

MALAYSIAN SUSTAINABLE PALM OIL
2nd ANNUAL SURVEILLANCE ASSESSMENT
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 POM Location of Certification Unit: Jalan Kuala Selangor - Teluk Intan, Jendarata Estate 36009 Teluk Intan, Perak, Malaysia

Report prepared by:
Valence Shem (Lead Auditor)

Report Number: SMO 3091829

Assessment Conducted by:
BSI Services Malaysia,
(DSM Accreditation Number: MSPO 09112018 CB 12)
Suite 29.01 Level 29 The Gardens North Tower,
Mid Valley City Lingkaran Syed Putra,
59200 Kuala Lumpur
Tel +60392129638 Fax +60392129639
www.bsigroup.com

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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	
	508108704000 (Jendarata POM)	31/03/2021	
	501550502000 (Jendarata Estate)	31/03/2021	
	502207202000 (Seri Pelangi Estate)	31/10/2020	
Address	Jalan Klang - Teluk Intan, Jendarata Estate, 36009 Teluk Intan, Perak, Malaysia		
Certification Unit	United Plantations Berhad-Jendarata POM		
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 small holder 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	NA		
Continuous Assessment Visit Date (CAV) 4	NA		
Other Certifications			
Certificate Number	Standard(s)	Certificate Issued by	Expiry Date
MSPO 709996	MSPO SCCS	BSI Services Malaysia Sdn. Bhd.	13/08/2024
RSPO 693200	RSPO MYNI 2019	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 Kuala Selangor - Teluk Intan, Jendarata Estate, 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	5,286.00	3.15	1,046.49	6,335.64	83.43
Seri Pelangi	1,329.00	-	93.00	1,422.00	93.46
TOTAL	6,615.00	3.15	1,139.49	7,757.64	85.27

1.5 Plantings & Cycle							
Estate	Age (Years)					Mature	Immature
	0 - 3	4 - 10	11 - 20	21 - 25	26 - 30		
Jendarata	1,820.00	2,464.80	996.90	-	4.30	3,466.00	1,820.00
Seri Pelangi	321.00	-	484.00	453.00	71.00	1,008.00	321.00
Total (ha)	2,141.00	2,464.80	1,480.90	453.00	75.30	4,474.00	2,141.00

1.6 Certified Tonnage of FFB			
Estate	Tonnage / year		
	Estimated (Oct 2019 - Sep 2020)	Actual (Oct 2019 - Aug 2020)	Forecast (Oct 2020 - Sep 2021)
Jendarata	114,600.00	101,147.61	130,000.00
Seri Pelangi	32,446.00	22,726.04	28,000.00
Total	147,046.00	123,873.65	158,000.00

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1.7 Uncertified Tonnage of FFB			
Estate	Tonnage / year		
	Estimated (Oct 2019 - Sep 2020)	Actual (Oct 2019 - Aug 2020)	Forecast (Oct 2020 - Sep 2021)
Nil			
Total			

1.8 Certified Tonnage			
Mill Capacity: 50 MT/hr SCC Model: SG	Estimated (Oct 2019 - Sep 2020)	Actual (Oct 2019 - Aug 2020)	Forecast (Oct 2020 - Sep 2021)
	FFB	FFB	FFB
	147,046.00	123,873.65	158,000.00
	CPO (OER: 22.68%)	CPO (OER: 22.46%)	CPO (OER: 23.00%)
	33,350.03	27,817.83	36,340.00
	PK (KER: 5.17%)	PK (KER: 5.14%)	PK (KER: 5.50%)
7,602.28	6,364.69	8,690.00	

1.9 Actual CPO Sold Volume (mt) (Oct 2019 - Aug 2020)					
Mills	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
Jendarata POM	0	0	27,428.77	463.39	27,892.16
Total	0	0	27,428.77	463.39	27,892.16

Note: Total sales is more than production due to carried forward balance from the previous period.

1.10 Actual PK Sold Volume (mt) (Oct 2019 - Aug 2020)					
Mills	MSPO Certified	Other Schemes Certified		Conventional	Total
		ISCC	RSPO		
Jendarata POM	0	0	6,412.41	0	6,412.41
Total	0	0	6,412.41	0	6,412.41

Note: Total sales is more than production due to carried forward balance from the previous period.

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 on-site assessment was conducted from 23-25/9/2020. The audit programme is included as Section 2.3. The approach to the audit was to treat UP Bhd.'s Jendarata POM and its supply bases i.e. Jendarata Estate and Seri Pelangi Estate as an 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.

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 was 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 held in private at the workplace in the mill and the estates. Fieldworkers were interviewed informally in small groups in the field. In addition, the wives of workers and staff were interviewed in informal group meetings at their housing. Separate visits were made to each of the local communities to meet with the village head and residents. 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 initial assessment are detailed in Section 4.2.

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: June 14, 2021 - June 16, 2021

Total No. of Mandays: 6

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>
Valence Shem (VSH)	Team Leader	He holds Bachelor Degree in Industrial Technology, graduated from University of Science Malaysia in 1998 and has 9 years working experience in oil palm plantation industry. He has been in the management system auditing line since 2009 for various standards such as ISO 140001, RSPO P&C, RSPO SCCS and SMETA. He completed the ISO 14001 Lead Auditor Course in 2008, ISO 9001 Lead Auditor Course in 2013, Endorsed RSPO P&C Lead Auditor Course in 2011, Endorsed RSPO SCCS Lead Assessor Course in 2012 and MSPO Awareness Training in 2014. He had been involved in RSPO auditing since 2009 in various companies in Malaysia. Able to communicate in Bahasa Malaysia and English.
Mohd Zulkefli Md Isa (MZI)	Team Member	He graduated in Exec. Master on Occupational Safety & Health Management at University Technology Malaysia and Bac. Sc (Resources Economics) at University Putra Malaysia. He started his career as ESH Executive at Seng Hin Rubber Sdn Bhd since 2007 and Sustainability Officer at Sime Darby Plantations Sdn. Bhd since 2012 managing the day to day the compliance related with environment, safety, social etc. In 2015 until august 2020, he started career in management system auditing with CARE Certification International Sdn Bhd with last position as Certification Manager. In his career, Zulkefli had accumulated more than 10 years of sustainability implementation experience including workers' welfare, workers' occupational, health & safety, environment conservation and protection at buffer areas and continuous improvement management plans. He had accumulated auditing experience when he was the competence Lead Auditor for ISO9001, ISO14001, MSPO and MSPO-SCCS at CARE Certification International Sdn bhd. He has completed ISO IMS 9001, 14001, 45001(OHS 18001) Lead Auditor Course in 2006, endorsed MSPO Lead Auditor Course in January 2017 by SIRIM. During this assessment, he assessed on the aspects of occupational safety & health, environmental and estate best practise. He is fluent in Bahasa Malaysia and English languages.

