Chain Certification Standard under Mass Balance module. Since Awala KCP is expecting to process both sustainable and non-sustainable PK, with separate book keeping, the KCP is adopting the MB model. Nevertheless, all the received PK were of the certified ones so far.	Yes
C.3. Processing			
C.3.1	The site shall ensure that the quantity of physical RSPO mass balance oil palm product inputs and outputs (volume or weight) at the physical site are monitored.	The incoming and outgoing material and products was monitored and recorded through the SAP system on real-time basis. Awala KCP is implementing continuous accounting system. Verification of the implementation of the system and various documented records such as daily process log sheet, daily KCP report and dispatch records showed that Awala KCP is able to monitor its input and output inventory.	Yes
C.3.2	The site shall ensure that the output of RSPO mass balance oil palm product supplied to customers from the physical site does not exceed the input of RSPO certified oil palm products received at the physical site, using either a continuous accounting system and/or a fixed inventory period.	Through recording of material and product movement in the SAP, the sales of certified product can only be done from positive stock.	Yes
C.4. Continuous accounting system			
C.4.1	Where a continuous accounting system is in operation, the organization shall ensure that the quantity of physical RSPO mass	NA. Awala KCP is using fixed inventory period.	NA

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	balance oil palm product inputs and outputs at the physical site are monitored on a real-time basis.		
C.4.2	Where a continuous accounting system is in operation, the organization shall ensure that the material accounting system is never overdrawn. Only RSPO data which has been recorded in the material accounting system shall be allocated to outputs supplied by the organization.	NA. Awala KCP is using fixed inventory period.	NA
C.5. Fixed inventory period			
C.5.1	Where a fixed inventory period is in operation, the organization shall ensure that the quantity of RSPO mass balance oil palm products inputs and outputs (volume or weight) are balanced within a fixed inventory period which does not exceed three (3) months.	The inventory was updated monthly using the excel sheet mentioned in C.3.1. The sheet has the information about materials purchased, materials processed, production of certified products, carried and brought forward stock of materials. All of the data was updated and balanced on monthly basis.	Yes
C.5.2	Where a fixed inventory period is in operation, the organization may overdraw data when there is evidence that RSPO mass balance oil palm product purchases for delivery within the inventory period cover the RSPO output quantity supplied.	Based on verification for the period of July 2018 to May 2019, there was no overdrawn data. This had been further crosschecked with sampled purchase & sales documents and production report.	Yes
C.5.3	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.	Based on RSPO register excel sheet the unused credits were carried over correctly.	Yes
C.5.4	Where a fixed inventory period is in operation, the organization shall ensure that the material accounting system is not overdrawn at the end of inventory period. Only RSPO data which has been recorded in the material accounting system within the inventory period (including data carried over from the previous period as per C.5.3) shall be allocated to outputs supplied within the inventory period.	Based on verification for the period of July 2018 to May 2019, there was no overdrawn data. This had been further crosschecked with sampled purchase & sales documents and production report.	Yes
C.6. Conversion ratio			

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C.6.1	All volumes of palm oil and palm kernel oil fractions and derivatives that are delivered are deducted from the material accounting system according to conversion ratios as set out by RSPO (see section 5.10), with the exception of the option detailed in C.6.3.	The facility is using the actual extraction rate as its conversion ratio (see section 5.10).	Yes
C.6.2	Refining losses are neglected for the sake of simplicity in the Mass Balance system.	Not applicable. Awala KCP does not have any refining process.	NA
C.6.3	Sites can purchase a certain volume or weight of identity preserved or segregated RSPO certified palm and palm kernel products and use it to match the sales of equal volumes of oil palm product derivatives that then carry a Mass Balance claim without requiring a physical or chemical link between the acquired identity preserved or segregated product and the derivative that is sold under mass balance. The conversion from identity preserved or segregated products to mass balance is allowed upwards, sideways and downwards in the same product tree.	Not applicable. No conversion from identity preserved or segregated products to mass balance	NA

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Section 10. Detail of Nonconformities			
Summary of total number of Nonconformities.			
10.1 Nonconformity			
NC Ref #	1789721-201906-M1	Clause	5.4.1
Date Issued	30/06/2019	Due Date	29/07/2019
Closed (Yes/No)	Yes	Date of nonconformity closure	23/07/2019
Statement of nonconformity	Supply Chain certificate number of the seller was not made available by the certified supplier in document form.		
Requirements Reference	<p>The receiving site shall ensure that purchases of RSPO certified oil palm products are in compliance and the following minimum information for RSPO certified products is made available by the supplier in document form:</p> <ul style="list-style-type: none"> Supply Chain certificate number of the seller; 		
Objective Evidence	Based on verification of transportation documents for PK delivery from Bilala POM to Awala KCP such as delivery slip (<i>Bordereau de Livraison</i>) and weighbridge ticket, the certificate number of the supplier was not available.		
Correction	Request Bilala POM to include RSPO supply chain certificate number on the PK delivery note.		
Root Cause Analysis	<p>Mouila Bilala Palm Oil Mill received two major NC on certificate number and trademark use in November 2018 during its annual surveillance audit and approved corrective action plan includes present full certificate number on sales document of certified products and removal of trademark on delivery note.</p> <p>PK transfer from Mouila Bilala Mill to Awala KCP is considered internal transfer within same company i.e. OPG, hence there is no sales contract for internal PK transfer with certificate number.</p> <p>Awala internal audit was conducted on 30th November 2018 and not able to detect document change after Internal Audit.</p> <p>OPG Mouila Bilala CAP was not circulated to Awala KCP to coordinate potential gap.</p>		
Corrective Action	<ol style="list-style-type: none"> 1) Bilala POM as PK supplier of Awala POM, must share their Corrective Action Requested in case of any finding. 2) Provide sample template of complete PK delivery note to Awala weighbridge operator and the operator must notify to the mill manager in case of any incomplete document for further decision. 3) Internal audit/ management review meeting of Awala mill must consider the finding from Bilala POM and assess the compliance in link with the related issues/findings. 4) Implementation of a systematic check of the delivery note of all PK received at Awala POM to ensure all the relevant informations are mentioned as per RSPO SCCS requirement. 5) A specific training for the weighbridge operators must be conducted. 		
Assessment conclusion	<p>Awala KCP has submitted the following evidence:</p> <ul style="list-style-type: none"> PK Delivery Slip from Bilala POM dated 19/7/2019 with Bilala POM Certificate Number printed on it Copy of e-mail correspondences between Awala KCP and Bilala POM regarding the issue about information of certificate number in the delivery slip 		

