

**RSPO CB Workshop  
December 2020  
Minutes of Meeting**

Meeting Mode: Zoom Meeting  
Date and time: 7-8 December 2020 (9.00 am – 12.30 pm, MYT)

No.	Types of Organisation	Organisation Name	Name	Contact Details	Day 1	Day 2
1	AB	ASI	Jan Pierre Jarrin Peters	j.jarrin@asi-assurance.org		
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42	CB	TUV Rheinland	Dian Soeminta	dian.soeminta@tuv.com		
43	CB	TUV Rheinland	Hendra Fachrurozy	hendra.fachrurozy@tuv.com		

**RSPO Secretariat Attendance:**

Name	Position	Day 1	Day 2
Aminah Ang	Interim Assurance Director		
Ahmad Amirul Ariff	Certification Manager (P&C)		
Djaka Riksanto	Assurance Manager, Indonesia		
Ruzita Abd Gani	Supply Chain Manager		
Wan Muqtadir Wan Abdul Fatah	Sr. Manager, Assurance Integrity Unit		
Aizat Affendi	Sr. Executive, Assurance Integrity Unit		
Mohd Syafiqul Syaznil	Certification Executive (SCC)		

Wan Nur Aimy Nadiah	Certification Executive (P&C)		
Tiur Rumondang	Director, Indonesian Operations		
Liew Gee Gee	Capacity Development Manager		
Kwek Mei Jiun	Monitoring and Evaluation Manager		
Kamini Visvananthan	Human Rights & Social Standards Manager		
Prasad Vijaya Segaran	Sr. Executive, Human Rights & Social Standard		

Legend :

Present
Absent

Item	Description	Action Points
<b>Day 1 (Monday, 7th December 2020)</b>		
<b>1.0</b>	<b>Welcoming speech</b>  Wan (RSPO) welcomed the participants and ran through the house rules of the CB workshop and the agenda of the CB workshop.	
<b>2.0</b>	<b>Updates from RSPO Secretariat</b>  Aminah (RSPO) informed the CBs on the new organisational structure of the Assurance Division of RSPO as well as announced Tiur Rumondang as the new RSPO Assurance Director from 1 January 2021. Tiur (RSPO) briefly introduced herself to the participants.  Aminah also provided some updates from the Secretariat, which include : <ul style="list-style-type: none"> <li>- Endorsement of the RSPO Certification Systems for RSPO Principles &amp; Criteria 2018 (P&amp;C 2018) and the RSPO Independent Smallholder Standard (RISS)</li> <li>- Endorsement of the RSPO Metrics Template</li> <li>- New features on PalmTrace</li> <li>- Reporting of actual production for 2020</li> <li>- A year in review of the RSPO certification</li> <li>- Rape claim in an Indonesian palm oil by Associated Press (AP)</li> </ul>	