2.2 Accompanying Persons

No.	Name	Role
	Nil	

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2.3 Assessment Plan

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

Date	Time	Subjects	VSH	MZI
Wednesday 23/9/2020	0830-0900	Opening meeting: <ul style="list-style-type: none"> Opening presentation by audit team leader Confirmation of assessment scope and finalize audit plan (including stakeholder's consultation) 	✓	✓
	0900-1230	Jendarata POM Inspection: FFB receiving, warehouse, workshop, wastes management & Landfill, Effluent Ponds, OSH & ERP, Environment issues, POME application, water treatment, staff, workers and contractor interview, housing and facility inspection, clinic, meeting stakeholders, etc.	✓	✓
	1000-1200	Stakeholder consultation	✓	-
	1230-1330	Lunch break		
	1330-1630	Jendarata POM Document Review P1 – P6 (MSPO Part 4): SOPs, Review on SEIA documents and records, wage records, employee data, training records, legal permits, mill inspection and internal monitoring records, CIP & implementation, etc.	✓	✓
	1630-1700	Interim closing briefing	✓	✓
Thursday 24/9/2020	0900-1230	Jendarata Estate Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH & ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc.), agrochemical mixing area, Scheduled wastes management, workers housing, clinic, Landfill, etc.	✓	✓
	1230-1330	Lunch break		
	1330-1630	Jendarata Estate Document review P1 – P7 (MSPO Part 3): General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records, OSH records, review pay documents, records of communication with stakeholder/workers representatives, new planting, CIP and implementation etc.	✓	✓
	1630-1700	Interim closing briefing	✓	✓
Friday 25/9/2020	0900-1230	Seri Pelangi Estate Field visit, boundary inspection, field operations, staff & workers interview, buffer zone, HCV area, IPM implementation, OSH & ERP, workshop, storage area (agrochemical, fertilizer, lubricant etc.), agrochemical mixing area, Scheduled wastes management, workers housing, clinic, Landfill, etc.	✓	✓
	1230-1430	Lunch break & Friday prayer		
	1430-1600	Seri Pelangi Estate Document review P1 – P7 (MSPO Part 3): General Documentation e.g. Legal, Manual and Procedure, production & monitoring records, IPM & HCV records, SEIA documents & records, OSH records, review pay documents, records of communication with stakeholder/workers representatives, new planting, CIP and implementation etc.	✓	✓
	1600-1630	Audit team discussion & preparation for closing meeting	✓	✓
	1630-1700	Closing meeting	✓	✓

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 Certification Assessment there were zero (0) Major, zero (0) Minor nonconformities and two (2) opportunity for improvement (OFI) raised.

Opportunity for Improvement		
Ref: 1953932-202009-I1	Area/Process: Estates	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 	

Opportunity for Improvement		
Ref: 1953932-202009-I2	Area/Process: Mill	Clause: 4.4.4.2, MS 2530:2013 Part-4
Objective Evidence:	<ul style="list-style-type: none"> - The number of safety signage at Water Treatment Plant and Boiler Station area can be further improved. - 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. 	

Noteworthy Positive Comments	
1	Good relationship being maintained with surrounding communities.
2	Mill continues to maximize the use of renewable energy by using fibre and shell which produced through internal process for boiler biofuel.
3	Good cooperation from the management team in facilitation the assessment.

3.3 Status of Nonconformities Previously Identified and OFI

Minor Nonconformities:		
Ref: 1782605-201904-N1	Area/Process: Mill	Clause: 4.3.1.4, MS 2530:2013 Part-4
	Issue Date: 20/6/2019	Due Date: Closed on 25/9/2020
Requirements:	The management should assign a person responsible to monitor compliance and to track update the changes in regulatory requirements.	
Statement of Nonconformity:	The compliance to the regulatory requirements was not effectively monitored.	
Objective Evidence:	Noted during document review, Boiler Overhauled was conducted on 24 – 25/3/2019. It was noted that the contractor supervisor who appointed as standby person on that particular day was not registered as competent person for Authorized Entrant and Standby Person for Confine Space required OSH Act 1994, Industry Code of Practice for Safe Working in a Confined Space, 2010 in the Mill Standard Operating Procedure Established. This show that the compliance to the regulatory requirements was not effectively monitored.	
Corrections:	The clause on "Contractor shall ensure the workers who work in confined space possess relevant competent certificate ie. Authorized Entrance/Standby Personnel (AE/SP)" has been included in the Memorandum of Agreement (MOA) with immediate effect.	
Root cause analysis:	The management did not monitor and ensure the workers who employed by the confined space contractors possess the competent certificate of Authorized Entrance/Standby personnel (AE/SP).	
Corrective Actions:	The Company will appoint the NIOSH endorsed trainer to conduct in-house training for AE/SP for all staff and workers who involve on work in confine space of all UP's mills.	
Assessment Conclusion:	All the corrective action were found to be adequate. Effectiveness of the implementation will be confirm on next assessment visit	
Verification Statement	Refer to list of Competence Person- Confine Space and noted there is 10 persons register as the competence for AESP and the permit was sighted valid. Thus, the non-conformity is effectively closed.	

Minor Nonconformities:		
Ref: 1782605-201904-N2	Area/Process: Mill	Clause: 4.5.1.3, MS 2530:2013 Part-4
	Issue Date: 20/6/2019	Due Date: Closed on 25/9/2020
Requirements:	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, implemented and monitored.	
Statement of Nonconformity:	The Environmental Action Plan is not effectively monitored.	
Objective Evidence:	During site visit at the Parameter Drain it was noted that the mill has constructed a trap to capture any oil from the mill operation. However, it was noted that there was	

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	evidence of oil overflow from the trap to the drain. In the Environmental Action Plan Stated the mill to ensure all the waste water going out into the monsoon drain if free from pollution. This shows that the Environmental Action Plan is not effectively monitored.
Corrections:	T-joint has been constructed to ensure no oil spillage/discharge into the monsoon drain. The mill management has identified the environmental impacts (Water and soil contamination) and the action plan in the Environment Management Plan is that the final oil trap will be monitored closely to ensure no oil discharge into the waterways.
Root cause analysis:	The management did not monitor the functionality of oil trap at final discharge point.
Corrective Actions:	The Sustainability Department will send a self-assessment form to all mills to inform the management to closely monitor the functionality of oil trap especially for the final discharge to waterways. In the event of any oil spillage found, the mill management shall take immediate corrective action to recover the oil spillage and make necessary improvement on the oil trap.
Assessment Conclusion:	All the corrective action were found to be adequate. Effectiveness of the implementation will be confirm on next assessment visit
Verification Statement	Verified Environmental Aspect Impact year 2020 and continual improvement plan for t-joint construction was available. Thus, the non-conformity is effectively closed.

Minor Nonconformities:		
Ref: 1782605-201904-N3	Area/Process: Estate	Clause: 4.1.2.2, MS 2530:2013 Part-3
	Issue Date: 20/6/2019	Due Date: Closed on 25/9/2020
Requirements:	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.	
Statement of Nonconformity:	The identification of root cause was not clearly demonstrated.	
Objective Evidence:	Based on the internal audit report, it was noted that the identification of root cause was not clearly demonstrated. In the report, there was only statement of findings and recommendation of solution recorded.	
Corrections:	The root cause for each finding has been included in the template of internal audit reports and will be use from immediate effect.	
Root cause analysis:	The management did not state the root cause in internal audit reports however it was only verbally discussed during the closing meeting.	
Corrective Actions:	Moving forward all internal audit reports produced by the Sustainability Department will be clearly stated the findings, root causes and corrective actions.	
Assessment Conclusion:	All the corrective action were found to be adequate. Effectiveness of the implementation will be confirm on next assessment visit	
Verification Statement	Based on internal audit report conducted in August 2020 by the HRESH Dept., it was noted that the root-causes of non-conformity have been correctly identified and recorded in the audit report. Effective corrective actions were thereafter made based	

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	on the identified root-cause in order to prevent recurrence. Thus, the non-conformity is effectively closed.
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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	Feedbacks: Contractors – They informed that they have sign an agreement with the management beforehand. The payment was made promptly by the management. They are aware and understand the requirements of RSPO. Overall, they have good relationship with the management.
	Management Responses: The management will continue to maintain the good relationship with the stakeholders.
	Audit Team Findings: No further issue.
2	Feedbacks: 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. There were female workers have been promoted as mandore.
	Management Responses: The management will ensure the rights of female workers being protected and respected.
	Audit Team Findings: No further issue.
3	Feedbacks: Workers’ Representatives (Different Nationalities) – 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. They informed that no discrimination occurred in the company as the management treated everyone equally without prejudice. The management has made best effort to ensure the sundry shops have sufficient foods and goods supply during the Movement Control Order period where they are not allowing to travel out.
	Management Responses:

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	The management will ensure that they are complying with law and regulations.
	Audit Team Findings: No further issue.
4	Feedbacks: Smallholder/ Neighbouring Plantation - 2 smallholders were invited. One of the smallholders has no issue on land dispute with the company and maintain a good relationship with the management. However, one of the smallholders informed that Seri Pelangi Estate has encroached into his land.
	Management Responses: The management informed that they have land title and GPS coordinate to show that the land is belong to UP Berhad. However, the management is decided to conduct a survey by accredited survey at the said land and at their own cost.
	Audit Team Findings: Refer details in Indicator 4.3.2.4 of MS 2530, Part 3.