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	<ul style="list-style-type: none">• Copy of refresher training record to the relevant personnel of Awala KCP such as the weighbridge operator on RSPO SCC requirements <p>Based on the evidence submitted, the assessor is of the view that the implementation of corrective action found to be effective. Continuous implementation shall be verified again in the next assessment visit.</p>
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10.2 Opportunity for Improvement	
OFI #	Description
OFI 1	Nil

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Section 11. Conclusion and Audit Summary	
Main Assessment	
A short summary of the evaluation	The RSPO Supply Chain system is well established for Awala Kernel Crushing plant. However, there is no purchase and sales of RSPO certified material were made yet at LG H&H
CARs raised	2 CARs & 2 observations
Number of CARs closed	2 CARs & 2 observations successfully closed.
Certification Recommendation	There being no Major Corrective Action Requests remains open, the assessment lead auditor recommends certification of Awala Kernel Crushing Plant's RSPO supply chain at Awala, Gabon.
ASA1	
A short summary of the evaluation	The RSPO Supply Chain system is well maintained for Awala Kernel Crushing plant. Verified the last year CARs & observations were still closed accordingly. The reporting period has been shift to July 2016 to June 2017 to match the audit schedule which normally conducted in mid of the year.
CARs raised	N.A
Number of CARs closed	N.A
Certification Recommendation	<p>The Supply Chain System of Awala Kernel Crushing Plant to remain certified as:</p> <ul style="list-style-type: none"> ▪ The management system is capable of ensuring that all of the requirements of the applicable standard(s) are met over all areas covered by the scope of the evaluation; and ▪ The certificate holder has demonstrated, subject to the specified corrective actions, that the described system of management is being implemented consistently over the whole scope of the certificate.
ASA2	
A short summary of the evaluation	Based on samples, generally the facility has demonstrated the effective implementation of the standard requirements. Nonetheless, one NCR has been issued due to lack of evidence. The facility has provided their correction, corrective action and evidence to the assessment team and they were found to be adequate to close the non-conformity.
CARs raised	1 NCR
Number of CARs closed	1 NCR
Certification Recommendation	<p>The Supply Chain System of Awala Kernel Crushing Plant to remain certified as:</p> <ul style="list-style-type: none"> ▪ The management system is capable of ensuring that all of the requirements of the applicable standard(s) are met over all areas covered by the scope of the evaluation; and ▪ The certificate holder has demonstrated, subject to the specified corrective actions, that the described system of management is being implemented consistently over the whole scope of the certificate.
ASA3	



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A short summary of the evaluation	Based on samples, generally the facility has demonstrated the effective implementation of the standard requirements. Nonetheless, one NCR has been issued due to lack of evidence. The facility has provided their correction, corrective action and evidence to the assessment team and they were found to be adequate to close the non-conformity.
CARs raised	1 NCR
Number of CARs closed	1 NCR
Certification Recommendation	<p>The Supply Chain System of Awala Kernel Crushing Plant to remain certified as:</p> <ul style="list-style-type: none"> ▪ The management system is capable of ensuring that all of the requirements of the applicable standard(s) are met over all areas covered by the scope of the evaluation; and ▪ The certificate holder has demonstrated, subject to the specified corrective actions, that the described system of management is being implemented consistently over the whole scope of the certificate.
ASA4	
A short summary of the evaluation	
CARs raised	
Number of CARs closed	
Certification Recommendation	

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Section 12. Formal Signing-off of Assessment Conclusion and Recommendation	
<p>The audit objectives have been achieved and the certificate scope remains appropriate. Based on the results of this audit, it is concluded that Awala Kernel Crushing Plant has complied with the RSPO Supply Chain Certification Standard (June 2017) and audit criteria identified within the audit report. It is deemed that the management system continues to achieve its intended outcomes. Therefore, it is recommended that the certification of Awala Kernel Crushing Plant to be continued.</p>	
Report prepared by	Acceptance of Assessment Conclusion
Name: Valence Shem	Name: Audrey Lee Mei Fong
Company Name: BSI Services (M) Sdn Bhd	Company Name: Olam International Ltd.
Title: Lead Auditor	Title: Sustainability General Manager, palm and rubber
Signature: 	Signature: (I the undersigned, being the most senior relevant management representative of the operation seeking or holding certification, agree with the contents of this report and accept the liability in execution of the procedure in the report.) 
Date: 25/07/2019	Date: 25/ 07/ 2019