

**MALAYSIAN SUSTAINABLE PALM OIL
3rd ANNUAL SURVEILLANCE ASSESSMENT (ASA3)
Public Summary Report**

UNITED PLANTATIONS BERHAD
Client company Address: Jalan Klang - Teluk Intan, Jendarata Estate 36009 Teluk Intan, Perak, Malaysia
Certification Unit: United Plantations Berhad-Jendarata Palm Oil Mill, Jendarata Estate and Seri Pelangi Estate
Date Final Report: 27/10/2021

Report prepared by:
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Report Number: 3293287

Assessment Conducted by:
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Section 1: Executive Summary

1.1 Organizational Information and Contact Person			
Company Name	United Plantations Berhad		
Mill/Estate	MPOB License No.		Expiry Date
	Jendarata POM	508108704000	31/03/2022
	Jendarata Estate	501550502000	31/03/2022
	Seri Pelangi Estate	502207202000	31/10/2021
Address	Jalan Klang - Teluk Intan, Jendarata Estate, 36009 Teluk Intan, Perak, Malaysia		
Certification Unit	Jendarata Palm Oil Mill, Jendarata Estate & Seri Pelangi Estate		
Contact Person Name	Lee Kian Wei		
Website	www.unitedplantations.com	E-mail	lkw@unitedplantations.com
Telephone	017-6093288	Facsimile	05-6417100

1.2 Certification Information			
Certificate Number	Estates: MSPO 693204 Mill: MSPO 693201		
Issue Date	07/09/2018	Expiry date	06/09/2023
Scope of Certification	Estates: Production of Sustainable Oil Palm Fruits Mill: Production of Sustainable Palm Oil and Palm Oil Products		
Standard	1) MS 2530-3:2013 Part 3: General principles for oil palm plantations and organized smallholders 2) MS 2530-4:2013 Part 4: General principles for palm oil mills		
Stage 1 Date	N/A (The certification unit is RSPO certified)		
Stage 2 / Initial Assessment Visit Date (IAV)	26-28/6/2018		
Continuous Assessment Visit Date (CAV) 1	17-20/6/2019		
Continuous Assessment Visit Date (CAV) 2	23-25/9/2020		
Continuous Assessment Visit Date (CAV) 3	13-15/9/2021 (Remote audit)		
Continuous Assessment Visit Date (CAV) 4	-		
Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
MSPO 709996	MSPO Supply Chain Certification Standard (MSPO SCCS) 1 October 2018	BSI Services Malaysia Sdn. Bhd.	13/08/2024

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RSPO 693200	RSPO Principles & Criteria of Sustainable Palm Oil Production: 2018; Malaysian National Interpretation: 2019 (IP)	BSI Services Malaysia Sdn. Bhd.	28/09/2022
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1.3 Location of Certification Unit

Name of the Certification Unit (Palm Oil Mill/ Estate/ Smallholder/ Independent Smallholder)	Site Address	GPS Reference of the site office	
		Latitude	Longitude
Jendarata Palm Oil Mill	Jalan Klang - Teluk Intan, 36009 Teluk Intan, Perak, Malaysia	3.85392	100.96833
Jendarata Estate	Jalan Klang - Teluk Intan, 36009 Teluk Intan, Perak, Malaysia	3.90003	100.97750
Seri Pelangi Estate	Batu 11 ¾, Jalan Bidor, 36009 Teluk Intan, Perak, Malaysia	3.99361	101.15972

1.4 Certified Area

Estate	Total Planted (Mature + Immature) (ha)	HCV (ha)	Infrastructure & Other (ha)	Total Area (ha)	% of Planted
Jendarata Estate	5,286.00	3.15	1,046.49	6,335.64	83.43
Seri Pelangi Estate	1,329.00	-	93.00	1,422.00	93.46
Total	6,615.00	3.15	1,139.49	7,757.64	-

1.5 Plantings & Cycle

Estate	Age (Years)					Mature	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
Jendarata Estate	942.4	2417.23	1,847.47	47.2	31.7	4343.6	942.4
Seri Pelangi Estate	441	0	484	333	71	888	441
Total (ha)	1383.4	2417.23	2257.38	380.2	102.7	5231.6	1383.4

1.6 Certified Tonnage of FFB

Estate	Tonnage / year		
	Estimated (Sept 2020 - Aug 2021)	Actual (Sept 2020 - Aug 2021)	Forecast (Sept 2021 - Aug 2022)
Jendarata Estate	120,000	117,408.51	130,000
Seri Pelangi Estate	38,000	25,400.17	35,000
Lima Blas Estate	-	1,755.09	-

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Total	158,000	144,563.77	165,000
Notes: Divert some FFBs for 10 days in August 2021 due to Ulu Bernam Optimill has reached the maximum processing capacity.			

1.7 Uncertified Tonnage of FFB			
Estate	Tonnage / year		
	Estimated <i>(Sept 2020 - Aug 2021)</i>	Actual <i>(Sept 2020 - Aug 2021)</i>	Forecast <i>(Sept 2021 - Aug 2022)</i>
Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil

1.8 Certified Tonnage			
	Estimated <i>(Sept 2020 - Aug 2021)</i>	Actual <i>(Sept 2020 - Aug 2021)</i>	Forecast <i>(Sept 2021 - Aug 2022)</i>
	FFB	FFB	FFB
Mill Capacity: 50 MT/hr	158,000.00	144,563.77	165,000
SCC Model: SG	CPO (OER: 23.00%)	CPO (OER: 22.07%)	CPO (OER: 23.50%)
	36,340.00	31,907.39	38,775
	PK (KER: 5.50%)	PK (KER: 3.59%)	PK (KER: 5.50%)
	8,690.00	5,191.50	9,075

1.9 Actual Sold Volume (CPO)					
CPO (MT)	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
31,907.39	-	-	24,714.98	-	24,714.98

1.10 Actual Sold Volume (PK)					
PK (MT)	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
5,191.50	-	-	5,191.50	-	5,191.50

Section 2: Assessment Process

BSI is a leading global provider of management systems assessment and certification, with more than 80,000 certified locations and clients in over 190 countries. BSI Standards is the UK's National Standards Body. BSI provides independent, third-party certification of management systems.

Assessment Methodology, Programme, Site Visits

This remote assessment was conducted due to Pandemic COVID-19 MCO restriction from 13-15/09/2021. The audit programme is included as Section 2.3 The approach to the audit was to treat the Jendarata POM, Jendarata Estate and Seri Pelangi Estate as a MSPO Certification Unit. A range of environmental and social factors were covered. This includes consideration of topography, palm age, proximity to areas with HBVs, declared conservation areas and local communities. This remote audit has been conducted using Information and Communication Technologies including Microsoft Teams, WhatsApp and Google Drive. The planned audit objectives have been achieved, and there were no connectivity issues which adversely effected the audit.

The methodology for collection of objective evidence included physical site inspections, observation of tasks and processes, interviews of staff, workers and their families and external stakeholders, review of documentation and monitoring data. MS 2530-3:2013 and MS 2530-4:2013 were used to guide the collection of information to assess compliance. The comments made by external stakeholders were also taken into account in the assessment.

The estates or smallholders sample were determined based on formula $S = r\sqrt{n}$ where n is the number of estates while when applicable, the smallholders sample were determined following the MSPO Certification Requirement. The sampling of smallholders were based on the formula $(r\sqrt{n})$; where r is the risk factor (may defers 1, 1.5 and 2 depending on risk), where n is total number of group members. The sampled smallholder listed in Appendix C.

Meetings were held with stakeholders to seek their views on the performance of the company with respect to the MSPO requirements and aspects where they considered that improvements could be made. At the start of each meeting, the interviewer explained the purpose of the audit followed by an evaluation of the relationship between the stakeholder and the company before discussions proceeded. The interviewer recorded comments made by stakeholders and these have been incorporated into the assessment findings.

Structured worker interviews with male and female workers and staff were used Microsoft Teams and phone call in the mill and the estates. Fieldworkers were interviewed informally in small groups in the field. Company officials were not present at any of the internal or external stakeholder interviews. A list of Stakeholders contacted is included as Appendix B.

All the previous nonconformities are remains closed. The assessment findings for the ASA 3 are detailed in Section 4. This report is structured to provide a summary of assessment finding as attached in the Section 3. The assessment was based on random samples and therefore nonconformities may exist that have not been identified.

This report was externally reviewed by MSPO approved Peer Reviewer prior to certification decision by BSI.

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The following table would be used to identify the locations to be audited each year in the 5 year cycle:

Assessment Program					
Name (Mill / Plantation / Group smallholders)	Year 1 (Certification)	Year 2 (ASA 1)	Year 3 (ASA 2)	Year 4 (ASA 3)	Year 5 (ASA 4)
Jendarata POM	✓	✓	✓	✓	✓
Jendarata Estate	✓	✓	✓	✓	✓
Seri Pelangi Estate	✓	✓	✓	✓	✓

Tentative Date of Next Visit: September 5, 2022 - September 9, 2022

Total No. of Mandays: 11

2.1 BSI Assessment Team

Team Member Name	Role <i>(Team Leader or Team member)</i>	Qualifications <i>(Short description of the team members)</i>
Muhamad Naqiuddin Mazeli (MNM)	Team Leader	He holds Bachelor of Science Horticulture, graduated from University Putra Malaysia. He has 11 years working experience in oil palm plantation industry as sustainability team. Joining the sustainability team, he managed, implement, and monitors the RSPO, ISCC, MSPO and ISO9001 and ISO 18001 certification requirements for the estates, mills, refineries, and Smallholder scheme. He also supports in providing training related to RSPO, MSPO and other certifications where applicable to the operations during previous company. He completed the ISO 9001 Lead Auditor Course, ISO 14001 Lead Auditor Course and 45001 Lead Auditor Course in 2019, Endorsed RSPO P&C Lead Auditor Course in 2019, MSPO Awareness Training in 2018, Endorsed RSPO SCCS Lead Auditor Course in 2019 and trained in SMETA on 2021. He had been involved in RSPO auditing since August 2018 in more than various companies in Malaysia. During this audit, he covers Social aspect and stakeholder consultation. Able to speak and understand Bahasa Malaysia and English.
Mohd Razaleigh Mohamad (MRM)	Team Member	Graduated in Bachelor of Science Plantation Management and Agrotechnology from Universiti Teknologi Mara (UiTM). More than 5 years' experience in Oil Palm Plantation and 4 years in sustainability audit. Successfully attended MSPO Lead auditor course in year 2018, Quality Management System Lead Auditor Course ISO 9001-2015 and Environmental management system ISO 14001-2015. During this audit, he covers environmental aspect, health and safety, also best practice for estate. Able to speak and understand Bahasa Malaysia and English.

Mohamad Fitri Mustafa (MFM)	Team Member	He was graduated in Bachelor of Science (Agribusiness) from University Putra Malaysia in 2007 and started his career as Agronomist Liaison Officer with fertilizer company in 2008. Later he pursued his career with Tradewind Plantations Sdn Bhd (2012 – 2015) and Felda Agriculture Services Sdn Bhd (2015 – 2016) as an agronomist, before joining Global Gateway Certifications Sdn Bhd as a sustainability auditor. Successfully attended Malaysian Sustainable Oil Palm Plantation (MSPO) training on 26 - 28 February 2018 conducted by SGS Malaysia Sdn Bhd, ISO 9001:2015 Lead Auditor Course (Exemplar Global endorsed) under SGS Malaysian Sdn Bhd in 2018 and Quality Management System Auditor/Lead Auditor Training Course on 23 - 24 April 2018. He has demonstrated the skills of handling and evaluating sources of information and data, as he is involved in various audit schemes. During this audit, he covers environmental aspect, health and safety, also best practice for mill. Able to speak and understand Bahasa Malaysia and English.
Mohd. Nazib bin Hj Marwan (MNM)	Trainee Auditor	He holds Diploma in Mechanical Engineering graduated from Sultan Salahuddin Abdul Aziz Shah in 2007. He has 5 years working experience as DOSH officer and has visited /audited many types of industries including plantation industry. He also has more than 11 years of experiences as auditor for several standards including ISO9001, ISO14001, ISO45001, MSPO and RSPO with previous certification body. During this assessment, he assessed on the legal, management, OSH and competency. He is fluent in Bahasa Malaysia and English languages.

2.2 Accompanying Persons

No.	Name	Role
	Nil	

2.3 Assessment Plan

The Assessment plan was sent to the client prior to the assessment (attached assessment plan).

Date	Time	Subjects	(MNM)	(MRM)	(MFM)	ICT Planned
Wednesday, 08/09/2021	11.00 - 11.30	Communication on document preparation - Audit plan - Any additional Information	√	√	-	Teleconference, Microsoft Team Meeting, Email
Monday, 13/09/2021 Jendarata Estate	9.00 - 9.15	Opening meeting - Opening presentation by audit team leader - Confirmation of assessment scope and finalize audit plan	√	√	-	Teleconference, Microsoft Team Meeting, Email

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Date	Time	Subjects	(MNM)	(MRM)	(MFM)	ICT Planned
	0915 - 1030	Assessment and documentation review on good agricultural practices, legal requirements, OHS, environment, biodiversity and continual improvement		√	-	Teleconference, Microsoft Team Meeting, Email
	1030 - 1040	10-minute break		√	-	
	1040 - 1230	Assessment and documentation review on good agricultural practices, legal requirements, OHS, environment, biodiversity and continual improvement		√	-	Teleconference, Microsoft Team Meeting, Email
	1230 - 1330	Lunch & Break	√	√	-	
	1330 - 1450	Assessment and documentation review on social aspects, legal requirements, employees' welfare and stakeholder management	√		-	Teleconference, Microsoft Team Meeting, Email
	1450 - 1500	10-minute break	√		-	
	1500 - 1700	Assessment and documentation review on social aspects, legal requirements, employees' welfare and stakeholder management	√		-	Teleconference, Microsoft Team Meeting, Email
	1700 - 1730	Interim closing briefing	√	√	-	Teleconference, Microsoft Team Meeting, Email
Tuesday, 14/09/2021 Jendarata POM	0915 - 1030	Assessment and documentation review on mill best practice, legal requirements, OHS, environment and continual improvement		-	√	Teleconference, Microsoft Team Meeting, Email
	1030 - 1040	10-minute break		-	√	
	1040 - 1230	Assessment and documentation review on mill best practice, legal requirements, OHS, environment and continual improvement		-	√	Teleconference, Microsoft Team Meeting, Email
	1230 - 1330	Lunch & Break	√	-	√	
	1330 - 1450	Assessment and documentation review on social aspects, legal requirements, employees' welfare and stakeholder management	√	-		Teleconference, Microsoft Team Meeting, Email
	1450 - 1500	10-minute break	√	-		
	1500 - 1700	Assessment and documentation review on social aspects, legal requirements, employees' welfare and stakeholder management	√	-		Teleconference, Microsoft Team Meeting, Email

Date	Time	Subjects	(MNM)	(MRM)	(MFM)	ICT Planned
	1700 - 1730	Interim closing briefing	√	-	√	Teleconference, Microsoft Team Meeting, Email
Wednesday, 15/09/2021 Seri Pelangi Estate	0915 - 1030	Assessment and documentation review on good agricultural practices, legal requirements, OHS, environment, biodiversity and continual improvement		√		Teleconference, Microsoft Team Meeting, Email
	1030 - 1040	10-minute break		√		
	1040 - 1230	Assessment and documentation review on good agricultural practices, legal requirements, OHS, environment, biodiversity and continual improvement		√	-	Teleconference, Microsoft Team Meeting, Email
	1230 - 1330	Lunch & Break	√	√	-	
	1330 - 1450	Assessment and documentation review on social aspects, legal requirements, employees' welfare and stakeholder management	√		-	Teleconference, Microsoft Team Meeting, Email
	1450 - 1500	10-minute break	√		-	
	1500 - 1600	Assessment and documentation review on social aspects, legal requirements, employees' welfare and stakeholder management	√		-	Teleconference, Microsoft Team Meeting, Email
	1600 - 1630	Assessment team discussion and preparation of closing meeting	√	√	√	Teleconference, Microsoft Team Meeting, Email
	1630 - 1700	Closing meeting	√	√	√	Teleconference, Microsoft Team Meeting, Email

Section 3: Assessment Findings

3.1 Details of audit results

This assessment has been assessed using the following MSPO normative requirements. The assessment details are provided in Appendix A.