Section 4: Assessment Conclusion and Recommendation

Acknowledgement of Internal Responsibility and Formal Sign-off of Assessment Findings	
Based on the findings during the assessment Jendarata Palm Oil Mill and Supply Bases Certification Unit complies with the MS 2530-3:2013 and MS 2530-4:2013. It is recommended that the certification of Jendarata Palm Oil Mill and Supply Bases Certification Unit is approved and/or continued.	
Acknowledgement of Assessment Findings	Report Prepared by
Name: Lee Kian Wei	Name: Valence Shem
Company name: United Plantations Berhad	Company name: BSI Services Malaysia Sdn Bhd
Title: Sustainability Manager	Title: Lead Auditor
Signature: (I the undersigned, being the most senior relevant management representative of the operation seeking or holding certification, agree with the contents of this report and accept the liability in execution of the procedure in the report.) 	Signature: 
Date: 16/11/2020	Date: 16/11/2020

Appendix A: Summary of the findings by Principles and Criteria

MS 2530-3:2013 Malaysian Sustainable Palm Oil (MSPO) Part 3: General principles for 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 Plantation Berhad has established a MSPO policy committing to implement on sustainability signed by Chief Executive Director, Dato’ Carl Bek-Nielsen, on 29 March 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 and conducted as per the documented Internal audit procedure, rev: 1 dated 15/2/2019. Internal audit was scheduled to be conducted in June for both	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	visited estates. The actual was conducted on schedule at both estates in August 2020 by 5 auditors from HRESH Dept.	
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 NCRs issued as a result of the audit. All of the NCRs have been satisfactorily closed. Closure of NCRs were verified by HRESH Department Team. Identification of root cause was satisfactorily demonstrated in order to come up with effective corrective actions.	Complied
4.1.2.3	Report 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 -	MRM at Jendarata Estate was held on 24/8/2020 to review the performance of Jan-Dec 2019, attended by 5 attendees and chaired by the Group Manager. MRM at Seri Pelangi Estate was held on 17/8/2020 to review the performance of Jan-Dec 2019, attended by 6 attendees and chaired by the Estate Manager. Among the agendas discussed were: Compliance to legal requirements Business plan Environmental performance Social impact assessment Stakeholders consultations outcome	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Internal & external audit findings Continuous improvement plan	
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
<p>4.2.1.1 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. The officer-in-charge for Jendarata Estate was the Group Manager, Mr C. Mohan Das and for Seri Pelangi Estate was the Estate Manager, Mr. Khor. As per appointment letter dated 29.03.2018 he was responsible to commit and implement the sustainability concepts outline in RSPO, RSPO NEXT and MSPO P&Cs.</p>	<p>Complied</p>
<p>4.2.1.2 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 Plantation 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.</p> <p>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.</p> <p>Procedure for complaints and grievances were available through UP website and medium used was via suggestion box in office or write in to UP head office.</p>	<p>Complied</p>

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Criterion / Indicator		Assessment Findings	Compliance
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 -	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.	Complied
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, RSPO NEXT 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 June 2020.	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 -	SOP for traceability Rev. 1 dated 15/2/2019 was in place which outline the traceability system for FFB delivery to the mill. The implementation of the SOP was found to be effective.	Complied
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. - Major compliance -	Regular inspection is done through internal audit as mentioned in Criterion 4.2.1.	Complied

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4.2.3.3	The management should identify and assign suitable employees to implement and maintain the traceability system. - Minor compliance -	The responsible personal for the traceability is the Mr C. Mohan Das (Jendarata Estate) and Mr. Khor Boon Wah (Seri Pelangi Estate) as the overall person in charge for MSPO in estates.	Complied
4.2.3.4	Records of sales, delivery or transportation of FFB shall be maintained. - Major compliance -	Records of FFB delivery to mill were well maintained in various documents such as Drivers/Recorders Weighing Chit, estate's weighing bridge ticket, DO/DN and mill's weighbridge ticket. The daily input data then will be keyed in excel sheet as crop summary. The sheet among others has the information about field no., DO number, weighbridge ticket no., quantity and date of delivery. Sampled DO #77398 dated 14/9/2020 at Jendarata Estate.	Complied
4.3 Principle 3: Compliance to legal requirements			
Criterion 4.3.1 – Regulatory requirements			
4.3.1.1	All operations are in compliance with the applicable local, state, national and ratified international laws and regulations. - Major compliance -	<p>JE</p> <p>Verified permits and license available at estate as below:</p> <p>MPOB License- 501550502000 valid until 31/12/2020</p> <p>SPAN permits – SPAN/EKS/(PT)800-4(1)15/09- valid until 16/02/2022</p> <p>Lesen Mengendalikan Atau Menyediakan Kemudahan Atau Perkhidmatan Jagaan Kesihatan Swasta- No Siri: 005044 valid until 22/04/2022</p> <p>Perakuan Pendaftaran- Pemasangan No: ST(PIP)P/S/PRK/01018- Tarikh dikeluarkan: 02/10/2019</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>SPE</p> <p>MPOB License- 502207202000 valid until 31/10/2021</p> <p>Permit Barang Kawalan Berjadual (Diesel)- Permit# A000244 valid until 22/07/2021</p> <p>Perakuan Penentuan Timbang dan Sukat- Permit#B1512073 dated 20/01/2020</p>	
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>Jendarata Estate has implemented its established documented system for identifying, accessing, tracking and monitoring of compliance with the legal requirements that were applicable to them. A Legal Requirements Register was established and updated on from time to time according to the last amendment of legal.</p> <p>Among the legal requirement included the legal listare:</p> <p>Environmental Quality Act 1974</p> <p>Factories and Machinery Act 1967</p> <p>Occupational Safety and Health Act 1994</p> <p>Worker's Minimum Standards of Housing and Amenities Act 1990)</p> <p>Minimum Wages Order 2020</p>	Complied
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>The legal requirements register was updated as and when there were any new amendments or any new regulations coming into force. It has the information about the requirements of law, applicability to plantation industry and status of compliance.</p>	Complied

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4.3.1.4	The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements. - Minor compliance -	The management had assigned the Group Manager, HRESH Department, Mr. Mathews as the person responsible to monitor compliance and to track update the changes in regulatory requirements.	Complied
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.	Complied
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.	Complied
4.3.2.3	Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable. - Major compliance -	<p>JE Boundary was demarcated with trenches and white concrete slap with information such as point no, field and coordinate. Sighted the boundary marker at Blok 139 boundary with smallholders.</p> <p>SPE Boundary was demarcated with trenches and white concrete slap with information such as point no, field and coordinate. Sighted the</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		boundary marker, UP SPE P9 at field 9 boundary with smallholders.	
4.3.2.4	<p>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).</p> <p>- Minor compliance -</p>	<p>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.</p> <p>There was a dispute case lodged on April 2016 where the claimant claimed that Seri Pelangi Estate 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.</p> <p>During the stakeholder consultation with BSI, one smallholder has reported to auditor that Seri Pelangi Estate has encroached into his land. He claimed that he has conducted a survey by non-accredited surveyor and confirmed that the company has encroached into his land. However, he could not show the survey map. The management has acknowledged the issue and had a meeting with the claimant and Company Secretary to further investigate this issue. Letter of meetings were sighted. The company has agreed to conduct a land survey at the said</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		land by accredited survey at company's cost. This will be verified during the next assessment.	
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 is no land encumbered by customary rights at all the visited estates.	NA
4.3.3.2	Maps of an appropriate scale showing extent of recognized customary rights land, if any, should be made available. - Minor compliance -	NA. There is no land encumbered by customary rights at all the visited estates.	NA
4.3.3.3	Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available. - Major compliance -	NA. There is no land encumbered by customary rights at all the visited estates.	NA
4.4 Principle 4: Social responsibility, health, safety and employment condition			
Criterion 4.4.1: Social Impact Assessment (SIA)			
4.4.1.1	Social impact should be identified and plans are 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 Mill & Estate internally and annually by the Internal Management involving all stakeholders. The latest review of SIA was conducted on 10/8/2020. Key areas identified in the SIA were Access and use rights Economics livelihood and working conditions Subsistence activities/amenities Human rights	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Cultural and religious values Medical & health facilities Education facilities Operational activities</p> <p>Social Impacts Management Plan was then established to mitigate the identified significant impacts. Positive impacts were also identified and recorded in the SIA report. Among the positive impacts identified were accommodation in compliance with Minimum Housing and Amenities Act, prohibition of child labour, job opportunities, freedom of religion, etc.</p>	
Criterion 4.4.2: Complaints and grievances			
4.4.2.1	<p>A system for dealing with complaints and grievances shall be established and documented.</p> <p>- Major compliance -</p>	<p>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.</p>	Complied
4.4.2.2	<p>The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.</p> <p>- Major compliance -</p>	<p>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.</p> <p>Verified the Registry of Complaints book recording all the feedback and request from stakeholders, together with its completion date.</p>	Complied

