DOCUMENT AUTHORIZATION & REVISION HISTORY

Revision No.	Description of Change	Date of Release	Prepared By	Approved By
00	Initial Document	01/03/2024		
01	Change company name to UGG Certification Sdn Bhd	01/04/2025		

1 OBJECTIVE

1.1 The purpose of this procedure is to establish the procedure for guidance on the ensuring that UGG carries out a level of stakeholder consultation that is sufficient to provide an assurance that the requirements of the standard have been complied with by the management unit.

1.2 The document also provides more clarity to the UGG and stakeholder groups as to the nature and extent of stakeholder consultation required during the audit of the management unit.

2 SCOPE

2.1 Compliance to the requirements stipulated in the standard for oil palm management certification used under the Malaysian Sustainable Palm Oil (MSPO) Certification Scheme is for the UGG undertaking the audit of the management unit to hold consultation with the relevant stakeholder groups to gauge the level of compliance against the requirements stipulated in the standard

2.2 Stakeholder consultation is one of the means of verification of the requirements listed in the standard. Both national and local stakeholders can provide relevant information as to the management unit's compliance with the requirements of the standard in terms of the environmental, social or economic aspects.

2.3 These stakeholder groups may include national and local level government departments and agencies, and non-government organizations (NGOs) involved, or having interest, in oil palm management, as well as representatives of indigenous and/or local communities directly affected by the management and operations in the management unit that is being audited by the UGG

3 RESPONSIBILITY

3.1 General Manager (GM)

3.2 Operations Manager (OM)

3.3 Operation Ecexcutive (OE)

4 REFERENCE

4.1 ISO 17021-1:2015- Conformity assessment- Requirements for bodies providing audit and certification of management systems

4.2 ISO17065:2012 - Conformity assessment- Requirements for bodies certifying products, processes and services

4.3 MSPO Certification Scheme Document- Date: 5 January 2023

5 PROCEDURE

5.1 UGG is required to ensure that the relevant stakeholder groups have been identified prior to and during the initial and recertification audit.

5.2 UGG shall consult the relevant stakeholder groups which can provide related information as to an applicant's compliance with the environmental, social and economic requirements of the MSPO certification standards for oil palm management under the MSPO Certification Scheme

5.3 UGG shall aim to ensure that any stakeholder group that has information related to the compliance of the oil palm management unit with the requirements of the MSPO certification standards, from relevant parties are considered.

5.4 During the audit of the management unit, the stakeholder groups to be contacted directly by the UGG shall include, but not limited to:

a) Relevant government departments and agencies that are involved with respect to land and other plantation related matters at the national, regional or management unit level;

b) NGOs that are active in respect of social or environmental aspects of management in and around the vicinity of the oil palm plantation to be audited, as appropriate;

c) Representatives of indigenous peoples and local communities that are staying in and around the vicinity of the oil palm plantation to be audited, as appropriate;

d) Labour organizations and plantation workers' unions; and

e) Contractors who provide services to the management unit operations to be audited.

5.5 The communication/consultation made between the UGG and the stakeholders should be in a language understood by the stakeholders.

5.5 UGG shall take necessary step to inform the stakeholder groups identified in para 4.3 above on the following at least 30 days before the start date of the initial and re certification audit:

a) that an audit for oil palm management certification is due to take place;

b) the start and end dates of the audit;

c) the name and location of the management unit, and the total area of the oil palm plantation to be audited;

d) that UGG is seeking the views and opinions of the stakeholder groups with regard to any oil palm management issue related to the management unit so as to determine the level of compliance of the management unit with the requirements of the certification standard;

e) how the stakeholder groups may contact the UGG in confidence to let the UGG know of their views and opinions;

f) that UGG's audit team will make arrangements to enable the stakeholder groups to meet with the team during the audit of the management unit concerned, if necessary;

g) awareness of the management unit's mechanisms for the resolution of disputes with the management unit's stakeholders, complaints or grievances; and

h) that the source of any information provided will be confidential to the UGG carrying out the audit of the management unit concerned. Any disclosure of the information provided shall be carried out with prior consent of the stakeholder group concerned.

5.7 UGG may employ appropriate means to inform the stakeholder groups of the information as specified in para 4.6

above. The examples of the way to inform the relevant stakeholders groups can be by:

i. phone, e-mail or letter;

ii. website of the CB;

iii. notice published in the national, regional and/or local press where the audit of the management unit concerned is due to take place;

iv. local radio announcements;

v. announcement posted on notice boards for issues of public interest in and around the management unit;

vi. announcements in village shops or places of worship or local community halls; and

vii. announcement by the manager of the management unit concerned using existing and ongoing mechanisms for consultation between the management unit manager and local stakeholder groups.

5.8 This section specifies the requirements for stakeholder consultation by the UGGs operating MSPO Certification Scheme. It also prescribes the methodology to ensure that the UGG carries out stakeholder consultation that is sufficient to provide an assurance that the requirements of the certification standard under the MSPO Certification Scheme have been complied with by the management unit. In general:

a) Provides clarification to the UGGs and stakeholder groups as to the nature and extent of stakeholder consultation required during the audit of the management unit.

b) Stakeholder engagement is the process of engagement with the relevant stakeholder groups to gauge the level of compliance against the requirements stipulated in the MSPO certification standards.

c) Any stakeholders can provide relevant information as to the management unit's compliance with the requirements of the standards in terms of the social, environmental, occupational, safety, or health. These stakeholder groups shall include relevant parties directly affected by the management and operations in the management unit that is being audited by the UGG.