- MSPO MS 2530-2:2013 – General Principles for Independent Smallholders
- MSPO MS 2530-3:2013 – General Principles for Oil Palm Plantations and Organized Smallholders
- MSPO MS 2530-4:2013 – General Principles for Palm Oil Mills

3.2 Details of Nonconformities and Opportunity for improvement

The nonconformity is listed below.

During the ASA 3 there were no major (0), no minor (0) nonconformities and two (2) OFIs been raised.

Major / Minor Nonconformities:		
Ref: N/A	Area/Process:	Clause:
	Issue Date:	Due Date:
Requirements:		
Statement of Nonconformity:		
Objective Evidence:		
Corrections:		
Root cause analysis:		
Corrective Actions:		
Assessment Conclusion:		

Opportunity For Improvement		
Ref: 2105176-202109-I1	Area/Process: Jendarata Estate	Clause: Part 3-4.4.5.3
Objective Evidence:	SOCISO contribution for foreign workers which paid by the contractor (Wee Teu Dee) at Jendarata Estate can be appeared/recorded in the contractor workers' payslip since the contribution has been verified as per form 8A. It is to ensure that the workers are aware that they are also covered under SOCISO scheme.	

Opportunity For Improvement		
Ref: 2105176-202109-I2	Area/Process: Jendarata Estate	Clause: Part 3-4.3.2.2

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Objective Evidence:	Information on actual terms of use for the land are available in some land legal ownership documents of Jendarata Estate, however it shall be updated further.
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Noteworthy Positive Comments	
1	Mill continues to maximize the use of renewable energy by using fibre and shell which produced through internal process for boiler biofuel.
2	Good cooperation from the management team in facilitation the assessment.

3.3 Status of Nonconformities Previously Identified and OFI

Major / Minor Nonconformities:		
Ref: N/A	Area/Process:	Clause:
	Issue Date:	Due Date:
Requirements:		
Statement of Nonconformity:		
Objective Evidence:		
Corrections:		
Root cause analysis:		
Corrective Actions:		
Assessment Conclusion:		

Opportunity For Improvement		
Ref: 1953932-202009-I1	Area/Process: Jendarata POM and Supply base	Clause: 4.4.4.2, MS 2530:2013 Part-3
Objective Evidence:	<ul style="list-style-type: none"> - Consistency of the availability of SDS can be improved at store/use of chemical areas. - The information about the effectiveness of the fire drill conducted can be further enhanced by having it documented. - The input for safety risk identification can be further improved by considering also the first aid incident. 	
ASA 3 Verification:	From the verification on SDS record and training record in both estate showed that the SDS was updated and properly recorded, thus OFI was close accordingly.	

Opportunity For Improvement		
Ref: 1953932-202009-I2	Area/Process: Jendarata POM and Supply base	Clause: 4.4.4.2, MS 2530:2013 Part-4
Objective Evidence:	- The number of safety signage at Water Treatment Plant and Boiler Station area can be further improved.	

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	- Emergency procedures were available and conducted the fire drill by yearly basis in order to ensure employee clear with and understood with the existence SOP. The variety of drills can be further improved by considering to include other emergency situations such as accident and chemical spillage drill.
ASA 3 Verification:	From the video provided by operating unit at Water Treatment Plant and Boiler station the safety signage was adequate as per legal requirement and management also already conducted the fire drill and emergency training on 24/5/2021. Thus, OFI was close accordingly.

3.4 Summary of the Nonconformities and Status

CAR Ref.	CLASS	ISSUED	STATUS
1652047-201804-N1	Minor	26/8/2018	Closed on 20/6/2019
1652047-201804-N2	Minor	26/8/2018	Closed on 20/6/2019
1652047-201804-N3	Minor	26/8/2018	Closed on 20/6/2019
1652047-201804-N4	Minor	26/8/2018	Closed on 20/6/2019
1652047-201804-N5	Minor	26/8/2018	Closed on 20/6/2019
1782605-201904-N1	Minor	20/6/2019	Closed on 25/9/2020
1782605-201904-N2	Minor	20/6/2019	Closed on 25/9/2020
1782605-201904-N3	Minor	20/6/2019	Closed on 25/9/2020



3.5 Issues Raised by Stakeholders

IS #	Description
1	<p>Issues: Gender Committee Representatives – They informed that no case of sexual harassment or violence reported during the time of audit. They are aware of their rights. They informed that no discrimination occurred as the management treated all gender equally. Training been conducted accordingly for all women in estate.</p> <p>Management Responses: The management support and ensure the rights of female workers.</p> <p>Audit Team Findings: No further issue.</p>
2	<p>Issues: Workers’ Representatives – They are satisfied with the management as the management has provided free housing facilities to them and well maintained on the buildings. Their wages have achieved Minimum Wage Order 2020 and they will paid according to Employment Act 1955 for any overtime or work done on rest day.</p> <p>Management Responses: The management will ensure that they are complying with law and regulations.</p> <p>Audit Team Findings: No further issue.</p>
3	<p>Issues: Surau Representatives – They are satisfied with the management as the management has keep maintain the Surau condition and also provide good infrastructure to Surau in estate.</p> <p>Management Responses: The management will continue the support</p> <p>Audit Team Findings: No further issue.</p>

Section 4: Assessment Conclusion and Recommendation

Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings

Based on the findings during the assessment United Plantations Berhad-Jendarata POM Certification Unit complies with **MS 2530-3:2013** and **MS 2530-4:2013**. It is recommended that the certification of United Plantations Berhad-Jendarata POM Certification Unit is approved and/or continued.

Acknowledgement of Assessment Findings	Report Prepared by
Name: Lee Kian Wei	Name: Muhamad Naqiuddin Mazeli
Company name: United Plantations Berhad	Company name: BSI Service (M) Sdn Bhd
Title: Manager, Sustainability	Title: Lead Auditor
Signature:  Date: 30/9/2021	Signature:  Date: 30/9/2021

Appendix A: Summary of the findings by Principles and Criteria

MS 2530-3:2013 Malaysian Sustainable Palm Oil (MSPO) Part 3: General Principles for Oil Palm Plantations and Organized Smallholders

Criterion / Indicator		Assessment Findings	Compliance
4.1 Principle 1: Management commitment & responsibility			
Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy			
4.1.1.1	A policy for the implementation of MSPO shall be established. - Major compliance -	United Plantations Berhad has established a MSPO policy committing to implement on sustainability signed by Chief Executive Director, Dato’ Carl Bek-Nielsen, on 29/3/2018.	Complied
4.1.1.2	The policy shall also emphasize commitment to continual improvement. - Major compliance -	The established policy has emphasized on the adherence to the following key principles: i) Management Commitment and Responsibility ii) Transparency iii) Compliance to Legal Requirements iv) Social Responsibility, Health, Safety and Employment Condition v) Environment, Natural Resources, Biodiversity and Ecosystem Services vi) Best Practices vii) Development of New Plantings	Complied
Criterion 4.1.2 – Internal Audit			
4.1.2.1	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement.	Internal audit was planned to be conducted at least once a year to identify the strong and weak points and potential areas for improvements. Internal audit for Jendarata Estate was conducted on 17/03/2021 and 09/05/2021 with total of 12 non-conformances were	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	raised and for Seri Pelangi Estate was conducted on 18/03/2021 with two (2) non-conformances raised.	
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action. - Major compliance -	The Internal Audit procedure (Rev 1, dated 15/02/2019) was established and maintained Audit results were documented in MSPO & RSPO Internal Audit Report. Total of 12 Non-conformances raised for Jendarata Estate and 2 Non-conformances for Seri Pelangi Estate has been effectively closed with root cause and recommendation/corrective actions were identified.	Complied
4.1.2.3	Report shall be made available to the management for their review. - Major compliance -	Internal Audit report are made available for the management verification and it was taken into consideration as part of the management review meeting.	Complied
Criterion 4.1.3 – Management Review			
4.1.3.1	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification. - Major compliance -	Management review for estates was planned to be conducted at least once a year as mentioned in the Internal Audit Procedure (Rev 1, dated 15/02/2019). Management review meeting for Jendarata Estate was conducted on 29/04/2021 and for Seri Pelangi Estate, management review was conducted on 07/04/2021. Agendas discussed and recorded in the meeting minutes were: - Compliance to legal requirements - Business plan Environmental performance - Social impact assessment - Stakeholders consultations outcome - Internal & external audit findings - Continuous improvement plan	Complied

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Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.1.4 – Continual Improvement			
4.1.4.1	The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company. - Major compliance -	Both estates have established and implemented the continual improvement plan. Among the plans at the estates were: - Reduction of pesticides usage - establishment of beneficial plants - installation of barn owl boxes - reduction of water consumption - POME, decanter cake & EFB usage at the estates	Complied
4.1.4.2	The company shall establish a system to improve practices in line with new information and techniques or new industry standards and technology (where applicable) that are available and feasible for adoption. - Major compliance -	Both estates have established and implemented the continual improvement plan. Among the plans at the estates were: - Reduction of pesticides usage - establishment of beneficial plants - installation of barn owl boxes - reduction of water consumption - POME, decanter cake & EFB usage at the estates	Complied
4.1.4.3	An action plan to provide the necessary resources including training, to implement the new techniques or new industry standard or technology (where applicable) shall be established. - Major compliance -	Action plan to provide the necessary resources including training, to implement the new techniques or new industry standard or technology (where applicable) was established in the estates annual budgets and projected business plans.	Complied
4.2 Principle 2: Transparency			
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			

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Criterion / Indicator		Assessment Findings	Compliance
4.2.1.1	<p>The management shall communicate the information requested by the relevant stakeholders in the appropriate languages and forms, except those limited by commercial confidentiality or disclosure that could result in negative environmental or social outcomes.</p> <p>- Major compliance -</p>	<p>United Plantations Berhad had a documented Standard Operation Procedure for both External & Internal Communication. There was also Grievance Redressal procedure which has steps to be followed to solve issues raised by workers/stakeholders.</p> <p>The time frame to provide feedback to the stakeholder is documented to be a maximum of 24 days for internal and 30 days for external complaint. United Plantations Berhad also establish the Stakeholder handbook dated 30/4/2021.</p>	Complied
4.2.1.2	<p>Management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or social outcomes.</p> <p>- Major compliance -</p>	<p>United Plantations Berhad used the group website for disseminating public information. The Sustainability Report and Group Annual report was available in website.</p> <p>Information relating to land titles, safety and health plans, pollution prevention plans, and annual report are available at the estates. In addition to the website, the policies were also displayed at various locations including the main notice boards of the estates' offices and muster ground notice boards for employees and visitors to view. Procedure for complaints and grievances were available through United Plantations Berhad website and medium used was via suggestion box in office or write into United Plantations Berhad head office.</p>	Complied
Criterion 4.2.2 – Transparent method of communication and consultation			
4.2.2.1	<p>Procedures shall be established for consultation and communication with the relevant stakeholders.</p> <p>- Major compliance -</p>	<p>The Standard Operation Procedure documented the process for Procedure for both External & Internal Stakeholders. There is also Grievance Redressal procedure which has steps to be followed to solve issues raised by workers.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.2.2.2	A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit. - Minor compliance -	The officer-in-charge for estate is Mr C. Mohan Das (Jendarata Estate) and Mr. Khor Boon Wah (Seri Pelangi Estate) as per appointment letter dated 29/03/2018 whom are responsible to commit and implement the sustainability concepts outline in RSPO and MSPO P&Cs.	Complied
4.2.2.3	List of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders should be properly maintained. - Major compliance -	Stakeholder’s list for Jendarata Estate including all the internal and external party such as OSHA committee, Gender Committee, Temple Committee, Statutory Bodies, Penghulu & Ketua Kampung, Local Bankers and others as updated in 9/3/2021.	Complied
Criterion 4.2.3 – Traceability			
4.2.3.1	The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s). - Major compliance -	Internal procedure for traceability has been established in the document title standard operating procedures- traceability revision number 01 and latest revision on 15/2/2019. As per mentioned in the procedure, estate will fill up delivery order mentioning field number, date harvest and name of the harvester and mill provided weigh measurement on daily basis.	Complied
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. - Major compliance -	For Jendarata Estate, regular inspection has been conducted for traceability system during the annual internal audit which has been done on 10/5/2021 by HRSS team. As per internal audit report, there is no findings has been raised related to traceability systems. While for Seri Pelangi Estate, internal audit has been done on 18/03/2021 by HRESH team and sighted the report that has been signed by Mr C. Matthews. One findings has been raised related to traceability where the data need to be updated and person that responsible for the issues has been identified. Training for traceability.	Complied

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		Training records for traceability has been conducted by the management and has been verified through the training records on 11/5/2021 with attendance of 5 persons.	
4.2.3.3	The management should identify and assign suitable employees to implement and maintain the traceability system. - Minor compliance -	For Jendarata Estate, sighted that Mr C Mohan Das has been appointed as responsible person for traceability as per appointment letter dated 29/3/2018 signed by Dato' Carl Bek Nielsen, Chief Executive Officer for United Plantations Berhad. Mr C Mohan Das assisted by Mr Nanda, senior assistant manager. While for Seri Pelangi Estate Mr Khor Boon Wah has been appointed as person in charge base on the appointment letter dated 29/3/2018.	Complied
4.2.3.4	Records of sales, delivery or transportation of FFB shall be maintained. - Major compliance -	Sample of weighbridge measurement document for Jendarata Estate has been taken by auditor for 10/3/2021 where total 40 consignment has been received on that date. In the document mentioned the transport number, cage number, weigh and time in. Sample of Seri Pelangi Estate has been taken for 3 months which are March, April and May 2021 and details as per below a. 30 th March 2021/ 10597/13.61mt b. 1 st April 2021/10614/11.23mt c. 4 th May 2021/ 10802/ 12.38mt The document also mentioned all information required such as field number, lorry number and name of driver.	Complied
4.3 Principle 3: Compliance to legal requirements			
Criterion 4.3.1 – Regulatory requirements			

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4.3.1.1	<p>All operations are in compliance with the applicable local, state, national and ratified international laws and regulations.</p> <p>- Major compliance -</p>	<p>The estates under the certification unit continued its commitment to comply with applicable legal requirements. Among the licenses and permits verified were:</p> <p><u>Jendarata Estate</u></p> <ol style="list-style-type: none"> 1. License for electrical installation Pemasangan No: ST(PIP)P/S/PRK/00983-dated establish 22/10/2020 valid until Oct 2021 2. MPOB License- 501550502000 valid until 31/3/2022 3. Fire extinguisher permit valid until 2/11/2021 4. License for diesel (13,500 L) and petrol (13,500L) form KPDNKK (KPDNHEP.TI.600-4/3/95) valid until 29/10/2021 <p><u>Seri Pelangi Estate</u></p> <ol style="list-style-type: none"> 1. Crane license by DOSH PMA11604 valid until 9/12/2021 2. License KPDNHEP.TI.600-4/3/37 valid until 22/7/2024 for Diesel (25,500 L) and Petrol (400Liter) 3. MPOB license 502207202000valid until 31/10/2021 4. Weighbridge calibration been conducted accordingly refer B1671748 dated 13/1/2021 	Complied
4.3.1.2	<p>The management shall list all laws applicable to their operations in a legal requirements register.</p> <p>- Major compliance -</p>	<p>There is evidence that the management of both estates has established list all laws applicable to their operation and can be sighted in the document legal requirement register which has listed all the applicable law to the estate. The list has been divided into 2 categorize which are local regulation (63 regulations) and international law (7 regulations).</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Sample of the legal requirement that has been listed:</p> <ul style="list-style-type: none"> a. Occupational safety and health act 1994 (ACT 514) b. Factory and machinery act 1967 (Act 139) c. Pesticides Act 1974 (Act 149) d. Employee Provident Fund Act 1991 (Act 452) e. United nation Declaration on Human rights 	
4.3.1.3	<p>The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force.</p> <p>- Major compliance -</p>	<p>As per sighted in the legal requirement register, there is evidence that it has been updated regularly which for Jendarata Estate has been updated on 12/5/2021 by Mr Feng Seng Khuen. While for Seri Pelangi Estate, the management has updated the legal register document on 16/3/2021 by Mr Khor Boon Wah.</p> <p>As per review by the auditor, the document has outline compliance status for each regulations and latest amendment. Sample has been taken as per below:</p> <ul style="list-style-type: none"> a. Occupational safety and health act 1994 (ACT 514)- 1/1/2007 b. Factory and machinery act 1967 (Act 139) - 1/1/2007 c. Pesticides Act 1974 (Act 149)- 12/7/2011 d. Employee Provident Fund Act 1991 (Act 452) - 1/1/2007 e. United nation Declaration on Human rights <p>Other than that, the management has another document to track changes in the document tracking changes in law which has listed latest amendment of law in year 2021 and latest update is on extension on Human resource Act 2001 (Act 612) on 15/3/2021.</p>	Complied
4.3.1.4	<p>The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory</p>	<p>For Jendarata Estate, sighted that Mr C Mohan Das has been appointed as responsible person for monitor any changes as per appointment</p>	Complied