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		Nonetheless, ever since the last assessment, the were no complaints lodged other than for maintenance and house repairs made by workers.	
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 -	United Plantation Berhad had established a Complain/Request form which was available at all offices. Suggestion boxes were placed at offices. A Registry of Complaints book is made available in the office. In case complainants wanted anonymity, they could email the complaint directly to the company secretary. This information is available in United Plantation Website and suggestion box at the estates' office.	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 -	Interview with workers confirmed their understanding of the complaint and grievance process is satisfactory. During stakeholder's consultation, it was verified that the stakeholders from internal and external were aware on the complaint channel to United Plantations Berhad. There was no grievance recorded ever since the last assessment. The request mainly on donation and housing repairs. External communities were made aware of complaint system through the stakeholder's consultation which is through website, suggestion box or write a letter to 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 -	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			

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Criterion / Indicator		Assessment Findings	Compliance
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 were:</p> <p>Providing facilities such as sport field, water supply, community hall, tents for school's various events</p> <p>Supplying manpower to a school for trimming of trees, repair of piping & building, etc.</p>	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>United Plantation Berhad has established Safety and Health Policy signed by the Chief Executive Director dated 18/8/2017. The policy was communicated to all the employees through training, briefing and displayed at notice board in several designated location in multi-lingual version (English, Bahasa Malaysia, Bengali, Hindi and Nepal). Both estates visited has established Safety and Health plan which reviewed on annually basis. The OSH plan has developed and in-lined with company's policy and incorporated with the training plan and OSH compliance monitoring program.</p>	Complied
4.4.4.2	<p>The occupational safety and health plan shall cover the following:</p> <p>A safety and health policy, which is communicated and implemented.</p> <p>The risks of all operations shall be assessed and documented.</p> <p>An awareness and training programme which includes the following requirements for employees exposed to pesticides:</p>	<p>a) United Plantation Berhad has established Safety and Health Policy signed by the Chief Executive Director dated 18/8/2017. The policy was communicated to all the employees through training, briefing and displayed at notice board in several designated location in multi-lingual version (English, Bahasa Malaysia, Bengali, Hindi and Nepal).</p> <p>b) Both estates visited have conducted risk assessment for all main and support operations in the estate and documented in</p>	Complied

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Criterion / Indicator	Assessment Findings	Compliance
<p>all employees involved shall be adequately trained on safe working practices</p> <p>all precautions attached to products shall be properly observed and applied</p> <p>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>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>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>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>Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</p>	<p>the HIRARC register. The HIRARC was reviewed and minimum of once a year or if accident occurred.</p> <p>For Jendarata Estate, latest HIRARC review was conducted on 19/4/2019. Verified HIRARC for activity</p> <p>i) EFB Evacuation and sighted all risk level is Medium. ii) Harvesting and sighted all risk level is Medium</p> <p>Sri Pelangi Estate review the latest HIRARC for the activity below:</p> <p>Connecting tractor with trailer on 08/08/2020 Nursery on 16/03/2020 Manual harvesting on 22/04/2019. Review the job step and sighted all the risk was rank as Medium.</p> <p>c) Both estates visited established training program for all type of work includes the employee exposed to pesticides. The training was conducted by the Manager, Asst. Manager, Executives or Chemical Supplier with knowledge in the chemicals handling. Sighted the training records as follows:</p> <p>JE Pesticide and PPE Training dated 16/5/2019 Manuring manual Training dated 15/07/2020</p>	

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Criterion / Indicator	Assessment Findings	Compliance
<p>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>Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p>- Major compliance -</p>	<p>Concern: JE: Site visit during manuring sighted not attached SDS at site, however sighted the SDS was available at chemical store.</p> <p>Reference: CHRA Report 8.2.2 (Page 55)</p> <p>SPE</p> <p>Interpump Maintenance Training dated 11/09/2020</p> <p>PPE (Chemical Handling) Training dated 11/09/2020</p> <p>Chemical Spillage Training dated 11/09/2020</p> <p>d) Records were available of PPE issued to individual workers and contractors, including signatures to confirm receipt. PPE standard is based on CHRA assessor's recommendation, SOP and HIRARC. Verified the record of PPE issuance:</p> <p>JE</p> <p>Jayabal- issuance of wellington boot on 28/05/2020, Face musk on 08/08/2020.</p> <p>ii) Mohamad Hassan- issuance of google on 18/07/2020, face musk on 21/09/2020.</p> <p>SPE</p>	

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Criterion / Indicator	Assessment Findings	Compliance
	<p>Uttam- issuance of boots on 04/09/2020, glove on 28/08/2020 and face musk on 14/09/2020.</p> <p>ii) Anisar Mridha- issuance of noots on 10/09/2020, face shield on 23/09/2020 and aprons on 10/09/2020.</p> <p>e) The operating units comply with Regulation 9 of the Pesticides Act 1974 requiring balance of remaining solution to be kept under lock and key. During visit it was noted that all the remaining pesticides are kept in the store and securely locked and comply with regulation. The management of the empty chemical containers is guided by a procedure entitled "Standard Operating Procedure (C) Triple Rinsing Empty Pesticide Containers", dated 26/5/2016. Based on the procedure, the empty containers must be triple rinsed, punctured and sold to recycler.</p> <p>Sighted CHRA Report was available at both estate and verified all the necessary action required by the management.</p> <p>Annual Medical surveillance was conducted by JE on 21/02/2020 to sprayer, workshop personnel and water treatment plant operator.</p> <p>Annual Medical surveillance was conducted by SPE on 13/05/2020 to sprayer, welder, and workshop personnel.</p>	

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Criterion / Indicator	Assessment Findings	Compliance
	<p>Verified the surveillance report and sighted all employee was fit for work and no chemical exposure effect was reported.</p> <p>f) The estates visited has established Safety and Health committee led by the estate Manager as Chairman.</p> <p>g) The chairman has appointed the safety and health committee consist of management and employee representatives. The committee conducted the meetings on quarterly basis to discuss issues regarding safety and health.</p> <p>JE Meeting was held on 02/09/2020, 13/06/2020 etc Meeting was held on 18/09/2020, 08/06/2020 etc</p> <p>h) Accident and emergency procedures had been written and briefed to staff, workers, contractors, and visitors. Emergency Response Team incorporated under OSH organization chart for 2019. Workers trained in firefighting, rescue method and prepared for the any unforeseen circumstances.</p> <p>JE Conducted fire drill 12/08/2020</p>	