<p><b>3.0</b></p>	<p><b>RSPO Certification Systems for the RSPO Principles &amp; Criteria and the RSPO Independent Smallholder Standard (RISS)</b></p> <p>Aminah highlighted the main changes in the Certification Systems as follow :</p> <ul style="list-style-type: none"> <li>- Transition period of the new certification systems</li> <li>- New contents added into the certification systems document :             <ul style="list-style-type: none"> <li>- Requirement 6, Annexes 3, 4, 5(a) and 5(b)</li> </ul> </li> <li>- Important definitions</li> <li>- New and revised glossaries in the certification systems document</li> <li>- Chapter 1 : Introduction of the certification systems</li> <li>- Chapter 2 : Scope of the certification systems             <ul style="list-style-type: none"> <li>- Addition of RISS and NPP</li> <li>- Deletion of the RSPO SCC Standard, RSPO RED, RSPO NEXT and RSPO JA</li> <li>- Addition and deletion of other relevant documents</li> </ul> </li> <li>- Chapter 3 : Accreditation requirements             <ul style="list-style-type: none"> <li>- Requirements for the Accreditation Body</li> <li>- Suspension, withdrawal and termination of accreditation</li> </ul> </li> <li>- Chapter 4 : General requirements for CBs             <ul style="list-style-type: none"> <li>- Conformity with ISO requirements</li> <li>- Contract of Service</li> <li>- Impartiality and Conflict of Interest</li> <li>- Confidentiality</li> <li>- Resource requirements</li> <li>- Subcontracting requirements</li> <li>- Feedback mechanism and complaints process</li> </ul> </li> <li>- Chapter 5 : Process requirements for Certification against the RSPO P&amp;C 2018 &amp; RISS             <ul style="list-style-type: none"> <li>- Unit of certification</li> <li>- Information for applicants and application review</li> <li>- Initial certification audit planning</li> <li>- Procedure for the initial certification audit process</li> <li>- Minimum requirements for multiple management units</li> <li>- Stakeholder consultation</li> <li>- Sampling for P&amp;C certification</li> <li>- Decision-making</li> <li>- Addressing the major and minor NCs</li> <li>- Reporting and communications</li> </ul> </li> <li>- Chapter 6 : Certification of ISH groups against the RISS             <ul style="list-style-type: none"> <li>- Phased approach of the RISS</li> <li>- Key requirements of the phased approach</li> <li>- Planning for audits</li> <li>- Addressing NCs against RISS</li> </ul> </li> <li>- Annex 3 : Audit report             <ul style="list-style-type: none"> <li>- Addition of peer reviewer name in the report</li> </ul> </li> <li>- Annex 4 : Peer review process             <ul style="list-style-type: none"> <li>- Competence requirements for peer reviewers</li> <li>- Peer review process</li> </ul> </li> </ul>	
<p><b>4.0</b></p>	<p><b>Q&amp;A on Certification Systems Document</b></p> <p>Nicholas (BSI) suggested the RSPO to re-consider the transition period from 4</p>	