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	requirements. - Minor compliance -	letter dated 29/3/2018 signed by Dato' Carl Bek Nielsen, Chief Executive Officer for United Plantations Berhad. Mr C Mohan Das assisted by Mr Nanda, senior assistant manager. While for Seri Pelangi Estate Mr Khor Boon Wah has been appointed as person in charge base on the appointment letter dated 29/3/2018.																									
Criterion 4.3.2 – Lands use rights																											
4.3.2.1	The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users. - Major compliance -	UP is having the legal land titles and there is no evidence that the oil palm cultivation activities diminish land use rights of other users. Sampling as per below: <u>Jendarata Estate</u> <table border="1"> <thead> <tr> <th>Lot No</th> <th>Ha</th> <th>Land of used</th> </tr> </thead> <tbody> <tr> <td>1188</td> <td>0.7993</td> <td>Agriculture</td> </tr> <tr> <td>1189</td> <td>0.8498</td> <td>Nil</td> </tr> <tr> <td>1190</td> <td>1.1356</td> <td>Agriculture</td> </tr> <tr> <td>1193</td> <td>1.0218</td> <td>Orchard</td> </tr> </tbody> </table> <u>Seri Pelangi Estate</u> <table border="1"> <thead> <tr> <th>Lot No</th> <th>Ha</th> <th>Land of used</th> </tr> </thead> <tbody> <tr> <td>7272</td> <td>508.6</td> <td>For oil palm</td> </tr> <tr> <td>7274</td> <td>506.9</td> <td>For oil palm</td> </tr> </tbody> </table>	Lot No	Ha	Land of used	1188	0.7993	Agriculture	1189	0.8498	Nil	1190	1.1356	Agriculture	1193	1.0218	Orchard	Lot No	Ha	Land of used	7272	508.6	For oil palm	7274	506.9	For oil palm	Complied
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4.3.2.2	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land. - Major compliance -	The management ensures that their oil palm cultivation activities do not diminish the land use rights of other users by having the land titles in place. E.g. at Jendarata Estate, there were 74 land titles all together with a total area of 6,347.83 Ha. The estates have planted the lands with oil palm which is in line with the conditions stipulated in the land titles.	OFI																								

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Criterion / Indicator		Assessment Findings	Compliance
		Estate management already send the letter for change the land of used and latest followed up dated 14/9/2021, thus OFI been raised regarding this issue under 4.3.2.2.	
4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - Major compliance -	<p>Total 25 boundary stone has been established in Jendarata Estate which has been summarised in document title GPS coordinates of 25 points along Jendarata Estate Boundary. Sample has been taken by the auditor for 3 boundary stone. Details as per below:</p> <ul style="list-style-type: none"> a. P21 LAT 3' 52'32N 100'58'3"E b. P22 LAT 3'53"2 N 100'57'22" E c. P24 LAT 3'54'21" N 100'56"37" E <p>As per verification done by auditor base on photo that has been provided, the boundary stone has been clearly demarcated and visibly maintained by the management.</p> <p>For Seri Pelangi Estate, as per list that has been provided, total 25 boundary stones has been identified and demarcated along the estate perimeter. As per photo provided, there is evidence that the boundary stone has been clearly demarcated and properly maintained. Details of boundary stone sample as per below</p> <ul style="list-style-type: none"> a. P8 LAT 3.58.53N, LONG 101.10.27E b. P18 LAT 3.59.18N, LONG 101.12.28E c. P10 LAT 3.59.5N LONG 101.11.21E 	Complied
4.3.2.4	Where there are, or have been, disputes, documented proof of legal acquisition of land title and fair compensation that have been or are being made to previous owners and occupants; shall be made available and that these should have been accepted with free prior informed consent (FPIC).	In order to deal with future arising land dispute (if any), the Standard Operating Procedure for Land Dispute Settlement as per Free Prior & Informed Consent (FPIC) – RSPO Principles is documented the process in handling land dispute settlement. There was a dispute case lodged on April 2016 where the claimant claimed that Seri Pelangi Estate	Complied

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	- Minor compliance -	management has encroached into his TOL rent land at field 7, 18 and 21 for about 6 acres. Meetings between the management and the claimants were conducted and records of meeting were available. Land survey was carried out by the claimant and the result showed that the land is belong to TOL and United Plantations Berhad has applied from TNB for the said land on 12/03/2020. Seri Pelangi Estate Manager has sent a letter on 12/05/2020 to the claimant on the status of the said land and the claimant agreed with the result of survey with the replied letter on 18/05/2020. Thus, the case is resolved.	
Criterion 4.3.3 – Customary rights			
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. - Major compliance -	The estate lands are legally owned by the company. As per record stakeholder meeting with the surrounding communities and stakeholders confirm no disputes record.	Not Applicable
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should made available. - Minor compliance -	The estate lands are legally owned by the company. As per record stakeholder meeting with the surrounding communities and stakeholders confirm no disputes record.	Not Applicable
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. - Major compliance -	The estate lands are legally owned by the company. As per record stakeholder meeting with the surrounding communities and stakeholders confirm no disputes record.	Not Applicable
4.4 Principle 4: Social responsibility, health, safety and employment condition			
Criterion 4.4.1: Social Impact Assessment (SIA)			

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Criterion / Indicator		Assessment Findings	Compliance
4.4.1.1	<p>Social impact should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.</p> <p>- Minor compliance -</p>	<p>Social Impact Assessment was reviewed on 30/03/2021 for Jendarata Estate and for Seri Pelangi Estate, it was reviewed on 13/08/2021. Issues reviewed such as:</p> <ol style="list-style-type: none"> 1. Access and Use Rights 2. Economics Livelihoods and Working Conditions 3. Subsistence Activities/Amenities 4. Human Rights 5. Cultural and Religious Activities 6. Medical & Health Facilities 7. Education Facilities 8. Operational Activities 9. Replanting 10. Weeding and P&D Management 11. Pruning 12. Circle Sanitation (Racking) 13. Empty Fruit Bunch Mulching 14. Water Management 15. Roads, Path and Railways 16. Manuring Immature and Mature Oil Palms 17. Harvesting and Collections 18. Mill Drain and Connecting to Estate 19. Composting Pit 20. Linesite Water Discharge 	Complied

Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.4.2: Complaints and grievances			
4.4.2.1	A system for dealing with complaints and grievances shall be established and documented. - Major compliance -	United Plantations Berhad had a documented Standard Operation Procedure for both External & Internal Communication. There is also Grievance Redressal procedure/flow chart which has steps to be followed to solve issues raised by workers.	Complied
4.4.2.2	The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties. - Major compliance -	United Plantations Berhad had a documented Standard Operation Procedure for both External & Internal Communication. There is also Grievance Redressal procedure/flow chart which has steps to be followed to solve issues raised by workers.	Complied
4.4.2.3	A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint. - Minor compliance -	The established system was to resolve dispute in an effective, timely and appropriate manner, which was accepted by all parties. The time frame to provide feedback to the complainant/stakeholder is documented to be a maximum of 24 days for internal and 30 days for external complaint. Verified the Registry of Complaints book recording all the feedback and request from stakeholders, together with its completion date. Nonetheless, ever since the last assessment, there were no complaints lodged other than for maintenance and house repairs made by workers.	Complied
4.4.2.4	Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time. - Minor compliance -	The complaints and feedback has been communicated to all stakeholders through the stakeholder's meeting conducted by the management.	Complied
4.4.2.5	Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request. - Major compliance -	Sighted the record for complaints and feedbacks available since 2019 in Enquiry Register Book/Records. Most complaint was from internal stakeholder due to housing complaint. No record of external complaint for year 2020.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.4.3: Commitment to contribute to local sustainable development			
4.4.3.1	<p>Growers should contribute to local development in consultation with the local communities.</p> <p>- Minor compliance -</p>	<p>Among the notable contributions given by the estates since the last audit was:</p> <ul style="list-style-type: none"> • Providing facilities such as sport field, water supply, community hall, tents for school’s various events • Supplying manpower to a school for trimming of trees, repair of piping & building, etc. • Another sampling was United Plantations Berhad given scholarship to workers son or daughter, sighted record 24/3/2021. 	Complied
Criterion 4.4.4: Employees safety and health			
4.4.4.1	<p>An occupational safety and health policy and plan shall be documented, effectively communicated and implemented.</p> <p>- Major compliance -</p>	<p>Occupational safety and health policy have been established by the management by of United Plantations Berhad on 8/3/2021 that has been signed by Dato' Carl Bek Nielsen, Chief Executive Officer of United Plantations Berhad. Mentioned in the policy that the management is committed to secure the safety and health of all our employees at work by adhering applicable law, continuous efforts to accident prevention by conducting risk assessment, to provide training and to phase out class 1A, 1B, and Paraquat chemical.</p> <p>The policy has been established in multi-lingual version (English, Bahasa Malaysia, Bengali, Hindi and Nepal).</p> <p>OSH plan has been established and documented in the document title OSH Yearly planner 2021. Total 24 activities has been listed for throughout the year and each has been activities has been remarks either monthly or yearly. Sample of activities that has been listed are</p>	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<p>accident date update, workplace inspection, sprayer medical examination and fire drill training.</p> <p>For Jendarata Estate, verification has been made by the auditor on the implementation of the plan and there is evidence that plan has been monitored through the document tentative training program which highlighted date of the plan has been done. For example, SOPS and HIRARC training for loader has been done on 17/2/2021, OSH meeting has been conducted on 19/3/2021 and fire drill has been done 30/4/2021.</p> <p>While for Seri Pelangi Estate, socialization on the policy has been conducted in 26/5/2021. There is also evidence of OSH plan that has been verified such as HIRARC and SOP training for cages loading on 5/5/2021, training for workshop and chemical spillage and training for trunk injection on 11/5/2021.</p>	
4.4.4.2	<p>The occupational safety and health plan shall cover the following:</p> <ul style="list-style-type: none"> a) A safety and health policy, which is communicated and implemented. b) The risks of all operations shall be assessed and documented. c) An awareness and training programme which includes the following requirements for employees exposed to pesticides: <ul style="list-style-type: none"> i. all employees involved shall be adequately trained on safe working practices ii. all precautions attached to products shall be properly observed and applied 	<p><u>Jendarata Estate</u></p> <ul style="list-style-type: none"> a) Chemical hazard risk assessment has been done on 20/10/2019 by Mr Cin Woei Shin (HQ/14/ASS/00/345) report number CHRA 1019/013/UP and assessment has been done for 96 chemicals base on the activities such as sprayer and store attended. Addendum CHRA has been done on 4/3/2021 by Ms Hemalatha Tamil Selvan DOSH registration HQ/13/ASS/00/316 for additional 22 chemicals. b) There is also evidence that hazard risk assessment has been done and has been documented in document title Hazard identification, risk assessment and risk control (HIRARC). Sample has been taken 	Complied

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<p>d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC).</p> <p>e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000.</p> <p>f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust must have knowledge and access to latest national regulations and collective agreements.</p> <p>g) The management shall conduct regular two-way communication with their employees where issues affecting their business such as employee's health, safety and welfare are discussed openly. Records from such meeting are kept and the concerns of the employees and any remedial actions taken are recorded.</p> <p>h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</p> <p>i) Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p>- Major compliance -</p>	<p>for 3 different activities which are harvesting (19/4/2019), loading (revised 19/4/2019) and FFB transport.</p> <p>c) Awareness and training programme for employees that has been exposed to pesticides has been document in the OSH plan has been established and documented in the document title OSH Yearly planner 2021 and there is evidence that the programme has been implemented base on training records that has been provided. Details of training as per below:</p> <ul style="list-style-type: none"> • SOP and HIRARC training on spraying manual on 26/1/ 2021. • SOP and HIRARC training spraying mechanised on 26-27/1/2021 • SOP and HIRARC training for chemical premixing/chemical spillage 10/2/2021. <p>d) There is evidence that employees has been provided with PPE according to the HIRARC that has been done. Sample has been taken for some workers with different job scope and PPE issuance has been document individually in the document title personal protective equipment records.</p> <p>e) SOPs for chemical handling and storage has been documented in the document title standard operating procedure chemical mixing that has been established as guidance for both estate in handling chemical.</p> <p>f) There is evidence that the management of Jendarata Estate has appointed person that responsible for safety and health base on the appointment letter that has been provided to the auditor. As per document, chairman, secretary, 8 employer representative, 8 employee representative, 2 gender committee representative, 4 foreign workers representative and 2 contractors representative</p>	

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		<p>has been appointed and has been signed by Mr C Mohan Das, the group manager.</p> <p>g) There is evidence that regular OSH meeting has been conducted by the management and in line with the local regulations. Latest meeting that has been conducted is on 19th March 2021 and 16/6/2021 which has been attended by both employer and employee representative. Issues that has been discussed during the meeting such as accident happen, revision of risk assessment and workplace inspection.</p> <p>h) Accident and emergency procedure have been documented and outline in the flowchart where the accident has been categorized into 3 different category which are near miss cases, minor and major. Other than that, the management also has established different procedure for emergency response plan for flood, fire and chemical spillage. Emergency response team has been established for Jendarata Estate which has been coordinate by Mr C Moha Das. 4 different team has been established which are support team, patrol team, team 1 and team 2.</p> <p>i) First aid training has been done on 15/3/2020. Total 22 first aider has been appointed which basically the mandore for each operation. Base on verification from photos that has been provided, there is evidence that 1st aid has been properly maintained by the management.</p> <p>j) Total 7 accidents has happen in year 2021 which has been recorded in safety performance details of accident and only 1 accident is recorded more than 4 lost days. The accident has been report under JKKP 6 form happen on 21/1/2021 for workers name Sellapandiyan Sundarraj while doing upkeep for railway track.</p>	

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	<p><u>Seri Pelangi Estate</u></p> <p>a) There are 3 chemical hazard risk assessment that has been done which is for year 2017, 2019 and 2021. For year 2017, CHRA has been done on 19/7/2017 by Mr Ridzwan Hussain and for year 2019, it has been done on 16/7/2019 by Mr Chin Tuck Peng. Chemical hazard risk assessment for 2021 has been done by Hemalatha Tamil Selva DOSH registration number HQ/13/ASS/00/316 on 3/3/2021 which total 32 chemicals has been assessed. As per verification by the auditor base on the chemical register, total 68 chemical has been listed and there is evidence that all chemical has been assessed. Other than that, there is evidence that risk assessment has been done for all the activities and has been documented in HIRARC document. Sample has been taken for 2 activities which are spraying that has been revised on 15/5/2021 and trunk injection revised on 29/7/2020.</p> <p>b) Awareness and training programme for employees that has been exposed to pesticides has been document in the OSH plan has been established and documented in the document title OSH Yearly planner 2021 and there is evidence that the programme has been implemented base on training records that has been provided. Details of training as HIRARC and SOP training for cages loading on 5/5/2021, training for workshop and chemical spillage and training for trunk injection on 11/5/2021.</p> <p>c) There is evidence that employees has been provided with PPE according to the HIRARC that has been done and has been verified base on the photo provided. Sample has been taken for some workers for spraying, trunk injection and cage loading. PPE</p>	