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Criterion / Indicator	Assessment Findings	Compliance
	<p>SPE Refer to accident record and sighted 2 incidents was occurred as below: Mr Rama Devan on 22/07/2020 Incident: draw bar dropped crushed right index finger. En Niranjan on 06/08/2020 Incident: Slippery during jump across the drain. Review the internal investigation by safety committee and sighted the root cause and necessary action taken was sighted as per HIRARC review.</p> <p>Concern: JE: To prepare the post-mortem report for fire drill activity</p> <p>i) First aid box was available at few stations in the estate. The mandora was appointed as first aider for each work group. Noted during interview with the workers shows awareness on the locations and basic first aid treatment.</p> <p>Site visit and sighted first aid box are available at harvesting and spraying activity at JE and SPE. Training record was sighted the First Aid Training was conducted to mandora and filed supervisor by the registered internal Hospital Assistant.</p>	

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Criterion / Indicator		Assessment Findings	Compliance
		<p>j) Records of all accidents are kept. Accident incidences are reviewed during the safety meetings. Records on Lost Time Accident (LTA) metrics was maintained and based on JKPP 6, 7 & 8.</p> <p>Refer to OSH meeting minute sighted the accident trend was discussed during the meeting.</p> <p>OFI: JE: To record the first aid accident and take necessary action for any accident happen.</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 estates implemented their Human Rights Policy, signed by Dato' Carl Bek-Nielsen on 18.8.17. 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.</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 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. Consultation with the external stakeholders also revealed that there has been no discrimination.</p>	Complied

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Criterion / Indicator	Assessment Findings	Compliance
<p>4.4.5.3 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 workers for Nov 2019, Jan 2020 and Jul 2020 were verified to be consistent with the Minimum Wages Order 2020 and employment conditions:</p> <p>Jendarata Estate: Employee No.: 215060, 216959, 218201, 218524, 220354</p> <p>Seri Pelangi Estate: Employee No.: 106856, 106416, 107329, 107893, 105871</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>Complied</p>
<p>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.</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>	<p>Complied</p>

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Criterion / Indicator		Assessment Findings	Compliance
4.4.5.5	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. - 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 is available for each and every employee indicated in the employment records. - Major compliance -	The following contracts has been sampled and verified to confirm that workers have binding working agreement with the company i.e.: Jendarata Estate: Employee No.: 215060, 216959, 218201, 218524, 220354 Seri Pelangi Estate: Employee No.: 106856, 106416, 107329, 107893, 105871	Complied
4.4.5.7	The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer. - Major compliance -	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.	Complied
4.4.5.8	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. - Major compliance -	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.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
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 the community such as incentives for good work performance, bonus payment, professional development, medical care and health provisions. - 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 in compliance with the Workers' Minimum Standards Housing and Amenities Act 1990 (Act 446) or any other applicable legislation. - 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 line-site 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 6 person with 3 bedroom per house. Line-site inspection record is available	Complied
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 24.4.2015 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.	Complied
4.4.5.13	The management shall respect the right of all employees to form or join trade union and allow workers own	Based on interview with workers, there are no evidence received that there is restriction from the company to allow workers to	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	<p>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.</p> <p>- Major compliance -</p>	<p>join trade union. The workers have their freedom to join any trade union.</p>	
4.4.5.14	<p>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.</p> <p>- Major compliance -</p>	<p>The Human Rights Policy was established since 23 March 2013 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.</p>	Complied
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>The estates visited has established training program for all management, employee and contractors as per training need analysis conducted. The training records has been maintained and available for review. Sighted the training records as follows:</p> <p>JE Spill kit training dated 18/01/2020 First Aid Training dated 27/02/2020 Policy Training dated 04/03/2020</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Integrated Pest Management Training dated 10/03/2020 SPE Spraying Training dated 10/02/2020 Safe driving Technique dated 17/07/2020 Workhop training dated 10/02/2020 Biodiversity and Environmental Training dated 18-19/08/2020	
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 -	Both estate has conducted training need analysis to identify the training required for each workers. The analysis was conducted base on job designation and type of training required. Sighted the training need analysis for year 2020 and required training as below: Sprayer- Manual and mechanised spraying Store personal- Chemical spillage training Loco driver- SOP on chaining under wagon, fallen cages and derailment	Complied
4.4.6.3	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. - Minor compliance -	The estate reviewed the training need analysis and program on annually basis to ensure the continuous training for all workers. Training program and records was maintained and available for year 2020.	Complied
4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services			
Criterion 4.5.1: Environmental Management Plan			