<p>months to 6 months, for CBs to implement the new certification systems. Aminah said the decision was made due to the P&amp;C 2018 which has been effective for two years now and the RISS is already effective without proper guidance.</p> <p>Nicholas (BSI) asked how to manage audits that have already started with the 2017 system but are not able to complete out due to the pandemic? Aminah responded that CBs should just proceed with the status quo until the next surveillance period. The revised certification systems will only apply to new audits.</p> <p>Matthew (SCS) asked if a Lead Auditor leads an audit for 2 consecutive years, can they not be in the audit team (in a non-lead role) in year 3? Can they come back as Lead Auditor after a one-year gap? Amirul (RSPO) responded that once the LA has led 2 consecutive audits, the LA cannot be part of the audit team already. The LA can only be part of the audit team after a two year gap. Supun (CUC) raised the issues on clause 4.6.7 where it would be challenging in regions where CBs have limited staff. Aminah) responded that the key word is “consecutive”. The CB needs to properly plan the audits to ensure that its resources can be utilised appropriately.</p> <p>Regarding the 2-year period requirement, Aernida (SIRIM) asked when to start counting, is it 2021 as Year 1? Aminah responded that 2021 will be counted as year 1.</p> <p>Hafiz (Intertek) asked if a social auditor can pose questions regarding environmental issue? Aminah responded that the social auditor can conduct the environmental audit if they have the relevant qualifications. If not, they need to give the information to the environmental auditors.</p> <p>Arif (Mutuagung) asked if there is a maximum time period between pre-audit and initial certification of the RISS. Aminah highlighted that the maximum time period is 2 years for the Eligibility phase to achieve MS A phase and 1 year to MS B phase.</p> <p>Hafiz (Intertek) asked if the sampling requirement of 4 estates will only apply to units with more than 4 supply bases? For those with less than 4 supply bases, the sampling will have to be done in all the supply bases? Aminah) said that the sampling method is applicable to units with more than 4 supply bases. For those with 4 or less supply base, all supply base need to be audited.</p> <p>Supun (CUC) asked if the sampling is also applicable to NPP and will the 12-month period then start from the date of the on-site audit? Aminah mentioned that the sampling methodology is not applicable for NPP. For NPP, CBs would have to follow the NPP procedures.</p> <p>Adriana (SCS) asked if Independent Smallholder (ISH) groups are going for initial certification at MS B, is the time frame to close NCs also 1 year? Aminah responded that the ISH Group can proceed to MS B straight but the group needs to be audited against the requirement of all 3 phases (E, MS A &amp; MS B). In this case, the NCs shall be treated as the normal IC procedure.</p>	
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	<p>On recertification contracts, Nicholas (BSI) asked if the CBs need to have a disclosure? Aminah responded that the disclosure is only meant for initial certification.</p> <p>Nicholas asked if the social auditing training conducted by RSPO recognised? Aminah said the 3-day training is recognised.</p> <p>For the Eligibility and MS A phases, Nicholas (BSI) asked if CBs need to issue certificates as these are considered pre-certification phases? Aminah clarified that CBs need to issue certificates to the groups, to show that the groups have complied with the indicators sets in the standard..</p> <p>Nicholas asked how will the 8-hour training of peer reviewers be conducted? Aminah said that ASI will be preparing the training modules. She also mentioned that peer reviewers can attend the auditor alignment workshops. As long as all the training records are kept, it can be used to fulfil the requirement.</p>	
<p><b>5.0</b></p>	<p><b>Peer Reviewer Registry</b></p> <p>Hubert (ASI) went through the updates relating to the Peer Reviewer Registry</p> <ul style="list-style-type: none"> <li>- ASI Peer Reviewer Evaluation</li> <li>- Implementation Timeframe</li> <li>- ASI Peer Reviewer Training Module</li> </ul> <p>Dian (TUV Rheinland) asked if a peer reviewer from one CB can also be an auditor for another CB? Hubert said it is fine as long as CBs have assessed and managed the potential conflict of interest.</p> <p>Regarding the 8-hour training, Nicholas (BSI) asked if the training evidence from other CBs are accepted? Hubert mentioned that in instances where the peer reviewers are doing work for multiple CBs, they do not have to undergo training by each CB. The 8-hour training can be in the form of training conducted by the RSPO and ASI, as long as the training records are kept.</p> <p>Adriana (SCS) asked what are the instructions if the CB identifies additional peer reviewers not currently in the database? Hubert mentioned that the CBs will have to contact ASI for ASI to review the information of the peer reviewers before adding them into the registry.</p> <p>Dayangku (CUC) asked how frequently the peer reviewers need to attend the training? Hubert mentioned that in order to be listed in the registry, peer reviewers would have to go to an initial training. After that, they would have to attend an 8-hour training annually and undergo an assessment every 2 years. Aminah added that the training can be done by RSPO, ASI, CBs or endorsed trainers.</p> <p>Dian (TUV Rheinland) asked if it is allowable for a non-permanent auditor in one CB to become a peer reviewer in another CB? Hubert said that this is</p>	