5.9 General Requirements of Stakeholder Consultation

a) The UGG is required to ensure that the relevant stakeholder groups have been identified prior to the initial, surveillance and recertification audit.

b) The UGG shall consult with relevant stakeholder groups which can provide related information as to a management units compliance with the environmental, social and economic requirements of the MSPO certification standards.

c) The UGG shall develop and document its methodology for conducting stakeholder consultation. The methodology shall include the following:

   i. The stakeholder groups consulted are appropriate to the scale, intensity, complexity and impacts of the management unit being audited;

   ii. The stakeholder groups have the opportunity to present their points of view to the auditor(s) in confidence; and

   iii. The information and opinions given by consulted stakeholder groups are substantiated (where possible) with documented evidence and evaluated objectively.

   iv. The UGG may improve the procedure and methodology of stakeholder consultation according to the risk level and complaint & grievances received.

5.10 Identification of stakeholder groups and information for stakeholder groups prior to the audit of the management unit

a) The UGG shall have procedures to identify the relevant stakeholder groups that are likely to have information related to the audit of the management unit for certification, and/or that may be able to put the UGG in contact with other relevant stakeholder groups.

b) The UGG shall aim to ensure that any stakeholder group that has information related to the compliance of the management unit with the requirements of the MSPO certification standards, from relevant parties are considered.

c) During the audit of the management unit, the stakeholder groups to be contacted directly by the UGG shall include, but not limited to:

i. Relevant government departments and agencies that are involved with respect to land and other oil palm operation related matters at the national, regional or management unit level;

ii. NGOs that are active in respect of social or environmental aspects of the management unit to be audited, as appropriate;

iii. Representatives of indigenous peoples and local communities that are staying in and around the vicinity of the management unit to be audited, as appropriate;

iv. Neighbouring land owners;

v. Labour organisations and plantation workers' unions; and

vi. Contractors who provide services to the management unit operations to be audited.

d) The communication and consultation made between the UGG, and the stakeholders should be in a language understood by the stakeholders.

e) The UGG shall make a public announcement on their respective website on the following at least 30 calendar days before the start date of the field audit for initial and re-certification audits, whereas 15 calendar days for surveillance audits. In case there is a change of the audit date, the public announcement shall be updated accordingly.

i. That an audit for MSPO certification is due to take place;

ii. The start and end dates of the audit;

iii. The name and location of the management unit, and the total area or the capacity of management unit to be audited;

iv. That the UGG is seeking the views and opinions of the stakeholder groups with regard to any issues related to the management unit so as to determine the level of compliance of the management unit with the requirements of the certification standard;

v. How the stakeholder groups may contact the UGG in confidence to let the UGG know of their views and opinions;

vi. That the UGGs audit team will make arrangements to enable the stakeholder groups to meet with the team during the audit of the management unit concerned, if necessary;

vii. Awareness of the management unit's mechanisms for the resolution of disputes with the management unit's stakeholders, complaints or grievances; and

viii. That the source of any information provided will be confidential to the UGG carrying out the audit of the management unit concerned. Any disclosure of the information provided shall be carried out with prior consent of the stakeholder group concerned.

5.11 Consultation During Audit

a) The UGG shall carry out stakeholder consultation during the certification audit which consists of initial and recertification audit to ensure continued compliance with the requirements of the certification standards. For surveillance audit, the audit team shall consult the stakeholders but not limited to, those stakeholders within the vicinity of the management unit that being audited and those who have raised concerns, complains, or disputes.

b) Consultation is conducted to obtain direct and factual feedback or observations regarding the compliance of the management unit concerned with the requirements of the certification standard. The UGG shall carry out such consultation as part of the audit of the management unit concerned. The consultation shall include a sufficient variety and number of people affected by (e.g. gender representation, age group, etc) or involved in the management of the management unit concerned to evaluate the range of situations relevant to the MSPO certification standard.

c) Consultation with the stakeholder groups shall be carried out in confidence, if requested.

d) The consultation techniques used shall be appropriate to the stakeholder groups to be consulted, examples as follows:

i. Direct arrangements for individual or group meetings at the time of the audit;

ii. Individual or group meetings arranged through the help of a local interest group or organisation;

iii. Ad-hoc interviews with managers, employees, contractors, local communities and indigenous peoples during the field audits in the management unit concerned;

iv. Structured interviews by telephone at the time of the audit; and

v. Contact by mail or e-mail with a request for written views and comments to a pre-determined set of specific questions.

5.12 Evaluating the Information and Feedback Received from Consultation

a) Information provided by the stakeholder groups shall wherever possible be independently substantiated from a second source or be confirmed by the UGGs auditors in the field during the audit process. Examples of information could be in the form of (not limited to) photographs, site observation, newspaper articles, social media or records of interviews.

b) Information provided by the stakeholder groups before and during the conduct of audit shall be evaluated objectively to determine whether it constitutes evidence of a non-conformance with any of the requirements of the certification standard.

c) The comments and feedback received after the completion of the audit shall be evaluated by the UGG to assess the significance of the issue(s) raised on the management unit audited. The UGG shall solicit written feedback from the management unit concerned, if required. If the issue is a minor non-conformance to the certification standard, it will be verified during the next audit. However, if the issue raised constitutes a major non-conformance, a special audit shall be conducted by the UGG within two (2) months.

5.13 Stakeholder Consultation Reporting

a) The audit report for the management unit concerned shall include a comprehensive record of any evidence of conformance or non-conformance with the requirements of the certification standard.

b) The UGG shall not identify individual stakeholders or stakeholder groups in the audit report without their prior informed consent.

c) The UGG shall include in the audit report the information and comments received from, and concerns raised by, the individual stakeholders or stakeholder groups, together with the UGGs response.