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Criterion / Indicator		Assessment Findings	Compliance
4.5.1.1	An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented. - Major compliance -	United Plantations Berhad (UPB) has established a public policy on environmental and biodiversity. The policy incorporated the element of no deforestation. The latest version of policy dated 18/8/2017 was signed by UPB’s Chief Executive Director, Dato’ Carl Bek-Nielsen.	Complied
4.5.1.2	The environmental management plan shall cover the following: An environmental policy and objectives; The aspects and impacts analysis of all operations. - Major compliance -	The estates visited have conducted the aspects and impacts analysis and documented in the Environmental Risk Assessment. The analysis was reviewed on annually basis. Latest review was conducted on 10/08/2020 for Jendarata Estate as below: Spraying- Severity (3.25) X Probability (2.75) X Quantity (2.75) = 24.58 (Low) Composting pit- Severity (4) x Quantity (3) X Probability (3) = 36 (Medium) and 18/4/2019 for Sri Pelangi Estate. Both estates have established the Environmental Management Plan base on the Environmental Risk Assessment conducted. The management plan was reviewed on annually basis during Environmental Risk Assessment Review.	Complied
4.5.1.3	An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored. - Major compliance -	Refer to the EIA sighted the improvement plan was available as below: JE Chemical residue in soil and pollution of waterways	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Action plan: Implementation of judicious spraying programs Impact: negatives Surface and ground water contamination. Action plan: Construction of perimeter drain around of filter beds. Impact: Negatives</p> <p>SPE Enrichment of soil flora & fauna by frond piles Action plan: Stacking of fronds in 'U' shape Impact: Positive</p> <p>Tree planting Action plan: Planted tree 'Sentang' at buffer zone area Impact: Positive.</p>	
4.5.1.4	A programme to promote the positive impacts should be included in the continual improvement plan. - Minor compliance -	Refer to the EIA and sighted the program was included in the continual improvement plan.	Complied
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.	<p>Refer to training record sighted training related with an environment was conducted as below</p> <p>JE a) Buffer Zone Awareness Training dated 16/03/2020</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	b) Integrated Pesticide Management Training dated 10/03/2020. SPE Biodiversity and Environmental Training on 18-19/08/2020	
4.5.1.6	Management shall organize regular meetings with employees where their concerns about environmental quality are discussed. - Major compliance -	JPE Noted management conducted regular meeting related with an environment on 02/09/2020, 13/06/202, 06/03/2020. Sighted agenda of the meeting discussed on the schedule waste management, buffer zone, solid waste etc. SPE Regular meeting was conducted on 10/08/2020 with relevant stakeholder and 18/09/2020 during OSH Meeting discuss on the workplace inspection issue at the workshop area.	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 -	Verified the non-renewable energy as below: JE Diesel usage for year 2020 = 1.87 Litres/ MT FFB Petrol usage for year 2020 = 0.075 Litres/ MT FFB SPE	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Diesel usage for year 2019 = 2.35 Liter/ MT FFB Diesel usage for year 2020 = 2.20 Liter/ MT FFB	
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 shall include fuel use by contractors, including all transport and machinery operations. - Major compliance -	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 year 2020.	Complied
4.5.2.3	The use of renewable energy should be applied where possible. - Minor compliance -	No renewable energy usage in both estates visited.	Complied
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 -	JE/ SPE The estate has identified all the waste products and source of solution and documented in the Waste Management – Continuous improvement. The waste identified as follows: Domestic waste – rubbish from the mill complex and employees’ quarters (disposed by estate management) Recycled waste – scrap iron, plastic, glass, metal, paper Scheduled waste – filter, lubricants, hydraulic oil, grease, used Batteries	Complied
4.5.3.2	A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for: Identifying and monitoring sources of waste and pollution	Continuous Improvement on waste disposal was sighted as below: Chemical containers- all empty pesticide container was triple rinsing	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	<p>Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products</p> <p>- Major compliance -</p>	<p>Spent Lubricant- Moving of harvesting path to be increase for the next 2 year forecast, thus reduction of chemical drums</p> <p>Domestic waste- Segregation and recycling.</p> <p>Verified the recycling of waste plastic bag, plastic drum, paper etc by selling to BRG Enterprise.</p>	
4.5.3.3	<p>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.</p> <p>- Major compliance -</p>	<p>Verified the schedule waste management as pe EQA 1974 and sighted below:</p> <p>Inventory-</p> <p>JE- EsWiss record dated 20/09/2020</p> <p>SW 102- Used battery = NIL</p> <p>SW305 – Spent lubricant oil = 1 MT</p> <p>SW 404- Clinical waste = 0.0001 MT</p> <p>SW409 – Contaminated containers = 0.02 MT</p> <p>SW410- Oil filters = 0.08 MT</p> <p>SPE- EsWiss record inventory dated 22/09/2020</p> <p>SW305- Spent Lubricant Oil- 0.205 MT</p> <p>SW404- Clinical waste – 0.0003 MT</p> <p>SW409- Oil filter- 0.02 MT</p> <p>Disposal of schedule waste</p> <p>JE</p> <p>SW 410 – Oil filters</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Consignment# 20200919184Z79T dated 19/09/2020, quantity 0.08 MT by Edsha Solutions Sdn Bhd SW305- Spent lubricant oil</p> <p>Consignment# 202009198MVK234 dated 19/09/2020, quantity 0.02 MT by Edsha Solutions Sdn Bhd</p> <p>SPE</p> <p>SW404- Clinical waste</p> <p>Consignment# 2020042008MQGVTD dated 20/04/2020, quantity 0.0040 MT by Kualiti Alam Sdn bhd</p> <p>SW410- Oil filter</p> <p>Consignment# 202007141631IKSUE dated 14/07/2020, quantity 0.09 MT by Edsha Solution Sdn Bhd.</p>	
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>Management practices the triple rinsing method for the empty pesticide container during site visit to the schedule waste store and sighted triple rinsed empty pesticide container storage with current inventory at Jendarata Estate is 67 units.</p> <p>All used container will be disposed to the solid waste contractor.</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 waste was manageable by collecting daily from line site and office area and disposed to the dumping site area at Blok 71.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.5.4: Reduction of pollution and emission			
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: Assessment of water usage and sources of supply. Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate's current activities. 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.). Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at	Verified the water management plan and include below information: Domestic Water Footprint 2020 with to date water utilization is 92,223 cubic metre for JE and 16,161 cubic metre for SPE. Water analysis was conducted once a year at sample from Sg Bernam dan Sg Perak and result as below. JE Analysis data dated 07/11/2019 and parameter below: BOD = Loc 40 (43), Loc 41 (40), Loc 42 (2) COD = Loc 40 (111), Loc 41 (61), Loc 42 (24) Oil & grease = Loc 40 (<1), Loc 41 (1), Loc 42 (2) SPE	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	<p>or before planting or replanting, along all natural waterways within the estate.</p> <p>Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented.</p> <p>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>Analysis data dated 23/12/2019 sample from Sungkai River dated 23/12/2020</p> <p>BOD = Loc 60 (< 2), Loc 61 (< 2), Loc 62 (< 2)</p> <p>COD = Loc 60 (19), Loc 61 (12), Loc 62 (3)</p> <p>Oil & grease = Loc 60 (<1), Loc 61 (<1), Loc 62 (<1)</p> <p>Site visit sighted management protect the water courses and wetlands by emphasis to rain harvesting through a network field, collection and main drains equipped strategically with weirs, sand bags and water gate.</p> <p>Water courses and wetlands are protected including maintaining and restoring appropriate riparian buffer zones. The guidelines are detailed in the SOP No 12: Protection of River Reserves (Riparian & Buffer Zone). Site visit to the Sg Bernam riverbank and sighted management maintain the buffer zone appropriately.</p> <p>Site visit sighted no natural vegetation has been removed.</p> <p>No bore well being used at JE and SPE.</p>	
4.5.5.2	<p>No construction of bunds, weirs and dams across main rivers or waterways passing through an estate.</p> <p>- Minor compliance -</p>	<p>At time of visit no bunds, weirs and dams were observed across main rivers or waterways passing through both estates.</p>	Complied
4.5.5.3	<p>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).</p> <p>- Minor compliance -</p>	<p>During the site visit it was observed that water harvesting was practised during the dry season while during the wet season weirs and gates were opened to drain excess water.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		All fields in Jendarata Estate were in flat terrain with high water table where conservation terraces and moisture pit are not required.	
Criterion 4.5.6: Status of rare, threatened, or endangered species and high biodiversity value			
4.5.6.1	<p>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:</p> <p>Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities.</p> <p>Conservation status (e.g. 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.</p> <p>- Major compliance -</p>	Both estates visited maintain the Environment and Biodiversity Policy signed by Dato' Carl Bek-Nielsen on 18/8/17. United Plantation 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	<p>If rare, threatened or endangered species or high biodiversity value, are present, appropriate measures for management planning and operations should include:</p> <p>Ensuring that any legal requirements relating to the protection of the species are met.</p> <p>Discouraging any illegal or inappropriate hunting, fishing or collecting activities; and developing responsible measures to resolve human-wildlife conflicts.</p> <p>- Major compliance -</p>	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. Latest training was conducted on 18-19/08/2020. Sighted the prohibition of illegal hunting were erected at several strategic area in the estate. The estate conducted HCV Study Report Self-Assessment on annually basis. The estate maintains and record the Wildlife Monitoring Records. Sighted identified wildlife as below:	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		JE Fire fly dated 14/09/2020 Horn bill dated 02/09/2020 Monkey dated 11/08/2020 SPE Snake dated 22/01/2020 Horn bill dated 17/07/2020	
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 -	United Plantation Berhad has established the Zero Burning Policy dated 18/8/2017 signed by the UPB's Chief Executive Director. United Plantation Berhad has also established the SOP for Replanting dated 18/2/2008. In the SOP stated the prohibition of burning in land preparation. Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched.	Complied

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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. - Major compliance -	No open burning noted based on the records on the land clearing and felling for the replanting at visited estates. Method of land clearing and preparation was used such as felling & chipping, cambering/land forming and path construction.	Complied
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 -	No open burning noted based on the records on the land clearing and felling for the replanting at visited estates. Method of land clearing and preparation was used such as felling & chipping, cambering/land forming and path construction.	Complied
4.5.7.4	Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched. - Minor compliance -	No open burning noted based on the records on the land clearing and felling for the replanting at visited estates. Method of land clearing and preparation was used such as felling & chipping, cambering/land forming and path construction.	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 -	In United Plantation Berhad, SOPs for plantation were documented in: - Field Management Manual 2008 - Field Management (Supplement) Manual 2008 - Standard working Procedure (S.O.P) 2007 with an added SOP on Traceability in April 2018 - OSH Manual	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>The SOP manual confirmed that all activities in the estates from seedlings in nursery to planting in the fields have been included in the Manual along with other requirements. The document specifies the following sections:</p> <ol style="list-style-type: none"> 1. Nursery Operations 2. Replanting 3. Upkeep Mature/Immature Oil Palm 4. Water Management <p>Site visit for the activity JE of harvesting at Block 2, Spraying at Block 71 and Manuring at Block 72 by interview the workers sighted the aware with the SOP and training was given by the management frequently.</p> <p>Site visit for the activity SPE of harvesting at Block 18, Spraying at Block 2 by interview the workers sighted the aware with the SOP and training was given by the management frequently.</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>The terrain on Jendarata Estate was 100% flat while on Seri Pelangi Estate it was flat and undulating (0 to 6°) based on the Topographic Map provided. Planting of cover crop and maintenance of soft grasses in interlines to prevent soil erosion was observed during the visit.</p>	Complied