	<p>allowable but CBs need to manage the potential conflict of interest.</p> <p>Nicholas (BSI) asked what is the current response rate from peer reviewers? This is important so that CBs will not have a backlog of reports that needs to be reviewed once the new certification systems are implemented. How do we manage and monitor the compliance of peer reviewers? Hubert mentioned that he will check on the response rate and added that CBs can play a part in getting peer reviewers enrolled in the registry. Hubert mentioned that the database will be reviewed periodically by ASI and that peer reviewers will have to submit records of their training to be updated in the database.</p>	
<p><b>6.0</b></p>	<p><b>AOB</b></p> <p>Aminah mentioned that the minutes of the previous CB workshop are already up on the RSPO Interpretation Forum (RIF) platform.</p> <p>With regards to the PalmTrace training manual, Aminah mentioned that Rainforest Alliance (RA) has updated the training manual to include the multi mill licensing requirements. The manual is also in the process of updating to include the licensing of the ISH group based on the RISS</p> <p>Nicholas (BSI) asked with regards to clause 4.6.2, does it apply to technical experts and peer reviewers? Aminah responded that the requirements are applicable for those involved in the audit team.</p> <p>The meeting for Day 1 adjourned at 12.00 pm.</p>	<p>RSPO Secretariat to make clear in RIF that the Lead Auditor requirement will only be effective in 2021.</p>
<p><b>Day 2 (Tuesday, 8th December 2020)</b></p>		
<p><b>7.0</b></p>	<p><b>CBs Performance and Monitoring</b></p> <p>Hubert presented the overview of the proposed joint RSPO-ASI CB Performance Assessment which include the following :</p> <ul style="list-style-type: none"> <li>- Scope and purpose of the assessment</li> <li>- Proposed KPIs for the assessment</li> <li>- CB performance scoring</li> <li>- Proposed scoring indicators for different categories of the proposed assessment</li> </ul> <p>Hendra (TUV Rheinland) asked Hubert to elaborate on the term “major complaint” in the “Below average” and “Improvement required” categories. Hubert mentioned that this could refer to instances where the CBs did not do appropriate evaluations and missed major issues like child labour during their audits.</p> <p>Hendra (TUV Rheinland) asked if CBs will be given the chance to provide clarifications or justifications with regards to complaints received. Hubert mentioned that the RSPO Secretariat will be conducting due diligence and will verify with CBs on the complaints received.</p> <p>Nicholas (BSI) asked what does the sentence “No complaint has been received</p>	