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	<p>issuance has been document individually in the document title personal protective equipment records.</p> <p>d) SOPs for chemical handling and storage has been documented in the document title standard operating procedure chemical mixing that has been established as guidance for both estate in handling chemical.</p> <p>e) There is evidence that the management has appointed persons responsible for OSH base on the OSH organisation chart that has been chaired by Mr Khoon Boon Wah and Mr Rama Devan K.R Kannan as secretary. The OSH committee consist of 5 representatives from employer and 9 employee representative. There is also evidence of appointment letter that has been signed by the chairman dated 1/12/2020.</p> <p>f) Seri Pelangi Estate also has conducted regular meeting to discuss issues related to safety and health and there is evidence base on the minutes meeting that has been provided. Latest meeting has been done on 15/6/2021 and 11/3/2021 with attendance both employer and employee representative. Issues that has been discussed during the meeting are HIRARC update, medical examination for the worker, safety status for the estate, Personal protective equipment, OSH training and others.</p> <p>g) Accident and emergency procedure has been documented and outline in the flowchart where the accident has been categorize into 3 different category which are near miss cases, minor and major. Other than that, the management also has established different procedure for emergency response plan for flood, fire and chemical spillage.</p>	

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		<p>h) First aid list has been documented and 15 1st aid has been listed including name of the persons in charge. There is also evidence that training for 1st aid has been done by the management.</p> <p>i) JKPP 6 and JKPP 8 has been recorded and maintained as mechanism to records any accident happen. Base on JKPP 8 that has been submitted for year 2020on 30/1/2021, total 2 accidents has happen in year 2020 with accident happen rate 15.27, frequency rate at 6.28 and severity rate at 621.48. There is evidence that JKPP 6 has been submitted for accident that happen on 6/8/2020 and 22/7/2020.</p>	
Criterion 4.4.5: Employment conditions			
4.4.5.1	<p>The management shall establish policy on good social practices regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and effectively communicated to the employees.</p> <p>- Major compliance -</p>	<p>The United Plantations Berhad management has established Human Rights Policy which was approved by the Chief Executive Officer (Dato' Carl Bek-Nielsen) on 09/03/2020. The policy was adequately implemented by estates management. The policy was communicated to the workers through training/briefing and displayed on notice board.</p>	Complied
4.4.5.2	<p>The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.</p> <p>- Major compliance -</p>	<p>The United Plantations Berhad management had established the Human Rights Policy where the commitments included the management will ensure all personnel are treated fairly and protected from any form of discrimination that would constitute a violation of human rights.</p> <p>Guest Workers Policy also established and approved by Chief Executive Officer (Dato' Carl Bek-Nielsen) on 17/08/2020 where the commitments included prohibited any forms of discrimination in recruitment, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age,</p>	Complied

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		<p>disability, gender, marital status, sexual orientation union membership or political affiliation.</p> <p>The Policy is available in local languages (Bahasa Malaysia), English, Tamil, Telegu and Hindi which can be understood by workers and displayed at the estates notice boards. Based on the interviews with workers, they have no experienced of any form of discrimination so far and based on employment records, the policy had been implemented and maintained.</p>	
4.4.5.3	<p>Management shall ensure that employees’ pay and conditions meet legal or industry minimum standards and as per agreed Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage.</p> <p>- Major compliance -</p>	<p>All the workers are under direct employment. The pay slip has the information about basic income, allowance pay, working days, medical leave, overtime, attendance on rest/public holiday and deduction of salary and others as per employment contract. The payroll for the following sampled were verified to be consistent with the Minimum Wages Order 2020 and employment conditions.</p> <p>There was no records or complaint observed during the interview with workers. All the sampled workers for direct employment and contract workers were achieved the minimum wage accordance to Minimum Wage Order 2020 which achieved RM1,200/month or RM46.15/day.</p> <p>SOCSCO contributions for contractor foreign workers which is paid by the contractor (Wee Teu Dee) could be recorded in the contractor workers’ payslip prepared by the Jendarata Estate. The SOCSCO contribution/payment was verified as per form 8A, and it is to ensure all contractors foreign workers are aware that they are covered under SOCSCO scheme.</p> <p>Thus, an opportunity for improvement was raised.</p>	OFI

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4.4.5.4	<p>Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee.</p> <p>- Minor compliance -</p>	<p>Jendarata Estate hires a few contractors to supply labour. Although the workers are belonged to the contractors, the estate makes the wage payment directly to the workers in accordance to the employment contract agreed between the contractor and his employee. Verification of the sampled pay slips showed that the payments were made appropriately.</p>	Complied
4.4.5.5	<p>The management shall establish records that provide an accurate account of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment.</p> <p>- Major compliance -</p>	<p>The management has maintained lists of employees that recorded the full names, gender, and date of birth, date of entry, wage and period of employment.</p> <p>The records in the check-roll form there is monthly overtime report for each worker and other information available in employee register kept in individual file and in the master list.</p>	Complied
4.4.5.6	<p>All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract is available for each and every employee indicated in the employment records.</p> <p>- Major compliance -</p>	<p>The employment contract is available and signed by both employee and employer. All the sampled employment contracts and appointment letters were signed by the employees.</p>	Complied
4.4.5.7	<p>The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.</p> <p>- Major compliance -</p>	<p>The estates are using the daily check roll system to records the accurate working hours and overtime and recorded in Month To date Workers Earnings Report.</p>	Complied
4.4.5.8	<p>The working hours and breaks of each individual employee as indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed and shall always be compensated at the rate applicable and shall meet the applicable legal requirement.</p>	<p>Time recording at the estates was implemented through recording of check-roll book. The records were updated on daily basis and attendance of workers was monitored regularly through field supervision from morning muster until the working time is over.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.4.5.9	<p>Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.</p> <p>- Major compliance -</p>	<p>Verification of payslips showed that the wages and overtime were in line with legal requirements of Employment Act 1955 and worker's employment contract.</p> <p>Pay slips clearly showed the basic pay, number of days worked or total output, any allowable deductions and net amount.</p> <p>Any overtime, holiday pay, working on rest days or Sundays or Holidays, when applicable, are also shown on the pay slips.</p>	Complied
4.4.5.10	<p>Other forms of social benefits should be offered by the employer to employees, their families or the community such as incentives for good work performance, bonus payment, professional development, medical care and health provisions.</p> <p>- Minor compliance -</p>	<p>The employees are offered with incentives on output, provided training, access to medical care and other benefits such as free housing, free water supply and electricity supply or reasonable subsidy for water bill and electricity bill given to each worker. Also offered free education facilities, free childcare and medical services to foreign workers and dependents of local workers.</p>	Complied
4.4.5.11	<p>In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation.</p> <p>- Major compliance -</p>	<p>Jendarata POM was noted to be adhering to 'The Workers' Minimum Standard of Housing and Amenities Act 1990 (Act 446)' by providing adequate amenities to their local and foreign workers as well the estate has provided adequate housing, water supplies, medical, educational and public amenities.</p> <p>Workers are provided with free living quarters constructed of permanent materials that have living rooms, bedrooms, kitchen and toilets. All the houses are supplied with treated water and electricity. The workers are provided with medical, education and public amenities.</p> <p>Living quarters has obtained approval from JTK. Line-site inspection was conducted on weekly basis by EHA/VMO.</p>	Complied

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		Jendarata Estate - Weekly linesite inspection recorded in the logbook by Senior Hospital Assistant (S. Soor Narayanan)	
4.4.5.12	The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace. - Major compliance -	Gender Policy signed by Dato' Carl Bek-Nielsen, dated 24/04/2015 mentioned that the company endeavour to prevent sexual harassment and all other forms of violence against women and workers in the workplace or in the course of an employee's work. Awareness was created through various method such as training and briefing. Sexual Harassment Investigation Guide and Organisational Chart of Gender Committee Divisional Year-2021 was established. Gender Committee meeting was conducted on 18/08/2020 and 12/04/2021.	Complied
4.4.5.13	The management shall respect the right of all employees to form or join trade union and allow workers own representative(s) to facilitate collective bargaining in accordance with applicable laws and regulations. Employees shall be given the freedom to join a trade union relevant to the industry or to organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions. - Major compliance -	Based on interview with workers, there are no evidence received that there is restriction from the company to allow workers to join trade union. The workers have their freedom to join any trade union. Jendarata Estate (NUPW Subscription) Division 1 (Checkroll Workers) for July 2021 shown 23 employees and Tractor Pool (Checkroll Workers) July 2021 shown 4 workers were subscribed NUPW insurances which each workers paid RM8.00 and estates paid another RM3.00 for each employees.	Complied
4.4.5.14	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children is acceptable on family farms, under adult supervision, and when not interfering with their education programmes. Children shall not expose to hazardous working conditions. - Major compliance -	Human Rights Policy dated 09/03/2020 approved by Chief Executive Officer (Dato' Carl Bek-Nielsen) is available and maintained. The published statements of policy which Children and young persons shall not be employed or exploited or will not tolerate the use of child or forced labour, slavery or human trafficking. The minimum age shall comply with local state and national legislation including United Nation Convention on the Rights of the Child which define child is anyone who is less than 18 years old, was noted to be	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<p>available and widely displayed in Bahasa Malaysia, English, Tamil, Hindi and Bengali languages.</p> <p>There was no evidence of any child labour being used at the estates. Based on the list of workers and employment records in all estates confirmed that this has been complied.</p>	
Criterion 4.4.6: Training and competency			
4.4.6.1	<p>All employees, contractors and relevant smallholders are appropriately trained. A training programme (appropriate to the scale of the organization) that includes regular assessment of training needs and documentation, including records of training shall be kept.</p> <p>- Major compliance -</p>	<p>There is evidence that employees and contractors for both estates has been properly trained which has been verified through training records and remote interview that has been done. Sample of training that has been done is SOPs and HIRARC training for workers according to operation, policy briefing, HCV awareness training, IPM and 1st aid training.</p> <p>There is evidence that training needs assessment has been done for each job scope and has been updated on annual basis.</p>	Complied
4.4.6.2	<p>Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description.</p> <p>- Major compliance -</p>	<p>There is evidence that training needs assessment has been done for each job scope and has been updated on annual basis. Sighted the training need analysis in the document title tentative training program 2021.</p>	Complied
4.4.6.3	<p>A continuous training programme should be planned and implemented to ensure that all employees are well trained in their job function and responsibility, in accordance to the documented training procedure.</p> <p>- Minor compliance -</p>	<p>Training programme has been updated on annual basis and has been verified base on the document title tentative training program. There is evidence that the training program has been properly implemented and according to plan.</p>	Complied

Criterion / Indicator	Assessment Findings	Compliance	
4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Criterion 4.5.1: Environmental Management Plan			
4.5.1.1	<p>An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.</p> <p>- Major compliance -</p>	<p>Environmental policy has been established by United Plantations Berhad. The document title Environment and biodiversity policy dated 8/3/2021 and has been signed by chief executive director, Dato' Carl Bek Nielsen. Mentioned in the policy that the management is committed to sustainable development, actively reducing GHG, promoting conservation and development, and conducting operation under best principle of agriculture. Communication on the policy has been done by the management to employee and contractor through training that has been done on 18/2/2021.</p>	Complied
4.5.1.2	<p>The environmental management plan shall cover the following:</p> <p>a) An environmental policy and objectives;</p> <p>b) The aspects and impacts analysis of all operations.</p> <p>- Major compliance -</p>	<p>Environmental management plan has been documented in environmental impact assessment which has been done base on the operations in the estates. The risk that has been identified has been classified into 3 categories which are low, medium and high. For each risk that has been identified, action plan has been established by the management.</p>	Complied
4.5.1.3	<p>An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.</p> <p>- Major compliance -</p>	<p>Improvement plan has been documented in the same document with environmental impact assessment (EIA) where action plan to mitigate negative impact and to promote positives impact.</p>	Complied
4.5.1.4	<p>A programme to promote the positive impacts should be included in the continual improvement plan.</p> <p>- Minor compliance -</p>	<p>The management for both estates has included program to promote positive impact in the environmental management plan such recycling and conservation of endangered species. There is evidence that socialization has been done to all the workers.</p>	Complied

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4.5.1.5	An awareness and training programme shall be established and implemented to ensure that all employees understand the policy and objectives of the environmental management and improvement plans and are working towards achieving the objectives. - Major compliance -	Training programme for environment has been updated on annual basis and has been verified base on the document title tentative training program. There is evidence that the training program has been properly implemented and according to plan.	Complied
4.5.1.6	Management shall organize regular meetings with employees where their concerns about environmental quality are discussed. - Major compliance -	Environmental meeting has been conducted on 19/7/2019 which has been attended by the top management United Plantations Berhad. There is an evidence base on the minutes meeting has been provided. Sighted agenda of the meeting discussed on the schedule waste management, buffer zone, solid waste etc.	Complied
Criterion 4.5.2: Efficiency of energy use and use of renewable energy			
4.5.2.1	Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within an appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity and energy efficiency in the operations over the base period. - Major compliance -	For Jendarata Estate, there is evidence that non-renewable energy has been recorded and closely monitored and trend of usage has been monitored since 2017. There is significance decrease for petrol, lubricants and diesel usage compare 2019 with 2020. Total 79,954liter diesel, 9243 litre lubricant and 182,475 has been used in year 2020. For Seri Pelangi Estate, the usage of petrol, diesel and lubricant has been closely monitored for 5 years and has been documented in the document comparative statistics on fuel and lubricant usage. As at August 2021, total 3,487L petrol, 44,597L diesel and 2014L of Rimula has been used and still lower from previous year. As per conversation, baseline has been set up comparing to previous year usage.	Complied
4.5.2.2	The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This	Estimation of diesel, lubricant and petrol usage has been estimated until year 2025 and has been documented in the continuous improvement year 2016 until 2025. Details of estimation as per below:	Complied

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	shall include fuel use by contractors, including all transport and machinery operations. - Major compliance -	<p>Diesel</p> <p>2022- 270,000 litre</p> <p>2023- 275,000 litre</p> <p>2024- 260,000 litre</p> <p>Petrol</p> <p>2021- 81,000 litre</p> <p>2022- 81,500 litre</p> <p>2023- 81,500 litre</p> <p>Lubricant</p> <p>2022- 12,000litre</p> <p>2023- 12,500 litre</p> <p>2024- 10,600 litre</p>	
4.5.2.3	The use of renewable energy should be applied where possible. - Minor compliance -	No renewable energy been applied in estate.	Not Applicable
Criterion 4.5.3: Waste management and disposal			
4.5.3.1	All waste products and sources of pollution shall be identified and documented. - Major compliance -	<p>Identification of waste and source of pollution for Jendarata Estate has been documented in the document title flow chart of waste disposal 2021. Waste has been categorized in 3 category which are clinic waste, domestic waste and workshop waste.</p> <p>While for Seri Pelangi Estate, it has been documented in the document title types of waste products and method of disposal. Base on the</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		document, the management has list down types of waste, sources, method of disposal and waste manager.	
4.5.3.2	<p>A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:</p> <ul style="list-style-type: none"> a) Identifying and monitoring sources of waste and pollution b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products <p>- Major compliance -</p>	<p>Management plan has been documented in the document flow chart of waste disposal 2021. For clinical waste, waste will be handled by waste manager and disposed through the licensed contractor. For domestic waste will be disposed at the rubbish pit where segregation of waste will be made for recycling waste and non-recycling. For workshop waste, waste will be segregate by code and disposed through licensed contractor.</p> <p>Inventory of schedule waste for Jendarata Estate has been maintained by the management and submitted to e-swiss which sample has been taken for August 2021.</p> <p>Details of inventory as per below:</p> <ul style="list-style-type: none"> a. SW 305- 2.28mt b. SW 410- 0.0750mt c. SW 409- 0.04mt <p>While for Seri Pelangi Estate, there is evidence that inventory for schedule waste has been maintained, sampled has been taken for June 2021 where total 0.004mt SW 410, 0.001mt of SW 409 and 0.0470mt of SW 305 has been generated. There is also evidence that schedule waste has been disposed according to local regulation where latest disposal for code SW404 has been disposed through Edgenta Mediserve Sdn Bhd.</p>	Complied
4.5.3.3	The management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal.	Standard operating procedure for schedule waste handling has been documented in the document title standard operating procedure-schedule waste management issued date 9/4/2021 which has outline schedule waste handling, storage and disposal.	Complied

Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.5.3.4	<p>Empty pesticide containers shall be punctured and disposed in an environmentally and socially responsible way, such that there is no risk of contamination of water sources or to human health. The disposal instructions on manufacturer’s labels should be adhered to. Reference should be made to the national programme on recycling of used HDPE pesticide containers.</p> <p>- Major compliance -</p>	<p>The management has established internal procedure for triple rinsed highlighted the objective, standard and procedure. As per mentioned, empty chemical container will be triple rinsed and reused for premix.</p> <p>For Jendarata Estate, excessive empty chemical will be sold to the contractor. There is evidence base on the receipt that has been provided to the auditor.</p> <p>Jendarata Estate</p> <p>a) 22/7/2021, transaction number 65515, 930kgs b) 21/7/2021, transaction number 65499, 390kgs c) 19/7/2021, transaction number 65455, 610kgs</p> <p>While for Seri Pelangi Estate, empty chemical container has been disposed as schedule waste under SW 409. Latest disposal is on 19/3/2021 total 0.001mt.</p>	Complied
4.5.3.5	<p>Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.</p> <p>- Minor compliance -</p>	<p>Domestic wastes from the linesites were buried in a designated landfill in the oil palm estates. Based on SOP, no toxic wastes such as spent lubricants, empty chemical containers, used lab chemical, etc. were permitted to be disposed in the rubbish pit. The location of the landfill was also far from residential area and water ways based on the estate map provided. The weekly domestic waste disposal records were available and verified for all estates.</p>	Complied
Criterion 4.5.4: Reduction of pollution and emission			

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4.5.4.1	An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid wastes and effluent. - Major compliance -	The estate conducted assessment on all polluting activities during aspects and impacts analysis and documented in the Environmental Risk Assessment. The analysis was reviewed on annually basis.	Complied
4.5.4.2	An action plan to reduce identified significant pollutants and emissions shall be established and implemented. - Major compliance -	The estate has established the action plan to reduce significant pollutants and emissions and documented in the Environmental Action Plan and in Waste Management – Continuous improvement.	Complied
Criterion 4.5.5: Natural water resources			
4.5.5.1	The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include: a. Assessment of water usage and sources of supply. b. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate’s current activities. c. Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.). d. Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate.	<u>Jendarata Estate</u> The management has established water management map has identified natural water resources that flow through the estate area which are Sungai Bernam Estate which only flowing at the boundary of the estate. Water management plan has been established in the document title water management plan. Mentioned in the management plan that the management of estates need to ensure that water pump house, pipes, tanks, valves in good condition. To conduct periodic monitoring for untreated and treated water and to ensure adequate capacity of river/reservoir and to monitor water usage in line site. Total 11 samples has been taken for water analysis for period 10/10/2020 until 12/12/2020. As per results provided, only one sample has been classified as class IV which sample at field 64, Watergate Jendarata Estate. As per discussion, investigation has been done by research department and the outcome shows that the incompliance of the quality is not from the estate activity.	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p>e. Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</p> <p>f. Where bore well is being use for water supply, the level of the ground water table should be measured at least annually.</p> <p>- Major compliance -</p>	<p><u>Seri Pelangi Estate</u></p> <p>Water management plan has been established by the management and has been documented title water management plan which 3 keys area has been highlighted that area peat area, water for consumption and domestic waste water.</p> <p>In the management plan has mentioned action plan that need to be done during the raining season and dry season.</p> <p>There is river that flowing through Seri Pelangi Estate and hence there is no riparian zone has been established. There is only one river (Sg Sungkai) hat flow at the boundary of the estate. However, there is canal name Bengang Canal which Sentang trees has been planted beside the canal.</p> <p>Water analysis has been done for river and sample collection from 4/11/2020 until 14/11/2020 which total 12 samples has been collected. Base on all samples that has been tested, all has been classified as class III which is average and required extensive treatment required and for livestock drinking.</p> <p>Monitoring of water used has been done and has been recorded in the document domestic water footprint (monthly data in 2021) and as per record average cubic meter used for year 2021 is 0.21 and the highest used is in June 202 at 0.36.</p>	
<p>4.5.5.2 No construction of bunds, weirs and dams across main rivers or waterways passing through an estate.</p> <p>- Minor compliance -</p>	<p>As per verification, there is no river that flowing through both estates. For Jendarata Estate, Sungai Bernam and Sungkai Estate for Seri Pelangi Estate which flows at the boundary of the estate.</p>	<p>Complied</p>

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Criterion / Indicator		Assessment Findings	Compliance
4.5.5.3	Water harvesting practices should be implemented (e.g. water from road-side drains can be directed and stored in conservation terraces and various natural receptacles). - Minor compliance -	Water harvesting has been practiced for roadside drain where sandbag weir has been established to collect the water that flow in the roadside drain.	Complied
Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value			
4.5.6.1	Information shall be collated that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors). This information should cover: a) Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities. b) Conservation status (<i>e.g.</i> The International Union on Conservation of Nature and Natural Resources (IUCN) status on legal protection, population status and habitat requirements of rare, threatened, or endangered species), that could be significantly affected by the grower(s) activities. - Major compliance -	Environmental policy has been established by United Plantations Berhad. In the document title Environment and biodiversity policy dated 8 th March 2021 and has been signed by chief executive director, Dato' Carl Bek Nielsen. United Plantations Berhad has conducted HCV assessment. The high biodiversity value was documented in the HCV assessment report dated 4/1/2008 by Wild Asia. 128 Birds, 11 mammals, 6 reptiles and 20 dragonflies were identified based on the latest HCV report. Within the bird fauna, a total of 4 globally endangered species were recorded such as Malaysian Blue Flycatcher, Long-tailed Parakeet, Rhinoceros Hornbills and Black Hornbills. The established management plan has been incorporated the Self-Assessment-List of HCVs Identified (HCV Monitoring) updated annually by both estates.	Complied
4.5.6.2	If rare, threatened or endangered species or high biodiversity value, are present, appropriate measures for management planning and operations should include: a) Ensuring that any legal requirements relating to the protection of the species are met. b) Discouraging any illegal or inappropriate hunting, fishing or collecting activities; and developing responsible measures to resolve human-wildlife conflicts.	According to the HCV report, there are no RTE species (according to IUCN classification) sighted at the operating units. The estate continuously conducted awareness training to ensure the employee aware regarding the Environment and Biodiversity Policy. The estate conducted HCV Study Report Self-Assessment on annually basis. The estate maintains and record the Wildlife Monitoring Records as part of monitoring mechanism. As per interview with the management, the management discouraging any illegal hunting and fishing and evidence base on signboard photo that has been provided.	Complied

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	- Major compliance -		
4.5.6.3	A management plan to comply with Indicator 1 shall be established and effectively implemented, if required. - Major compliance -	All operating units have developed Management Plan for the HCV and conservation area to protect from any encroachment. Habitat protection includes prevention of disturbance by workers through awareness campaigns and regular patrols of the area. The estates have installed signboards at prominent areas to prohibit hunting, disturbance of protected areas and the lighting of fires.	Complied
Criterion 4.5.7: Zero burning practices			
4.5.7.1	Use of fire for waste disposal and for preparing land for oil palm cultivation or replanting shall be avoided except in specific situations, as identified in regional best practice. - Major compliance -	Environmental policy has been established by United Plantations Berhad. In the document title Environment and biodiversity policy dated 8/3/2021 and has been signed by chief executive director, Dato' Carl Bek Nielsen. Mentioned in the policy that the management is committed to sustainable development, zero burning, actively reducing GHG, promoting conservation and development, and conducting operation under best principle of agriculture. Communication on the policy has been done by the management to employee and contractor through training that has been done on 18/2/2021. As per mentioned in the replanting procedure, mentioned that all palms need to be felled, chipped, and shredded. There is evidence base on the photo that has been provided for replanting 2021 for both estates, that all palms have been felled, chipped, and shredded and comply with the SOPs.	Complied
4.5.7.2	A special approval from the relevant authorities shall be sought in areas where the previous crop is highly diseased and where there is a significant risk of disease spread or continuation into the next crop.	Not applicable since there is no area that has been identified with highly diseased.	Not Applicable

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	- Major compliance -		
4.5.7.3	Where controlled burning is allowed, it shall be carried out as prescribed by the Environmental Quality (Declared Activities) (Open Burning) Order 2003 or other applicable laws. - Major compliance -	There is no controlled burning has been practices as per environmental policy that has been established United Plantations Berhad. in the document title Environment and biodiversity policy dated 8 th March 2021 and has been signed by chief executive director, Dato' Carl Bek Nielsen. Mentioned in the policy that the management is committed to sustainable development, zero burning, actively reducing GHG, promoting conservation and development, and conducting operation under best principle of agriculture. Communication on the policy has been done by the management to employee and contractor through training that has been done on 18/2/2021.	Not Applicable
4.5.7.4	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched. - Minor compliance -	As per mentioned in the replanting procedure, mentioned that all palms need to be felled, chipped, and shredded. There is evidence base on the photo that has been provided for replanting 2021 for both estates, that all palms have been felled, chipped, and shredded and comply with the SOPs.	Complied
4.6 Principle 6: Best Practices			
Criterion 4.6.1: Site Management			
4.6.1.1	Standard operating procedures shall be appropriately documented and consistently implemented and monitored. - Major compliance -	Standard operating procedure for estates has been documented and summary has been documented in the document title standard operating procedure directory. The SOPs has been classified into 3 category which A for standard operations procedure and safe operation procedure B for system for tracking any changes in law and C for triple rinsing empty chemical container.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Sample of SOPs that has been established as per below:</p> <ul style="list-style-type: none"> a. Nursery b. Replanting c. Chemical handling d. Triple rinsed e. Schedule waste disposal f. Upkeep mature/ immature oil palm. <p>As per conversation, monitoring on the implementation of the SOPs has been done base on the workplace inspection that has been done every 3 months, annual MSPO internal audit and agronomist visit.</p> <p>For Jendarata Estate, the annual internal audit which has been done on 10/5/2021 by HRSS team</p> <p>For Seri Pelangi Estate, internal audit has been done on 18/3/2021 by HRESH team and sighted the report that has been signed by Mr C. Matthews.</p> <p>Agronomist visit has been done on 27/7/2021 by research controller, Dr Vijiandran.</p>	
4.6.1.2	<p>Where oil palm is grown within permitted levels on sloping land, appropriate soil conservation measures shall be implemented to prevent both soil erosion as well as siltation of drains and waterways. Measures shall be put in place to prevent contamination of surface and groundwater through runoff of either soil, nutrients or chemicals.</p> <p>- Major compliance -</p>	<p>Base on topographic maps that has been provided to the auditor, there is no hilly area has been identified for both estates. For Jendarata Estate, all area is flat area while for Seri Pelangi Estate, there is small portion of undulating area.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.6.1.3	A visual identification or reference system shall be established for each field. - Major compliance -	Sample of visual identification for blocking systems has been taken by the auditor and base on photo provided there is evidence that both estate management has established sufficient blocking system for each field.	Complied
Criterion 4.6.2: Economic and financial viability plan			
4.6.2.1	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning. - Major compliance -	For Jendarata Estate, Business management plan for 3 years has been documented crop budget until 2024. In the document has mentioned to estimate hectarage, total estimate produce, estimate CPO and palm kernel. Mentioned in the document cost of production per tonne 2022 -2024 total cost for upkeep and cultivation, harvesting, manufacturing, kernel extraction in cost per tonne FFB produce. While for Seri Pelangi Estate, it has been documented in the document revenue expenditure summary from 2022 until 2024. In the document mentioned estimated tonnage, estimate FFB, cost of maintenance, and cost of harvesting and total expenditure.	Complied
4.6.2.2	Where applicable, an annual replanting programme shall be established. Long term replanting programme should be established and review annually, where applicable every 3-5 years. - Major compliance -	Replanting program for Jendarata Estate has been established since 2020 until 2024. Details of the program as per below: 2020- 592.32Ha 2021- 318.94Ha 2022-93.80 Ha 2023 107.60Ha 2024- 97.50 Ha	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>While for Seri Pelangi Estate, replanting program has been documented in the replanting map title replanting programme 2018-2026. Details as per below</p> <p>2021- 204 Ha 2022- 320Ha 2025- 269 Ha 2026- 215 Ha</p>	
4.6.2.3	<p>The business or management plan may contain:</p> <p>a) Attention to quality of planting materials and FFB b) Crop projection: site yield potential, age profile, FFB yield trends c) Cost of production: cost per tonne of FFB d) Price forecast e) Financial indicators: cost benefit, discounted cash flow, return on investment</p> <p>- Major compliance -</p>	<p>For Jendarata Estate, business management plan for 3 years has been documented crop budget until 2024. In the document has mentioned to estimate hectarage, total estimate produce, estimate CPO and palm kernel.</p> <p>Mentioned in the document cost of production per tonne 2022 -2024 total cost for upkeep and cultivation, harvesting, manufacturing, kernel extraction in cost per tonne FFB produce.</p> <p>While for Seri Pelangi Estate, it has been documented in the document revenue expenditure summary from 2022 until 2024. In the document mentioned estimated tonnage, estimate FFB, cost of maintenance, and cost of harvesting and total expenditure.</p>	Complied
4.6.2.4	<p>The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.</p> <p>- Major compliance -</p>	<p>Business management plan will be monitor on annual basis which will be discuss through the management review. For Jendarata Estate, latest management review has been done on 29/4/2021. Sighted the management has discuss mechanism to improve the yield and qualify of FFB. Action plan that has been established are to reduce harvesting interval, maintain ideal labour ration, supplementary manuring program and to review low/high yielding field.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		While for Seri Pelangi Estate, management review has been done on 7/4/2021 with attendance of 10 persons.	
Criterion 4.6.3: Transparent and fair price dealing			
4.6.3.1	Pricing mechanisms for the products and other services shall be documented and effectively implemented. - Major compliance -	Generally, the pricing mechanism is guided by United Plantations Berhad Tender Policy and Procedures, dated 20/10/2012. Based on verification of contract awards and interview with contractors, the implementation of the tender procedure is satisfactorily demonstrated.	Complied
4.6.3.2	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner. - Major compliance -	Verification of contract agreement, records of payment and interview with contractors showed that contracts was fair, legal and transparent and agreed payments were made in timely manner. Sampling as per SV Thambi (MOA No: 13612) for transportation FFB dated 1/1/2021. In Jendarata Estate sampling on Chin Lang Contractor Sdn Bhd (MOA dated 1/5/2021) and record payment dated 3/9/2021 for August work. The record was available in estate for review.	Complied
Criterion 4.6.4: Contractor			
4.6.4.1	Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information. - Major compliance -	Both estates have made their contractors understand the MSPO requirements mainly through trainings and meeting. Records of training and meeting were available for verification. The training was done by management on 3/7/2021 during contractor meeting attended by 10 person.	Complied
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	All the engaged contractors such as transporters and labour supply were provided with agreed contracts. Verification of the contracts and records of payment showed that the implementation of the stipulated conditions of the contract was effective.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.6.4.3	The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required. - Minor compliance -	The requirement of accepting MSPO accredited auditors to audit against the contractors was mentioned in the addendum of the contract agreement Clause 9.	Complied
4.6.4.4	The management shall be responsible for the observance of the control points applicable to the tasks performed by the contractor, by checking and signing the assessment of the contractor for each task and season contracted. - Major compliance -	All works performed at the estates are checked and verified by the management before any payment is approved. The records of performance evaluation were made available for verification.	Complied
4.7 Principle 7: Development of new planting			
Criterion 4.7.5: Planting on steep terrain, marginal and fragile soils			
4.7.5.1	Extensive planting on steep terrain, marginal and fragile soils shall be avoided unless permitted by local, state and national laws. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.5.2	Where planting on fragile and marginal soils is proposed, plans shall be developed and implemented to protect them and to minimize adverse impacts (e.g. hydrological) or significantly increased risks (e.g. fire risk) in areas outside the plantation. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.5.3	Marginal and fragile soils, including excessive gradients and peat soils, shall be identified prior to conversion. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
Criterion 4.7.6: Customary land			