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4.6.1.3	A visual identification or reference system shall be established for each field. - Major compliance -	All fields are marked and identified. Information like year planting (field no) and the total hectare is shown in all markers. There are both stencilled at the palm trees and also displayed in signage at the boundary/corners of every fields.	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 -	The annual business plan is available. The estate had an annual budget with a 3 years projection as stated in JENDARATA Estate Annual Budget 2022. This business plan is prepared as guidance for future planning. The budget contains monthly budget per operating units including FFB, CPO and PK. Component of operating expenditure includes Administration, harvesting & collection, field upkeep, transportation, road and bridges, labour overhead, EVIT (running accounts for engines, vehicles, implements & tractors. Inclusive in the business plan is also Capital Expenditure (CAPEX) includes building general, tractors and agricultural implement, office equipment and others.	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 -	United Plantation Berhad had a long range replanting program projected for 10 years. The program for each estate was reviewed annually and the replanting program for 5 years in Hectares is as follows: JE 2019 (299.90 ha) 2020 (282.80 ha) 2021 (298.74 ha) 2022 (248.16 ha) 2023 (139.60 ha). SPE	Complied

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		2018 (321 ha), 2021 (204 ha) 2022 (321 ha) 2025 (269 ha) 2026 (215 ha).	
4.6.2.3	<p>The business or management plan may contain:</p> <p>Attention to quality of planting materials and FFB</p> <p>Crop projection: site yield potential, age profile, FFB yield trends</p> <p>Cost of production: cost per tonne of FFB</p> <p>Price forecast</p> <p>Financial indicators: cost benefit, discounted cash flow, return on investment</p> <p>- Major compliance -</p>	<p>This requirement i.e. crop material, crop projection, yield, production cost are available. It is provided in the business management plan shown in item 4.6.2.1 above.</p> <p>JE</p> <p>Year 2021</p> <p>FFB Yield/ ha = 28.00 tonnes</p> <p>OER = 22.8%</p> <p>KER = 5.20%</p> <p>Year 2020</p> <p>FFB Yield/ ha = 28.50 tonnes</p> <p>OER = 22.5%</p> <p>KER = 5.20%</p> <p>SPE</p> <p>Year 2021</p> <p>FFB = 26500 MT</p> <p>OER = 22.5%, Cost/ tonne= 5962.5</p> <p>KER = 5.0%</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Year 2022 FFB = 24000 OER = 22.5%, Cost/ tonne = 5400 KER = 5.0%	
4.6.2.4	The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented. - Major compliance -	The estates performance is recorded in the monthly progress report. Details on the actual vs budget i.e. crop production, fixed and direct cost are shown therein. The management also provides variance report on the performance and reviewed monthly. The progress report contains the updated actual usage as to date. Verified the Summary of Progress Report for month of June, July and August 2020.	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 -	Generally, the pricing mechanism is guided by UP Bhd's 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.	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.	Both estates have made their contractors understand the MSPO requirements mainly through trainings and meeting. Records of training and meeting were available for verification.	Complied

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	- Major compliance -		
4.6.4.2	The management shall provide evidence of agreed contracts with the contractor. - Major compliance -	All of 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
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 4.7.1: High biodiversity value			
4.7.1.1	Oil palm shall not be planted on land with high biodiversity value unless it is carried out in compliance with the National and/or State Biodiversity Legislation. - Major compliance -	NA as no development of new planting by the estates.	NA
4.7.1.2	No conversion of Environmentally Sensitive Areas (ESAs) to oil palm as required under Peninsular Malaysia's National Physical Plan (NPP) and the Sabah Forest Management Unit under the Sabah Forest Management License Agreement. For Sabah and Sarawak, new planting or replanting of an area 500ha or more	NA as no development of new planting by the estates.	NA

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	requires an EIA. For areas below 500ha but above 100ha, a Proposal for Mitigation Measures (PMM) is required. - Major compliance -		
Criterion 4.7.2: Peat Land			
4.7.2.1	New planting and replanting may be developed and implemented on peat land as per MPOB guidelines on peat land development or industry best practice. - Major compliance -	NA as no development of new planting by the estates.	NA
Criterion 4.7.3: Social and Environmental Impact Assessment (SEIA)			
4.7.3.1	A comprehensive and participatory social and environmental impact assessment shall be conducted prior to establishing new plantings or operations. - Major compliance -	NA as no development of new planting by the estates.	NA
4.7.3.2	SEIAs shall include previous land use or history and involve independent consultation as per national and state regulations, via participatory methodology which includes external stakeholders. - Major compliance -	NA as no development of new planting by the estates.	NA
4.7.3.3	The results of the SEIA shall be incorporated into an appropriate management plan and operational procedures developed, implemented, monitored and reviewed. - Major compliance -	NA as no development of new planting by the estates.	NA
4.7.3.4	Where the development includes smallholder schemes of above 500ha in total or small estates, the impacts and implications of how each scheme or small estate is to be	NA as no development of new planting by the estates.	NA

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Criterion / Indicator		Assessment Findings	Compliance
	managed should be documented and a plan to manage the impacts developed, implemented, monitored and reviewed. - Minor compliance -		
Criterion 4.7.4: Soil and topographic information			
4.7.4.1	Information on soil types shall be adequate to establish the long-term suitability of the land for oil palm cultivation. - Major compliance -	NA as no development of new planting by the estates.	NA
4.7.4.2	Topographic information shall be adequate to guide the planning of planting programmes, drainage and irrigation systems, roads and other infrastructure. - Major compliance -	NA as no development of new planting by the estates.	NA
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 -	NA as no development of new planting by the estates.	NA
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 -	NA as no development of new planting by the estates.	NA
4.7.5.3	Marginal and fragile soils, including excessive gradients and peat soils, shall be identified prior to conversion. - Major compliance -	NA as no development of new planting by the estates.	NA

Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.7.6: Customary land			
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 -	NA as no development of new planting by the estates.	NA
4.7.6.2	Where new plantings on recognised customary lands are acceptable, management plans and operations should maintain sacred sites. - Minor compliance -	NA as no development of new planting by the estates.	NA
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 -	NA as no development of new planting by the estates.	NA
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 -	NA as no development of new planting by the estates.	NA
4.7.6.5	Identification and assessment of legal and recognised customary rights shall be documented. - Major compliance -	NA as no development of new planting by the estates.	NA

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Criterion / Indicator		Assessment Findings	Compliance
4.7.6.6	A system for identifying people entitled to compensation and for calculating and distributing fair compensation shall be established and implemented. - Major compliance -	NA as no development of new planting by the estates.	NA
4.7.6.7	The process and outcome of any compensation claims shall be documented and made publicly available. - Major compliance -	NA as no development of new planting by the estates.	NA
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 -	NA as no development of new planting by the estates.	NA

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MS 2530-4:2013 Malaysian Sustainable Palm Oil (MSPO) Part 4: General principles for Palm Oil Mill.