<p>in 12 months prior to RSPO assessment” meant ? Hubert and Aminah both mentioned that the sentence will need to be reworded as it can cause confusion.</p> <p>Nicholas (BSI) what will the process be like for CBs to provide clarifications or justifications on the complaints received? Aminah mentioned that the complaints will be received by the RSPO Complaints unit who will then liaise with the RSPO Certification unit who will communicate with the CB on the complaints. The evaluation on the management of complaints will be done by the Certification unit, not the Complaints unit.</p> <p>Supun (CUC) asked if the performance assessment will impact the annual assessment plan of each CB? Hubert stressed that the assessment is not meant to replace the current RSPO &amp; ASI accreditation requirements.</p> <p>Relating to complaints, Trusti (Preferred by Nature) asked if the type of complaints will also be considered? Hubert said it is possible to take into account the type of complaints in the evaluation for the management of complaints received by the RSPO Secretariat. He encouraged CBs to submit suggestions in writing and be specific with their suggestions.</p> <p>Hafiz (Intertek) asked if 3 out of 4 complaints were found to be not valid, will the CB be receiving the "Above Average" or "Improvement Required" scoring? Hubert mentioned that the assessment will focus on how CBs manage the complaints, not whether they are valid or not.</p> <p>Trusti (Preferred by Nature) asked will the engagement with stakeholders be part of the RSPO audit process? Hubert said that the engagement of stakeholders can refer to how CBs engage with stakeholders, responding to complaints, stakeholder consultation process during RSPO audits, among other elements.</p> <p>Adriana (SCS) suggested that the PT mistakes should be recorded in the form of average, not numbers as some CBs are bigger than others. Hubert said for certain CB performance assessment criteria like the delay in registration and seriousness of mistakes, this should still be evaluated in numbers not average. He added that he will consider using a ratio based on the number of certificates, for certain assessment criteria.</p> <p>Regarding the complaints raised, Adriana (SCS) asked if these complaints refer to those raised to ASI against the CB or certificate holder (CH)? Hubert said the assessment will consider both types of complaints.</p> <p>Dayangku (CUC) asked if the CH raises complaints against CB findings, will this be taken into account for the assessment? Hubert said that it will be taken into account as part of the dispute management category of the ASI assessment.</p> <p>James (SGS) asked if the CBs could also raise complaints against the performance of ASI auditors? Hubert said that CBs are welcomed to do so.</p>	<p>ASI and RSPO Secretariat to reword the clause on “No complaints has been received in 12 months”.</p>
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	<p>Hendra (TUV Rheinland) asked if the delay in the registration of expired licenses will also be taken into account as part of the assessment? In some cases where the licenses are expired due to suspension, will the registration be considered late too? Aminah said the Certification Unit will verify this on a case-by-case basis.</p> <p>Nicholas (BSI) proposed that the evaluation be separated for P&amp;C and SCC audits. Hubert mentioned that ASI will discuss this with the RSPO Secretariat but mentioned that most stakeholders are only interested in P&amp;C audits.</p> <p>Supun (CUC) asked if there is any update on the ASI Appeals Procedure (especially relating to Clause 4.4 in Section 10)? Hubert asked Supun to formally email ASI on any concerns regarding the ASI procedures.</p>	<p>ASI to discuss with the RSPO Secretariat on the separate evaluation of P&amp;C and SCC audits.</p>
<p><b>8.0</b></p>	<p><b>Introduction to RSPO Child Rights Guidance</b></p> <p>Kamini (RSPO) shared some updates relating to the RSPO Child Rights Guidance :</p> <ul style="list-style-type: none"> <li>- Key impact areas</li> <li>- Joint RSPO-UNICEF CRBP Palm Oil Programme in Indonesia</li> <li>- Main outputs from the CRBP Palm Oil Programme</li> <li>- Objectives of the Child Rights Guidance</li> <li>- Development process of the guidance</li> <li>- Basic rights of a child</li> <li>- Guiding principles of the guidance</li> <li>- Main reference points for the guidance</li> <li>- Overall structure and approach of guidance</li> <li>- Overview of the guidance</li> </ul> <p>James (SGS) asked if the CHs are expected to be accountable for the needs of workers' children in their home countries, under the UNICEF Child Rights Guidelines? Kamini mentioned that the guidance looks at the protection of children as a whole. The document is a guidance document and it can be used by the CH to assess and see how their operations affect the workers' children. If it is identified as a risk, the CH can establish a management plan to minimise the risk..</p> <p>In a "Child Rights" context, James (SGS) asked if it is expected for the child to be taught to "maintain, take over or move away" from the labour intensive plantation industry? Kamini mentioned that the guidance does not necessarily mean that as it looks more on how to provide a conducive environment for the children to grow.</p> <p>Nicholas (BSI) asked if the guidance is compulsory? Was there any study which tells how long it will take to implement the indicators in the guidance? What sort of training will be provided by the RSPO? Kamini reiterated that the guidance is</p>	



	<p>not compulsory and that it highlights the best practices. While it should not be used as an audit checklist, Kamini mentioned that CBs can still use it to guide their social audits.</p> <p>James (SGS) asked about the Humana programme in Sabah, is it deemed acceptable? Kamini mentioned that the RSPO is familiar with the Humana programme and it is highlighted in the guidance.</p> <p>Adriana (SCS) asked to list some of the best practices observed in plantations. Kamini asked CBs to look at the guidance which highlights some best practices by CHs, relating to child rights.</p>	
<b>9.0</b>	<p><b>Labour-related Complaints</b></p> <p>Prasad (RSPO) provided some updates on RSPO Human Rights and Social Standard-related guidances :</p> <ul style="list-style-type: none"> <li>- Introduction to the RSPO Gender Guidance</li> <li>- Development process of the upcoming FPIC Guidance</li> <li>- Updates from the new Decent Living Wage (DLW) Task Force</li> <li>- Publishing of three Child Rights guidances</li> </ul> <p>Prasad also highlighted some of the labour-related reports involving RSPO members.</p>	
<b>10.0</b>	<p><b>Group Discussion and Presentation</b></p> <p>Participants were divided into 3 breakout groups to discuss issues and challenges in auditing the Criteria 6.1, 6.2 and 6.7. The representatives of the group then presented the outcomes of the discussion as shown in Annex 1.</p>	
<b>11.0</b>	<p><b>AOB and closing remark</b></p> <p>The participants were informed about the departure of Aminah and Salahuddin by 31 December 2020. Wan thanked everyone who attended the meeting. The meeting adjourned at 12.30 pm.</p>	