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Criterion / Indicator		Assessment Findings	Compliance
4.7.6.1	No new plantings are established on recognised customary land without the owners’ free, prior and informed consent, dealt with through a documented system that enables indigenous peoples, local communities and other stakeholders to express their views through their own representative institutions. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.6.2	Where new plantings on recognised customary lands are acceptable, management plans and operations should maintain sacred sites. - Minor compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.6.3	Where recognized customary or legally owned lands have been taken-over, the documentary proof of the transfer of rights and of payment or provision of agreed compensation shall be made available. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.6.4	The owner of recognised customary land shall be compensated for any agreed land acquisitions and relinquishment of rights, subject to their free prior informed consent and negotiated agreement. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.6.5	Identification and assessment of legal and recognised customary rights shall be documented. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.6.6	A system for identifying people entitled to compensation and for calculating and distributing fair compensation shall be established and implemented.	Not applicable because no new development in both estate.	Not Applicable

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.7.6.7	The process and outcome of any compensation claims shall be documented and made publicly available. - Major compliance -	Not applicable because no new development in both estate.	Not Applicable
4.7.6.8	Communities that have lost access and rights to land for plantation expansion should be given opportunities to benefit from the plantation development. - Minor compliance -	Not applicable because no new development in both estate.	Not Applicable

MS 2530-4:2013 Malaysian Sustainable Palm Oil (MSPO) Part 4: General Principles for Palm Oil Mills

Criterion / Indicator		Assessment Findings	Compliance
4.1 Principle 1: Management commitment & responsibility			
Criterion 4.1.1 – Malaysian Sustainable Palm Oil (MSPO) Policy			
4.1.1.1	Policy for the implementation of MSPO shall be established. - Major compliance -	United Plantations Berhad has established a MSPO policy committing to implement on sustainability signed by Chief Executive Director, Dato’ Carl Bek-Nielsen, on 29/3/2018.	Complied
4.1.1.2	The policy shall also emphasize on the commitment to continual improvement with the objective of improving the milling operation. - Major compliance -	The established policy has emphasized on the adherence to the following key principles, Management Commitment and responsibility. Transparency Compliance to Legal Requirements Social Responsibility, Health, Safety and Employment Condition Environment, Natural Resources, Biodiversity and Ecosystem Services, Best Practices and also Development of New Plantings.	Complied
Criterion 4.1.2 – Internal Audit			
4.1.2.1	Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement. - Major compliance -	Internal audit was planned and conducted as per the documented Internal audit procedure, rev: 1 dated 15/2/2019. Internal audit was scheduled to be conducted in March for both visited estates. The actual was conducted on schedule at both estates in March 2021 by auditors from HRESH Dept.	Complied
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action. - Major compliance -	The Internal audit procedure as mentioned in 4.1.2.1. Audit results of both audits (estates & mill) were documented under internal audit summary. There were several finding from internal audit. All of the NCRs have been satisfactorily closed. Closure of NCRs were verified by HRESH	Complied

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Criterion / Indicator		Assessment Findings	Compliance								
		Department team. Identification of root cause was satisfactorily demonstrated in order to come up with effective corrective actions.									
4.1.2.3	Reports shall be made available to the management for their review. - Major compliance -	Internal Audit report was available for verification and it was taken into consideration as part of the management review meeting agendas.	Complied								
Criterion 4.1.3 – Management Review											
4.1.3.1	The management shall periodically review the continuous suitability, adequacy and effectiveness of the requirements for effective implementation of MSPO and decide on any changes, improvement and modification. - Major compliance -	The last management review was conducted on 17/5/2021. The management review had included internal and external sustainable palm oil audit results review and all pertinent agenda as per standard requirements. The status of the correction and preventive actions are being discuss and reviewed. The meeting was chaired by Mill Manager and the minutes of the meeting and review presentation was sighted.	Complied								
Criterion 4.1.4 – Continual Improvement											
4.1.4.1	The action plan for continual improvement shall be based on a consideration of the main social and environmental impact and opportunities for the company. - Major compliance -	<p>The group developed continual improvement plan with attention given based on the environment and social assessment. Sighted some of the action plan as follow:</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Action Plan</th> </tr> </thead> <tbody> <tr> <td>Domestic water consumption</td> <td>Continuous monitoring and create awareness program on water saving.</td> </tr> <tr> <td>Water usage in mill</td> <td>Improve water consumption efficiency. Target baseline at 1.7 litres per Mt FFB.</td> </tr> <tr> <td>Accommodation in compliance with</td> <td>Upgrading of old housing complex in phases and build new house in line with residential concept to ease congestion.</td> </tr> </tbody> </table>	Item	Action Plan	Domestic water consumption	Continuous monitoring and create awareness program on water saving.	Water usage in mill	Improve water consumption efficiency. Target baseline at 1.7 litres per Mt FFB.	Accommodation in compliance with	Upgrading of old housing complex in phases and build new house in line with residential concept to ease congestion.	Complied
Item	Action Plan										
Domestic water consumption	Continuous monitoring and create awareness program on water saving.										
Water usage in mill	Improve water consumption efficiency. Target baseline at 1.7 litres per Mt FFB.										
Accommodation in compliance with	Upgrading of old housing complex in phases and build new house in line with residential concept to ease congestion.										

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Criterion / Indicator		Assessment Findings		Compliance
		Work condition – check-roll and contract	Timely salary, pays lips, adequate PPE’s and training	
		Inter relationship between different nationalities.	Educate to respect each other. Home away from home festivals.	
		Manipulation of recording	Daily counter checking by mill and estate staff. Annual check by weights and measure department. No entry to unauthorized personnel.	
4.1.4.2	The company should establish a system to improve practices in line with new information and techniques; and for disseminating this information throughout the workforce. - Major compliance -	Annual training program as well as training needs analysis were made available to the audit team. New techniques or information will be integrated with the annual training program whenever necessary.		Complied
4.2 Principle 2: Transparency				
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements				
4.2.1.1	The management shall communicate adequate information to other stakeholder on environmental, social and legal issues relevant to sustainable practices in the relevant languages and forms. - Major compliance -	United Plantations Berhad had a documented Standard Operation Procedure for both External & Internal Communication. There was also Grievance Redressal procedure which has steps to be followed to solve issues raised by workers/stakeholders. Latest meeting with stakeholder was on August 2020. For year 2021, no meeting been conducted due to COVID-19 issue.		Complied
4.2.1.2	The management documents shall be publicly available, except where this is prevented by commercial confidentiality or where disclosure of information would result in negative environmental or	United Plantations Berhad used the group website for disseminating public information. The Sustainability Report and Group Annual report was available in website. Information relating to land titles,		Complied

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Criterion / Indicator		Assessment Findings	Compliance
	social outcomes. - Major compliance -	safety and health plans, pollution prevention plans, and annual report are available at the estates. In addition to the website, the policies were also displayed at various locations including the main notice boards of the estates' offices and muster ground notice boards for employees and visitors to view. Procedure for complaints and grievances were available through United Plantations Berhad website and medium used was via suggestion box in office or write in to United Plantations Berhad head office.	
Criterion 4.2.2 – Transparent method of communication and consultation			
4.2.2.1	Procedures shall be established for consultation and communication with the relevant stakeholders. - Major compliance -	United Plantations Berhad had a documented Standard Operation for consultation and communication for both External & Internal Communication. There is also Grievance Redressal procedure/flow chart which has steps to be followed to solve issues raised by workers.	Complied
4.2.2.2	The management shall nominate management officials at the operating unit responsible for issues related to <i>indicator 1</i> . - Minor compliance -	The officer-in-charge for Mill was the Group Engineer Mr P. Rajasegaran. As per appointment letter dated 13/2/2019, he was responsible to commit and implement the sustainability concepts outline in RSPO, MSPO P&Cs and supply chain.	Complied
4.2.2.3	A list of stakeholders, records of all consultation and communication and records of action taken in response to input from stakeholders shall be properly maintained. - Major compliance -	Stakeholder's list for Jendarata POM including all the internal and external party such as Committees of Hospital Teluk Intan, NUPW, OSHA, Temple, Mosque, Guest Workers Welfare and School Headmasters, Bank, NGOs and Government Agencies and others as updated on 8/4/2021.	Complied
Criterion 4.2.3 – Traceability			

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Criterion / Indicator		Assessment Findings	Compliance
4.2.3.1	<p>The management shall commit itself to implement and maintain the requirements for the traceability and shall establish a standard operation procedure for traceability.</p> <p>- Major compliance -</p>	<p>The company has established two traceability procedures SOP - Traceability dated on 15/02/2019 and SOP for MSPO Supply Chain Model: Segregation dated on 15/02/2019. The objective of this procedure is to outlines the traceability system in the oil palm plantations.</p> <p>For the sales of MSPO certified CPO and PK, the Commodities Department shall ensure the transaction documents for MSPO certified products contains the minimum information as follows:</p> <ul style="list-style-type: none"> a. The name and address of the seller/buyer b. Products identifications including the supply chain models. c. The quantity of the products delivered d. The loading delivery date e. Related transportation documentation with a unique identification number. f. MSPO certificate number g. MSPO certificate validity 	Complied
4.2.3.2	<p>The management shall conduct regular inspections on compliance with the established traceability system.</p> <p>- Major compliance -</p>	<p>HRSS team conducted the inspection on compliance with the established traceability system, as per guided in the SOP – Traceability.</p> <p>Records for daily and monthly inspection were made available to the audit team to verify.</p>	Complied
4.2.3.3	<p>The management shall identified and assign suitable employees to implement and maintain traceability system.</p> <p>- Minor compliance -</p>	<p>The company had appointed the Director of Engineering, Downstream as the officer-in-charge for RSPO and MSPO principles and criteria at the operating units. The appointment was made on 13/02/2019, endorsed by the company’s chief operating officer.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.2.3.4	Records of storage, sales, delivery or transportation of crude palm oil and palm kernel shall be maintained. - Major compliance -	Records of CPO and PK deliver to the buyer were well kept and maintained. Records of delivery were made available and sighted.	Complied
4.3 Principle 3: Compliance to legal requirements			
Criterion 4.3.1 – Regulatory requirements			
4.3.1.1	All operations shall be in compliance with applicable local, state, national and ratified international laws and regulations. - Major compliance -	Verified Summary of Permits & License for Year 2021 and sighted listed all permit and license related to the DOSH, Suruhanjaya Tenaga, MPOB etc. and sighted all permit are still valid until year 2022 such as:- MPOB License (508108-704000) valid until 31/3/2022, Poison license (006120) valid until 31/12/2021 License from MBTI for Establisymen Makanan (140/LPK/K/Minyak) valid until 31/12/2021. License KPDNHEP.Ti.600.4/3/96 valid until 17/1/2023 for Diesel (19600L) and Petrol (10800L).	Complied
4.3.1.2	The management shall list all relevant laws related to their operations in a legal requirements register. - Major compliance -	The group manager HRSS will monitor the adequacy of legal compliances and prior disseminate it to all operation units. The list is fully covered the requirements that related to MSPO compliance. These documents include information on laws, enforcement bodies, main requirement, environmental aspect, standards and compliances status. Among the list are: a. Occupational Safety and Health Act 1994 b. Factory and Machinery Act 1967 c. Electrical Supply Act 1990 (Amended 2015)	Complied

Criterion / Indicator		Assessment Findings	Compliance
		d. Fire Services Act 1988 e. Code of Practice for Safe Working in A Confined Space, 2001	
4.3.1.3	The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force. - Major compliance -	The group manager Human Resources & Safety as and when will monitor, review and update the readiness of required legal records.	Complied
4.3.1.4	The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements. - Minor compliance -	According to SOP on Tracking of Changes in Law, the Company Secretary and Group Manager Human Resources & ESH will monitor any changes in laws pertaining to the company and its operations through the following agencies/bodies.	Complied
Criterion 4.3.2 – Lands use rights			
4.3.2.1	The management shall ensure that their oil palm milling activities do not diminish the land use rights of other users. - Major compliance -	United Plantations Berhad is having the legal land titles and there is no evidence that the oil palm milling activities diminish land use rights of other users.	Complied
4.3.2.2	The management shall provide documents showing legal ownership or lease, history of land tenure and the actual legal use of the land. - Major compliance -	Jendarata Mill is located within Jendarata Estate under the land title number No. HSD 15113 (416.5559 Ha). The ownership is under United Plantations Bhd. The usage of land is for Commodity Crop-Oil Palm. No changes from previous report.	Complied
4.3.2.3	Legal parameter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - Major compliance -	Due to the ongoing COVID-19 Pandemic, onsite assessment was unable to be conducted and a remote assessment audit was conducted instead. Nevertheless, based on the photo evidence provided, it was noticeable that the mill boundary was clearly demarcated by fences along its boundary. The mill does not have its own land title and sits on the land title of Estate, which is under the same parent company.	Complied

Criterion / Indicator		Assessment Findings	Compliance
4.3.2.4	Where there are, or haven been disputes, documented proof of legal acquisition of land and fair compensation that have been or are being made to previous owners and occupants; shall made available and that these should have been accepted with free prior informed consent (FPIC). - Minor compliance -	There is not land dispute recorded. This verified as per stakeholder meeting record and complaint/ grievances record.	Complied
Criterion 4.3.3 – Customary rights			
4.3.3.1	Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced. - Major compliance -	NA. There was no land encumbered by customary rights.	Not Applicable
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights shall be made available. - Minor compliance -	NA. There was no land encumbered by customary rights.	Not Applicable
4.3.3.3	Negotiation and FPIC shall be recorded and copies of the relevant agreements should be made available. - Major compliance -	NA. There was no land encumbered by customary rights.	Not Applicable
4.4 Principle 4: Social responsibility, health, safety and employment condition			
Criterion 4.4.1: Social Impact Assessment (SIA)			
4.4.1.1	Social impacts should be identified and plans should be implemented to mitigate the negative impacts and promote the positive ones. - Minor compliance -	The Social Risk Assessment (SRAOM) and Review Plan-Social Risk Assessment (SRA) 2018 was conducted for Jendarata POM & Estate internally and annually by the Internal Management involving all stakeholders. The latest review such as conflict with stakeholder	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		review on 10/8/2020 and Non-conformance on land review on 21/4/2021.	
Criterion 4.4.2: Complaints and grievances			
4.4.2.1	A system for dealing with complaints and grievances shall be established and documented. - Major compliance -	United Plantations Berhad had a documented Standard Operation Procedure for both External & Internal Communication. There is also Grievance Redressal procedure/flow chart which has steps to be followed to solve issues raised by workers. The training on Grievances was been given during Policy training dated 3/4/2021.	Complied
4.4.2.2	The system shall be able to resolve dispute in an effective, timely and appropriate manner, which is accepted by all parties. - Major compliance -	United Plantations Berhad had a documented Standard Operation Procedure for both External & Internal Communication. There is also Grievance Redressal procedure/flow chart which has steps to be followed to solve issues raised by workers.	Complied
4.4.2.3	A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints. - Minor compliance -	The established system was to resolve dispute in an effective, timely and appropriate manner, which was accepted by all parties. The time frame to provide feedback to the complainant/stakeholder is documented to be a maximum of 24 days for internal and 30 days for external complaint. Verified the Registry of Complaints book recording all the feedback and request from stakeholders, together with its completion date. Nonetheless, ever since the last assessment, the were no complaints lodged other than for maintenance and house repairs made by workers.	Complied
4.4.2.4	Employees and surrounding communities should be made aware of its existence and that complaints or suggestions may be made at any time. - Minor compliance -	Training conducted with workers and evaluation available to confirm their understanding of the complaint and grievance process. There is no grievance recorded for the pass 2 year. Only request for maintenance housing are made by workers.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.4.2.5	Complaints and solutions within the past 24 months shall be documented and be made available to affected stakeholders upon request. - Major compliance -	Records of complaints for the past 24 months were still well maintained and available for verification.	Complied
Criterion 4.4.3: Commitment to contribute to local sustainable development			
4.4.3.1	Palm oil miller should contribute to local development in consultation with the local communities. Where the mill is an integral part of plantation, such contribution to local community development may be regarded as a joint effort by the mill and the plantation. - Minor compliance -	Among the notable contributions given by the estates and mill since the last audit were: <ul style="list-style-type: none"> • Providing facilities such as sport field, water supply, community hall, tents for school's various events. • Supplying manpower to a school for trimming of trees, repair of piping & building, etc. • Another sampling was United Plantations Berhad given scholarship to workers son or daughter, sighted record 24/3/2021. 	Complied
Criterion 4.4.4: Employees safety and health			
4.4.4.1	An occupational safety and health policy and plan which is in line with Occupational Safety and Health Act 1994 and Factories and Machinery Act 1967 (Act 139) shall be documented, effectively communicated and implemented. - Major compliance -	The group has developed Occupational Safety & Health Policy, endorsed by the Chief Executive Director on 08/03/2021. The policy was translated in to several language to ensure comprehensive understanding among the employees. The group also established annual OSH training program which cover 24 different types of training and briefing. Several trainings were conducted to the workers such as: <ol style="list-style-type: none"> a. Safe usage of personal protective equipment training, 03/04/2021. 	Complied

Criterion / Indicator		Assessment Findings	Compliance
		<ul style="list-style-type: none"> b. Basic understanding of SDS training, 23/2/2021. c. Chemical & oil spillage training, 11/05/2021. d. Fire drill training, 24/05/2021. e. HIRARC training, 13/08/2021. 	
4.4.4.2	<p>The occupational safety and health plan should cover the following:</p> <ul style="list-style-type: none"> a) A safety and health policy, which is communicated and implemented. b) The risk of all operations shall be assessed and documented. c) An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill: <ul style="list-style-type: none"> i. All employees involved are adequately trained on safe working practices; ii. All precautions attached to products should be properly observed and applied; d) The management shall provide the appropriate PPE at the place of work to cover all potentially hazardous operations as identified in the risk assessment and control such as Hazard Identification, Risk Assessment and Risk Control (HIRARC). e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000. f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust 	<ul style="list-style-type: none"> a. Safety & health policy has been briefed to the workers through series of training and briefing conducted by the mill management. Some of the records captured as explained under indicator 4.4.4.1. b. Adequate HIRARC being assessed and documented. Risk assessment was conducted through HIRARC based on the severity and the likelihood. HIRARC is consist of hazard identification (type of work activity & effect), risk assessment (existing risk control, likelihood, severity & risk), and risk control (recommended control measures & PIC appointed are staffs or executives). c. Verified the training conducted for the employees exposed to the chemicals as below: <ul style="list-style-type: none"> i. Safe usage of personal protective equipment training, 03/04/2021 ii. Basic understanding of SDS training, 23/02/2021 iii. Chemical & oil spillage training, 11/05/2021. d. PPE issuance records for employees were reviewed and verified. Besides, the management also conducted PPE inspection on weekly basis to ensure the employees take a good care of their belonging. e. The group has established SOP for chemical handling, incorporated under Occupational Safety & Health Manual, 	Complied

Criterion / Indicator	Assessment Findings	Compliance
<p>shall have knowledge and access to latest national regulations and collective agreements.</p> <p>g) The management shall conduct regular two-way communication with their employees where issues that affect their business such as those related to employees' safety, health and welfare are discussed openly. Records from such meeting shall be kept and the concerns of employees and any remedial actions taken shall be recorded.</p> <p>h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</p> <p>i) Employees trained in First Aid shall be present at all mill operations. First Aid equipment should be available at each worksite.</p> <p>j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p>- Major compliance -</p>	<p>approved by Mr. Ho Dua Tiam – Senior Executive Director dated on 20/02/2008. "Chapter IV – Safe Operating Procedure, Section 5 – Transporting, Receiving, Handling, Storage and Disposal of Chemical. The objective of this manual is to ensure a safe and healthy receiving, handling, storage and disposal of chemical.</p> <p>f. The company has appointed the Group Engineer dated on 14/01/2013 as the person in charge for the safety and health.</p> <p>g. OSH committee meeting was conducted as per guided in the OSH Act 1994 (Act 514), P.U.(A) 616/1996, Part IV – Meetings of Safety & Health Committee, Section 21 (1). Meeting minutes were made available to the audit team and reviewed. Meetings were conducted on 17/06/2021 (second meeting) and 22/03/2021 (first meeting).</p> <p>h. Emergency responses plan was established and made available to the audit team. The objective of this plan was to localise the emergency within the site and if possible, to eliminate it. Emergency response for fire, flood and chemical spillage were sighted and reviewed. Interview with the employees confirmed that they can demonstrate basic understanding regarding on the ERP. Noted that the fire drill training was conducted on 23/02/2021.</p> <p>i. First aid training was conducted by the mill management to the person in charge (all station) and supervisor on 20/08/2021. List of the first aid box items were available and verified. The mill management has appointed 14 persons in charge to cover 7 stations inside the mill compound.</p>	

Criterion / Indicator		Assessment Findings	Compliance
		j. JKPP 6 and 8 records were made available to the audit team. The mill has submitted the report to the DOSH on 18/01/2021. The management recorded 15 accidents for year 2020. Sample of internal investigation report for Mr. Asogan Muniandy was made available and verified.	
Criterion 4.4.5: Employment conditions			
4.4.5.1	The management shall establish a policy on good social practice regarding human rights in respect of industrial harmony. The policy shall be signed by the top management and communicated to the employees. - Major compliance -	Jendarata POM implemented their Human Rights Policy, signed by Dato' Carl Bek-Nielsen on 9/3/2020. The management is treated the workers with respect and dignity. Awareness of the Policy was given to the workers through training and briefing. The policy was also displayed on notice board.	Complied
4.4.5.2	The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics. - Major compliance -	The management is committed to treat all employees fairly in terms of recruitment, progression, terms and conditions of work and representation regardless of race, caste, nationality, gender, sexual orientation, union membership, political view, religion and/or age. Interview with the workers with different nationalities showed that no evidence of discrimination. They were treated equally and no bias on job offered. No Consultation with the external stakeholders has been made during this audit due to COVID-19 issue, however based on complaint and grievances record no issue raised during previous until to date.	Complied
4.4.5.3	Management shall ensure that employees' pay and conditions meet legal or industry minimum standards as per Collective Agreements. The living wage should be sufficient to meet basic needs and provide some discretionary income based on minimum wage. - Major compliance -	All the workers are under direct employment. The pay slip has the information about basic income, allowance pay, working days, medical leave, overtime, attendance on rest/public holiday and deduction of salary and others as per employment contract. The payroll for the following sampled workers for Jan 2021, June 2021	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		and August 2021 were verified to be consistent with the Minimum Wages Order 2020 and employment conditions: Employee No.: 30511, 30373, 30546, 30428, 30152, 20026 There was no records or complaint observed during the interview with workers. All the sampled workers for direct employment and contract workers were achieved the minimum wage accordance to Minimum Wage Order 2020.	
4.4.5.4	Management should ensure employees of contractors are paid based on legal or industry minimum standards according to the employment contract agreed between the contractor and his employee. - Minor compliance -	There are a few contractors engaged by the mill to deliver mechanical and civil works on occasional basis. The mill is ensuring their workers were paid in accordance to industry minimum standards by obtaining pay slips including the evidence of SOCSO employer's contribution. Based on samples of pay slips, the employees of the contractors were found to be paid accordingly.	Complied
4.4.5.5	The management shall establish records that provide an accurate overview of all employees (including seasonal workers and subcontracted workers on the premises). The records should contain full names, gender, date of birth, date of entry, a job description, wage and the period of employment. - Major compliance -	There is a list of workers where information such as date of birth, date joined, gender, type of works and others that available at each operating unit.	Complied
4.4.5.6	All employees shall be provided with fair contracts that have been signed by both employee and employer. A copy of employment contract shall be made available for each and every employee indicated in the employment records. - Major compliance -	The following contracts has been verified to confirm that workers have binding working agreement with the company i.e. workers # 30511, 30373, 30546, 30428, 30152 and 20026.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.4.5.7	The management shall establish a time recording system that makes working hours and overtime transparent for both the employees and employers. - Major compliance -	There is thumb print system & face recognition for Jendarata POM to records the accurate working hours and overtime and recorded in Jendarata TMS Master Report. The terms of employment are as per MAPA/NUPW.	Complied
4.4.5.8	The working hours and breaks of the individual worker indicated in the time records shall comply with legal regulations and collective agreements. Overtime shall be mutually agreed upon and shall meet the legal requirements applicable. - Major compliance -	There is thumb print system for Jendarata POM to records the accurate working hours and overtime and recorded in Jendarata TMS Master Report. Overtime assigned was based on mutual agreement between the employee and employer. In case the worker is on leave or absent, it is recorded in the same system.	Complied
4.4.5.9	Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements. - Major compliance -	Verification of payslips showed that the wages and overtime were in line with legal requirements of Employment Act 1955 and worker's employment contract.	Complied
4.4.5.10	Other forms of social benefits should be offered by the employer to employees, their families or community such as incentives for good work performance, bonus payment, support of professional development, medical care provisions and improvement of social surroundings. - Minor compliance -	Among the social benefits provided to employees were clinic & medical facilities, shift allowance, food allowance and long service award.	Complied
4.4.5.11	In cases where on-site living quarters are provided, these quarters shall be habitable and have basic amenities and facilities. - Major compliance -	The basic amenities and facilities at the quarters provided by the company to its workers includes electricity, water and domestic waste disposal. Electricity and water are supplied by the government and subsidised by the employer. During the linesite visit, it was observed that the housing is in good conditions. For local workers with family, each will be given a house while for foreign workers for single workers, it will be given shared house of	Complied

Criterion / Indicator		Assessment Findings	Compliance
		6 persons with 3 bedrooms per house. Line-site inspection record which was updated weekly was available for verification.	
4.4.5.12	The management shall establish a policy to prevent all forms of sexual harassment and violence at the workplace. - Major compliance -	Gender Policy signed by Dato' Carl Bek-Nielsen, dated 24/4/2015 mentioned that the company endeavor to prevent sexual harassment and all other forms of violence against women and workers in the workplace or in the course of an employee's work. Awareness was created through various method such as training and briefing.	Complied
4.4.5.13	The management shall respect the right of all employees to form and join trade union and allow workers' own representative(s) to facilitate collective bargain in accordance with applicable laws and regulations. Employees shall be given freedom to join trade unions relevant to the industry or organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions. - Major compliance -	Based on interview with workers, there are no evidence received that there is restriction from the company to allow workers to join trade union. The workers have their freedom to join any trade union.	Complied
4.4.5.14	Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. - Major compliance -	The Human Rights Policy was established since 9/3/2020 signed by Dato' Carl Bek-Nielsen. The Policy covers the commitment to not condone forced labour or child labour who under 16 years old. Nonetheless, based on the workers registry which has the information about date of birth and date of join, there was no children and young person recruited.	Complied
Criterion 4.4.6: Training and competency			

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Criterion / Indicator		Assessment Findings	Compliance
4.4.6.1	All employees and contractors shall be appropriately trained. A training programme shall include regular assessment of training needs and documentation, including records of training. - Major compliance -	The mill has comprehensive annual training plan for the employees, and this was evident in the annual training plan and training records for year 2021.	Complied
4.4.6.2	Training needs of individual employees shall be identified prior to the planning and implementation of the training programmes in order to provide the specific skill and competency required to all employees based on their job description. - Major compliance -	Annual training plan was developed based on the training needs analysis to ensure the employees competency according to their job scope. Training analysis records were made available to the audit team.	Complied
4.4.6.3	A continuous training programme shall be planned and implemented to ensure that all employees are well trained in their job function and responsibility in accordance to the documented training procedure. - Minor compliance -	The mill has comprehensive annual training plan for the employees, and this was evident in the annual training plan and training records for year 2021. Trainings conducted were recorded in the various trainings record and completed with attendance records, training materials and photographs of the training.	Complied
4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Criterion 4.5.1: Environmental Management Plan			
4.5.1.1	An environmental policy and management plan shall be in line with the relevant country and state environmental laws shall be established, effectively communicated and implemented. - Major compliance -	United Plantations Berhad has developed Environment & Biodiversity Policy dated on 08/03/2021, endorsed by Dato' Carl Bek-Nelson, Chief Executive Director. One of the objectives is to adhere to all applicable laws and regulations as well as the National Interpretation of the RSPO, ISPO and MSPO principles and criteria.	Complied

Criterion / Indicator		Assessment Findings	Compliance						
		Sighted the policy had been translated into Malay language, Bangladeshi, Indian and English Language to accommodate the workers that come from different nation into the mill. Records of the communication, briefings and training to the employees were made available to the audit team and verified.							
4.5.1.2	The environmental management plan shall cover the following: a) An environmental policy and objectives; b) The aspects and impacts analysis of all operations - Major compliance -	Sighted Environment Impacts Assessment prepared by mill representative. The EIA covering the following Estate activities: 1. Boiler House 2. Crane / Stripping Stations 3. Effluent Treatment 4. FFB Reception 5. FFB Sterilization 6. Kernel Station 7. Laboratory 8. Power House / Engine Room 9. Schedule Waste Management 10. Raw water Treatment 11. Workshop / Maintenance / Safety 12. Bio Gas Plant 13. Construction of Housing and other related facilities	Complied						
4.5.1.3	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored. - Major compliance -	The plan to mitigate the negative impacts being documented under environmental impacts review plan as follows: <table border="1" data-bbox="1086 1200 1865 1332"> <thead> <tr> <th>Operation</th> <th>Impact</th> <th>Action plan</th> </tr> </thead> <tbody> <tr> <td>Boiler</td> <td>Dust or ash carried over by flue gas.</td> <td>Installed dust collectors and smoke density monitoring program</td> </tr> </tbody> </table>	Operation	Impact	Action plan	Boiler	Dust or ash carried over by flue gas.	Installed dust collectors and smoke density monitoring program	Complied
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Criterion / Indicator		Assessment Findings			Compliance
		Effluent pond	CPO spillage / floor washing / soil contamination	Monitor the oil spillage at final discharge closely and ensure the oil trap function.	
		Laboratory	Hexane is highly inflammable.	Heating hexane in the ventilation hood only when there is at least one laboratory staff present.	
4.5.1.4	A programme to promote the positive impacts should be included in the continual improvement plan. - Minor compliance -	The mill identifies all activities or aspects of the mill operation that might give impact to the environment and documented in the environment impact assessment. The EIA covers 13 operational activities such as sterilizer, kernel station, boiler, engine room, workshop, biogas plant and housing area.			Complied
4.5.1.5	An awareness and training programme shall be established and implemented to ensure that employees understand the policy, objectives and management plans and are working towards achieving objectives. - Major compliance -	The mill management has conducted series of training and briefing to related employees regarding on the environment issues. Sighted some of the trainings as follow: 1. Chemical & oil spillage training, conducted on 11/05/2021. 2. Schedule waste management training, conducted on 13/08/2021.			Complied
4.5.1.6	The management shall organize regular meetings with workers where concerns of workers about the environmental quality are discussed. - Major compliance -	The mill management has conducted meeting with internal and external stakeholder to discuss and receive responds regarding on the mill operation activities. The meetings were conducted on 15/03/2021 and 05/05/2021. Matter arose from the meetings were discusses and documented.			Complied
Criterion 4.5.2: Efficiency of energy use and use of renewable energy					

Criterion / Indicator		Assessment Findings	Compliance																												
4.5.2.1	<p>Consumption of non-renewable energy shall be optimized and closely monitored by establishing baseline values and trends shall be observed within appropriate timeframe. There should be a plan to assess the usage of non-renewable energy including fossil fuel, electricity in the operations over the base period</p> <p>- Major compliance -</p>	<p>The mill management has closely monitored and establishing a baseline to observe the trends over the timeframe. A comparative statistic on fuel and lubricant usage from 2018 to 2021 was made available to the audit team. Despite the downtrend on petrol and lubricant usage, the diesel shows an uptrend from year 2020 until to date.</p> <table border="1"> <thead> <tr> <th>Fuel</th> <th>2018</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Petrol</td> <td>6652.94</td> <td>6306.50</td> <td>5232</td> <td>2865.50</td> </tr> <tr> <td>Lubricant</td> <td>4170.50</td> <td>3685</td> <td>2803</td> <td>1431</td> </tr> <tr> <td>Diesel</td> <td>50929</td> <td>43635</td> <td>46318</td> <td>65088</td> </tr> </tbody> </table> <p>Electricity used for processing from 2019 until 2021.</p> <table border="1"> <thead> <tr> <th>kWh</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Electricity</td> <td>4,784,145</td> <td>5,517,605</td> <td>3,887/159</td> </tr> </tbody> </table>	Fuel	2018	2019	2020	2021	Petrol	6652.94	6306.50	5232	2865.50	Lubricant	4170.50	3685	2803	1431	Diesel	50929	43635	46318	65088	kWh	2019	2020	2021	Electricity	4,784,145	5,517,605	3,887/159	Complied
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4.5.2.2	<p>The oil palm premises shall estimate the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations. This shall include fuel use by contractors, including all transport and machinery operations.</p> <p>- Major compliance -</p>	<p>The estimate for the direct usage of non-renewable energy for their operations, including fossil fuel, and electricity to determine energy efficiency of their operations inclusive of fuel use by contractors, including all transport and machinery operations was available in the respective estate yearly budgets. According to the 2021 annual budget, the diesel and lubricant estimated 500 litres and 60 litres per month respectively.</p>	Complied																												
4.5.2.3	<p>The use of renewable energy should be applied where possible.</p> <p>- Minor compliance -</p>	<p>Methane gas was used as the sources of renewable energy.</p>	Complied																												
<p>Criterion 4.5.3: Waste management and disposal</p>																															