Annex 1:

# Group 1: CRITERIA 6.1

<p>what are the issues encounter?</p> <ul style="list-style-type: none"> <li>Assessing on social criteria is challenging. Difficulty on assessing 6.1.3: topics covered by gender committee</li> <li>Some human rights are bounded by the law (e.g. Homosexuality is illegal in certain countries).</li> <li>to guide the gender committee and ensure that certain information is provided to the ladies in the plantation &amp; Mills</li> <li>When/ Where is pregnancy testing discriminatory?</li> <li>Different treatments of casual and permanent workers</li> </ul>	<p>what is your difficulty in auditing this criteria?</p> <ul style="list-style-type: none"> <li>Challenges in verifying policies relating to 6.1.1</li> <li>How do you verify the policies are being implemented via remote auditing for 6.1.1? internet issues, hard to interview workers</li> </ul>	<p>Propose your solution?</p> <ul style="list-style-type: none"> <li>Pregnancy testing: Look into the deeper issues as to why the pregnancy test in the first place</li> </ul>
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Discussion points from Group 1

# Group 2: CRITERIA 6.2

<p>what are the issues encounter?</p> <ul style="list-style-type: none"> <li><b>Difficulty to raise NC to 6.2.2. It is usually being raised to 2.1.1</b></li> </ul>	<p>what is your difficulty in auditing this criteria?</p> <ul style="list-style-type: none"> <li>Included in national requirements</li> <li>6.2.1 and 6.2.2 are very similar</li> <li>conducting phone interview for workers (not successful)</li> </ul>	<p>Propose your solution?</p> <ul style="list-style-type: none"> <li>Interview and confirmation on site</li> <li>Raising NC to the most critical indicator</li> </ul>
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Discussion points from Group 2

## Group 3: CRITERIA 6.7

what are the issues encounter?	what is your difficulty in auditing this criteria?	Propose your solution?
<p><b>misunderstanding on PPE requirement</b> - issuance of PPE to workers: Frequency</p> <p><b>Management unit only focus of safety issue - not health and welfare is much given</b></p> <p><b>6.7.3 - free of charge PPE: rubber boots not PPE?</b> (assumption from companies)</p> <p><b>safety and PPE: access to get PPE is difficult for remote areas unit of certification. Access of medical facilities in remote area</b></p> <p><b>ERP - companies established plans very detailed but not practical for all levels of workers - display at unsuitable places</b></p> <p><b>unidentified materials</b></p>	<p><b>the law VS company policies on the issuance of PPE</b></p> <p><b>The data does not measure properly on health and welfare</b></p> <p><b>understanding what constitute as PPE - CB works on regulations requirement</b></p> <p><b>effort by companies: responsibilities and how the demonstrate differs from one location to another</b></p> <p><b>understanding by the workers - how to uncover and their expectation - lengthy instruction</b></p> <p><b>companies don't know legal requirement related to chemical products</b></p>	<p><b>PPE provision - CBs need to look at how companies manage situation: Timeline, usage, intention (really worn out or take advantage)</b></p> <p><b>CBs to check on Data from clinic (top ranking cases) and the impacts it have on working. Welfare - to check the complaints/grievances (up to family)</b></p> <p><b>there should be a listing of PPE</b></p> <p><b>Feedback from governmental institution is needed to understand the case of location</b></p> <p><b>pictorial guidance and policies for easy understanding</b></p> <p><b>being more specific on storage condition, identification of materials and trainings</b></p>

Discussion points from Group 3

<b>Minutes taken by:</b>	<b>Minutes reviewed by:</b>
Name: 1. Aizat Affendi	Name: Ahmad Amirul Ariff
Position: 1. Sr. Executive, Assurance Integrity Unit	Position: Certification Manager
Date: 8 December 2020	Date: Jan 2021