Criterion / Indicator		Assessment Findings	Compliance																				
4.5.3.1	<p>All waste products and sources of pollution shall be identified and documented.</p> <p>- Major compliance -</p>	<p>Waste management plan, prepared by Mr. Goh Kheng Wee (Certified Professional Competency in Scheduled Waste Management), dated on 04/07/2020 was made available to the audit team. This plan shows a flowchart of handling schedule waste products from schedule waste generated, classification, storage, collection of waste by waste collector and transportation to certified waste disposal manager.</p> <p>List of waste products were documented in the environmental management plan. The mill management has identified 13 operational activities that may contributed to the pollution. Among the waste identified are used lead acid, used fluorescent tuber or bulb, used hexane, used oil filter, contaminated old rag and waste of old paint.</p>	Complied																				
4.5.3.2	<p>A waste management plan shall be developed and implemented, to avoid or reduce pollution. The waste management plan should include measure for:</p> <p>a) Identifying and monitoring sources of waste and pollution. b) Improving the efficiency and recycling potential of mill by-products by converting them into value-added products.</p> <p>- Major compliance -</p>	<p>Waste product identification list and action plan to avoid or reduce pollution due to waste is integrated in the environmental management plan.</p> <p>Schedule waste being monitored by 5th Schedule (Regulation 11) Inventory of Scheduled Waste on monthly basis. Further, the data will be transferred to e-Swiss, Inventory of Schedule Waste.</p> <table border="1" data-bbox="1137 1150 1821 1391"> <thead> <tr> <th>SW</th> <th>Date Generated</th> <th>Date Disposal</th> <th>Quantity Generated (Mt)</th> </tr> </thead> <tbody> <tr> <td>102</td> <td>14.07.2021</td> <td>13/01/2022</td> <td>0.125</td> </tr> <tr> <td>109</td> <td>12.01.2021</td> <td>14/07/2021</td> <td>0.00</td> </tr> <tr> <td>306</td> <td>02.03.2021</td> <td>01/09/2021</td> <td>0.00</td> </tr> <tr> <td>409</td> <td>02.03.2021</td> <td>14/07/2021</td> <td>0.072</td> </tr> </tbody> </table>	SW	Date Generated	Date Disposal	Quantity Generated (Mt)	102	14.07.2021	13/01/2022	0.125	109	12.01.2021	14/07/2021	0.00	306	02.03.2021	01/09/2021	0.00	409	02.03.2021	14/07/2021	0.072	Complied
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Criterion / Indicator		Assessment Findings	Compliance				
		<table border="1" style="width: 100%;"> <tr> <td style="width: 15%;">410</td> <td style="width: 15%;">23.01.2021</td> <td style="width: 15%;">14/07/2021</td> <td style="width: 15%;">0.4080</td> </tr> </table> <p>All waste being disposed within the stipulated time in the law.</p>	410	23.01.2021	14/07/2021	0.4080	
410	23.01.2021	14/07/2021	0.4080				
4.5.3.3	<p>The palm oil mill management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environmental Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal. Scheduled waste shall be disposed as per Environmental Quality Act 1974 (Scheduled Waste) Regulations, 2005</p> <p>- Major compliance -</p>	<p>The group has established Occupational Safety & Health Manual on Safe Use of Pesticides under Chapter IV, Section 11 dated on 20/02/2008. The standard operation procedures outline the proper and safe handling of the following details:</p> <ol style="list-style-type: none"> 1. Transport of chemicals 2. Storage & issue of chemicals. 3. Handling of chemicals. 4. Disposal of empty containers and old chemicals. 5. Protective clothing and equipment. 	Complied				
4.5.3.4	<p>Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourse.</p> <p>- Minor compliance -</p>	<p>The domestic waste from the housing area is well managed and disposed at designated landfill organized by estate management. Domestic waste is disposed via the city council collection.</p>	Complied				
Criterion 4.5.4: Reduction of pollution and emission							
4.5.4.1	<p>An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, particulate and soot emissions, scheduled wastes, solid wastes and effluent.</p> <p>- Major compliance -</p>	<p>The polluting activities were assessed and documented in the environmental impact aspect report. 13 operational activities had been identified that may contributed to the pollution. Sighted some of the action plan taken as follow:</p> <p>Laboratory - Heating hexane or IPA in the ventilation hood only and dispose to the waste managers</p> <p>Workshop - Establish the oil trap with filter media</p>	Complied				
4.5.4.2	<p>An action plan to reduce identified significant pollutants and emissions shall be established and implemented.</p>	<p>Mitigation measures are identified in the Environment Impacts Assessment register to prevent or minimize pollution.</p>	Complied				

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Criterion / Indicator		Assessment Findings			Compliance
	- Major compliance -	Activities	Impact	Action Plan	
		Sterilizer	Condensate discharge	Channel all condensate to effluent plant	
		Boiler station	Dust/ash particles carried over by the flue gas	Installed dust collectors and smoke density monitoring system.	
		Engine room	Leakage of lubricant	Install proper storing facility & implement good handling method & regular maintenance.	
		Effluent treatment plant	EFB ramp leachate	Construction of drains at EFB yard and channel the leachate to effluent pond.	
4.5.4.3	Palm oil mill effluent (POME) shall be treated to ensure compliance with standards as stipulated in the relevant Environmental Quality (Prescribed Premises) (Crude Palm Oil) Regulations 1977. POME discharge limits and method should be in accordance with the respective state and national policies and regulations. - Major compliance -	POME is treated and discharged to the land irrigation as per stipulated in the compliance schedule. POME discharged for August 2021 is recorded at 8000-meter cube.			Complied
Criterion 4.5.5: Natural water resources					
4.5.5.1	The management shall establish water management plans to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include: a) Assessment of water usage and sources.	Water management plan was made available to the audit team. The plan covers 3 different area which are peat soil management, water for consumption, domestic wastewater & palm oil mill effluent. Water source for the complex comes from Sungai Bernam. The group has taken necessary action to ensure the safety and clean water supply for the residents.			Complied

Criterion / Indicator		Assessment Findings	Compliance
	b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the mill's current activities. c) Ways to optimize water and nutrient usage and reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.). - Major compliance -	Water quality analysis was conducted by the estate on behalf of the mill management. Water usage for domestic and mill operation for year 2021 (as at August 2021) are 84,732 litres and 20,030 litres respectively.	
4.5.5.2	Where open discharge of POME into water course is practiced, mills should undertake to gradually phase it out in accordance to the applicable state or national regulations. - Major compliance -	As per compliance schedule, the POME was discharged to the land application. POME discharged records were reviewed and verified. Water baseline for 2021 is expected to reduce compared to year 2020 at 1.96 litre per Mt FFB.	Complied
4.6 Principle 6: Best Practices			
Criterion 4.6.1: Mill Management			
4.6.1.1	Standard operating procedures shall be appropriately documented and consistently implemented and monitored. - Major compliance -	The group has established mill standard operation procedures, listed as follow; reception, fruit handling digestion & pressing, engine room, raw water plant, laboratory, traceability, supply chain etc. SOP Supply Chain (for both MSPO & RSPO Supply Chain Module) was established on 12/12/2019. The objectives of this SOP are to verify the volume and sources of certified FFB received by the mill, implementation of any processing controls and sales volume of certified products. Sales records were made available to the audit team and verified.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.6.1.2	All palm oil mills shall implement best practices. - Major compliance -	Implementation of Mills Best Practises in accordance with the SOPs are ensured through various methods. Among those are: - Internal Audits - Management Reviews - Operational Checklist - Worksite Inspection Report - Linesite Inspection - Third party Environmental Audit - Mill Inspection Visit	Complied
Criterion 4.6.2: Economic and financial viability plan			
4.6.2.1	A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning. - Major compliance -	Documented business management plan for a period of 2019 – 2024 was made available to the audit team. The attention was given on the production of FFB, OER and KER. For year 2021, the group targeted to achieve 149,700 Mt of FFB (for both Jendarata & Seri Pelangi Estate), 22.8% of OER and 7,740 Mt of KER. Moving forward to 2024, the production of FFB, OER and KER are expected to increase.	Complied
Criterion 4.6.3: Transparent and fair price dealing			
4.6.3.1	Pricing mechanisms for the products and other services shall be documented and effectively implemented. - Major compliance -	The mill does not purchase FFB from outside UP. In term of purchasing goods & services, there is an SOP on Quotations at Engineering Stores, dated 2/1/2016 is used as guidance. In general practice, quotations will be obtained from several suppliers before proceeding the issuance of Purchase Order which need to be approved by the Director of Engineering.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
4.6.3.2	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner. - Major compliance -	Verification of contract agreement, records of payment and interview with contractors showed that contracts was fair, legal and transparent and agreed payments were made in timely manner.	Complied
Criterion 4.6.4: Contractor			
4.6.4.1	In case of the engagement of contractors, they shall be made to understand the MSPO requirements and shall provide the required documentation and information. - Major compliance -	Jendarata Palm Oil Mill has made its contractors understand the MSPO requirements mainly through trainings and meeting. Records of training and meeting were available for verification. Sampling on Raj Renu Enterprise for JCB contractor, this contract valid from 1/1/2021 until 31/12/2021.	Complied
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	All of the engaged contractors were provided with agreed contracts. Verification of the contracts and records of payment showed that the implementation of the stipulated conditions of the contract was effective.	Complied
4.6.4.3	The management shall accept MSPO approved auditors to verify the assessments through a physical inspection, if required. - Minor compliance -	The requirement of accepting MSPO accredited auditors to audit against the contractors was mentioned in the addendum of the contract agreement Clause 10.	Complied

Appendix B: List of Stakeholders Contacted

<p>Government Officer: Nil</p>	<p>Community/neighbouring village: Nil</p>
<p>Suppliers/Contractors/Vendors: Nil</p>	<p>Worker’s Representative/Gender Committee: Gender Representative Workers representative Harvester Surau Representative</p>

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Appendix C: Smallholder Member Details

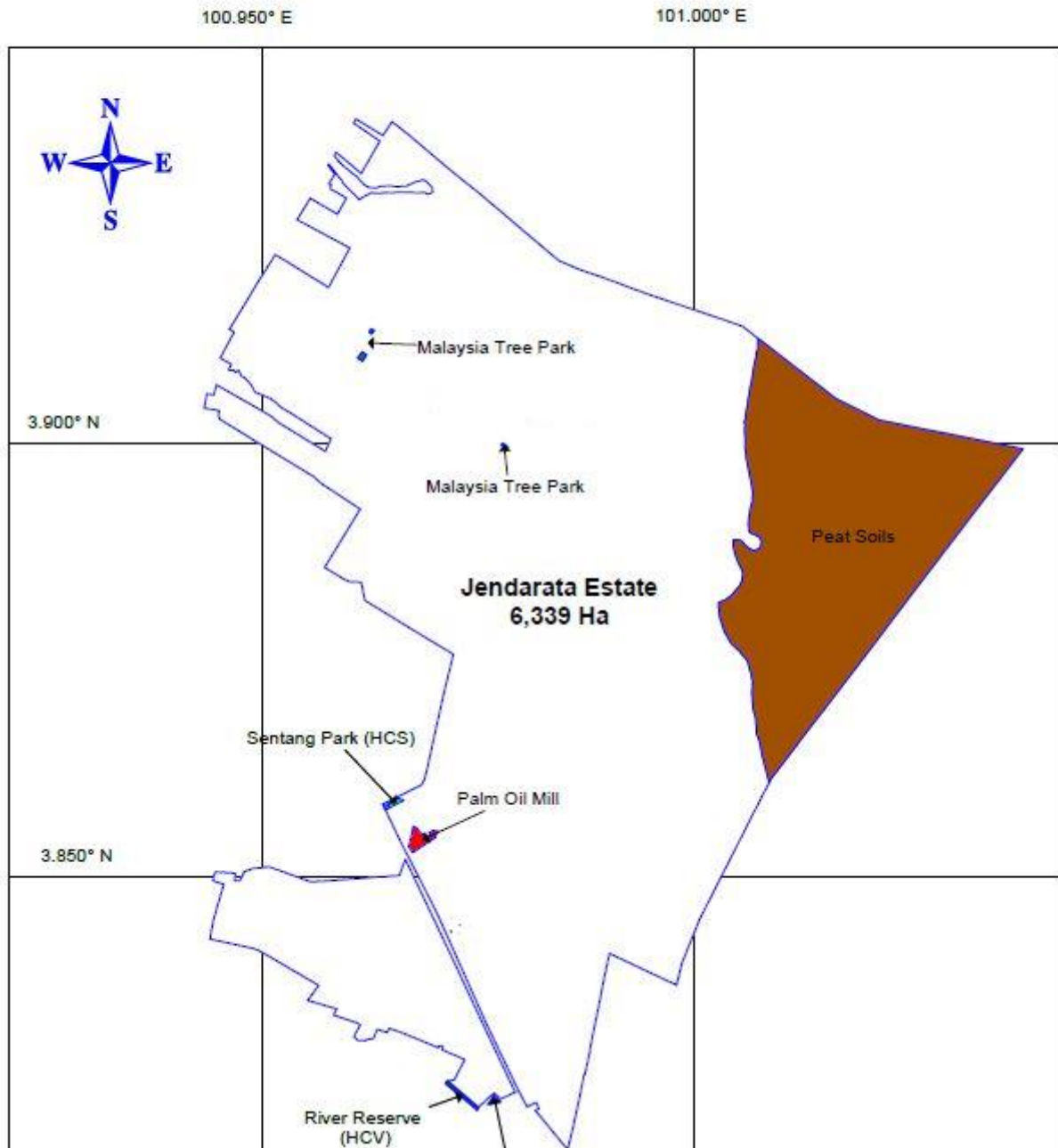
No.	Smallholder		Location of Planted Area (District)	GPS Coordinates	Certified Area (ha)	Planted Area (ha)
	Name	MPOB License Number				
	Nil					

Appendix D: Location and Field Map





United Plantations Berhad
Jendarata Estate



Appendix E: List of Abbreviations

BOD	Biochemical Oxygen Demand
CB	Certification Bodies
CHRA	Chemical Health Risk Assessment
COD	Chemical Oxygen Demand
CPO	Crude Palm Oil
EFB	Empty Fruit Bunch
EHS	Environmental, Health and Safety
EIA	Environmental Impact Assessment
EMS	Environmental Management System
FFB	Fresh Fruit Bunch
FPIC	Free, Prior, Informed and Consent
GAP	Good Agricultural Practice
GHG	Greenhouse Gas
GMP	Good Manufacturing Practice
GPS	Global Positioning System
HCV	High Conservation Value
IPM	Integrated Pest Management
ISCC	International Sustainable Carbon Certification
LD50	Lethal Dose for 50 sample
MSPO	Malaysian Sustainable Palm Oil
MSDS	Material Safety Data Sheet
MT	Metric Tonnes
OER	Oil Extraction Rate
OSH	Occupational Safety and Health
PK	Palm Kernel
PKO	Palm Kernel Oil
POM	Palm Oil Mill
POME	Palm Oil Mill Effluent
PPE	Personal Protective Equipment
RTE	Rare, Threatened or Endangered species
SEIA	Social & Environmental Impact Assessment
SIA	Social Impact Assessment
SOP	Standard Operating Procedure