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 Plantation Berhad has established a MSPO policy committing to implement on sustainability signed by Chief Executive Director, Dato’ Carl Bek-Nielsen, on 29 March 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 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 on 11/6/2020 (first round) and 21/8/2020 (follow up). The actual was conducted on schedule by 5 auditors from HRESH Dept.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
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 NCRs issued as a result of the audit. All of the NCRs have been closed on 7/9/2020. Closure of NCRs were verified by HRESH Department Team. Identification of root cause was satisfactorily demonstrated in order to come up with effective corrective actions.	Complied
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.	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 -	Based on the established management review meeting procedure, the minimum meeting frequency was once per year. Based on the procedure, the management review committee should consist of CED, GM HRESH, Heads of Up Stream, Down Stream and UIE Businesses, Head of Research, UNITATA Executives and PTSSS Executives. MRM was held on 15/7/2020 to review the performance of Jan-Dec 2019, attended 5 attendees and chaired by the Resident Engineer. Among the agendas discussed were: Compliance to legal requirements Business plan Environmental performance Social impact assessment	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Stakeholders consultations outcome Internal & external audit findings Customer feedback Process performance and product conformity Status of correction & corrective actions Follow-up actions from previous MRM Changes that could affect the management system Recommendation for improvement	
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 -	Management established and implement the continual improvement as below: Dust emission- By 2019, all boiler must comply to max 150 mg/m3 Methane gas captured- Target to have 30 m3/MT FFB processed for next 5 years Spent batteries dispatched to waste manager- Not more than 20 and plan to used maintenance free battery Continual improvement also was sighted as per updated HIRARC and Environmental Aspect Impact for year 2020.	Complied
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 -	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			

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Criterion / Indicator		Assessment Findings	Compliance
Criterion 4.2.1 – Transparency of information and documents relevant to MSPO requirements			
4.2.1.1	<p>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.</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. The officer-in-charge for Mill was the Group Engineer Mr P. Rajasegaran. As per appointment letter dated 29.03.2018 he was responsible to commit and implement the sustainability concepts outline in RSPO, RSPO NEXT and MSPO P&Cs.</p>	Complied
4.2.1.2	<p>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 social outcomes.</p> <p>- Major compliance -</p>	<p>United Plantation 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 mill.</p> <p>In addition to the website, the policies were also displayed at various locations including the main notice boards of the estates, mill offices and muster ground notice boards for employees and visitors to view.</p> <p>Procedure for complaints and grievances were available through UP website and medium used was via suggestion box in office or write in to UP head office.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
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 indicator 1. - Minor compliance -	The officer-in-charge for Mill was the Group Engineer Mr P. Rajasegaran. As per appointment letter dated 29.03.2018, he was responsible to commit and implement the sustainability concepts outline in RSPO, RSPO NEXT and MSPO P&Cs.	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 NUPW, OSHA, Temple, Mosque, Guest Workers Welfare and School Headmasters, Bank, NGOs and Government Agencies and others as updated on 10/4/2019.	Complied
Criterion 4.2.3 – Traceability			
4.2.3.1	The management shall commit itself to implement and maintain the requirements for the traceability and shall establish a standard operation procedure for traceability. - Major compliance -	Jendarata POM is receiving FFB mainly from Jendarata & Seri Pelangi Estate and no outside FFB supplier. Jendarata has the SOP on Traceability dated 12/12/2019.	Complied
4.2.3.2	The management shall conduct regular inspections on compliance with the established traceability system. - Major compliance -	Regular inspection is done through internal audit as mentioned in Criterion 4.2.1.	Complied
4.2.3.3	The management shall identified and assign suitable employees to implement and maintain traceability system.	United Plantation Berhad has appointed the Director of Engineering, Downstream as person responsible for MSPO SCCS	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Minor compliance -	management as per appointment letter dated 13/2/2019 signed by the Chief Executive Director.	
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 & PK delivery to refinery and KCP were well maintained in various documents such as Factory Storage Tank Calculation, mill's weighbridge ticket, DO/DN, etc. The daily input data then will be keyed in excel sheet. The sheet among others has the, DO number, weighbridge ticket no., quantity and date of delivery. CPO is mostly delivered to UP's own refinery which is located beside the POM through pipelines. Quantity of delivery is measured by flowmeter and recorded in the Factory Storage Tank Calculation in m3.	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 2020 and sighted listed all permit and license related to the DOSH, Suruhanjaya Tenaga, MPOB etc and sighted all permit are still valid until year 2021.	Complied
4.3.1.2	The management shall list all relevant laws related to their operations in a legal requirements register. - Major compliance -	Jendarata Palm Oil mill has implemented its established documented system for identifying, accessing, tracking and monitoring of compliance with the legal requirements that were applicable to them. A Legal Requirements Register was established and updated on from time to time according to the last amendment of legal. Among the legal requirement included the legal listare: Environmental Quality Act 1974	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Factories and Machinery Act 1967 Occupational Safety and Health Act 1994 Worker's Minimum Standards of Housing and Amenities Act 1990) Minimum Wages Order 2020	
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 legal requirements register was updated as and when there were any new amendments or any new regulations coming into force. It has the information about the requirements of law, applicability to plantation industry and status of compliance.	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 -	The management had assigned the Group Manager, HRESH Department, Mr. Mathews as the person responsible to monitor compliance and to track update the changes in regulatory requirements.	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 -	UP 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.	Complied
4.3.2.3	Legal parameter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.	Legal parameter boundary markers are sighted and during site visit sighted boundary markers by fencing.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.3.2.4	Where there are, or haven't 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 be made available and that these should have been accepted with free prior informed consent (FPIC). - Minor compliance -	There is no evidence of land dispute at Jendarata certification unit.	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.	NA
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.	NA
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.	NA
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 Mill & Estate internally and annually by the Internal Management	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>involving all stakeholders. The latest review of SIA was conducted on 10/8/2020. Key areas identified in the SIA were</p> <ul style="list-style-type: none"> Access and use rights Economics livelihood and working conditions Subsistence activities/amenities Human rights Cultural and religious values Medical & health facilities Education facilities Operational activities <p>Social Impacts Management Plan was then established to mitigate the identified significant impacts. Positive impacts were also identified and recorded in the SIA report. Among the positive impacts identified were accommodation in compliance with Minimum Housing and Amenities Act, prohibition of child labour, job opportunities, freedom of religion, etc.</p>	
Criterion 4.4.2: Complaints and grievances			
4.4.2.1	<p>A system for dealing with complaints and grievances shall be established and documented.</p> <p>- Major compliance -</p>	<p>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.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
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 -	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
4.4.2.3	A complaint form should be made available at the premises, where employees and affected stakeholders can make complaints. - Minor compliance -	United Plantation Berhad had established a Complain/Request form which was available at all offices. Suggestion boxes were placed at offices. A Registry of Complaints book is made available in the office. In case complainants wanted anonymity, they could email the complaint directly to the company secretary. This information is available in United Plantation Website and suggestion box in mill office.	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 -	Interview with workers confirmed their understanding of the complaint and grievance process is satisfactory. During stakeholder's consultation, it was verified that the stakeholders from internal and external were aware on the complaint channel to United Plantations Berhad. There was no grievance recorded ever since the last assessment. The request mainly on donation and housing repairs.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		External communities were made aware of complaint system through the stakeholder’s consultation which is through website, suggestion box or write a letter to the management.	
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 mill since the last audit were: Electricity and water supply to a temple for religious occasion on 2/9/2019 Supplying manpower to a school for trimming of trees, library housekeeping, repair of piping	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 -	Safety policy was established as per Occupational Safety & Health Policy dated 18/08/2017 and approved by CEO, Dato’ Carl Bek-Nielsen. Sighted the content of the policy as below: To establish the risk assessment to all operation Provide continuous training and promote safe and health workplace Develop a safety culture within the employee communicated within the employee during training and briefing	Complied

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Criterion / Indicator	Assessment Findings	Compliance
<p>4.4.4.2 The occupational safety and health plan should cover the following: A safety and health policy, which is communicated and implemented. The risk of all operations shall be assessed and documented. An awareness and training programme which includes the following requirements for employees exposed to chemicals used at the palm oil mill: All employees involved are adequately trained on safe working practices; All precautions attached to products should be properly observed and applied; 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). 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. The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust</p>	<p>a) Safety policy was sighted communicated on 12/03/2020 to all employee.</p> <p>HIRARC was updated and review 01/08/2020. Verified the HIRARC for below activity: Water Treatment Plant Chemical Pouring= Likelihood (2) X Severity (2) = 4 (Low Risk)</p> <p>Boiler Station Feeding fuel = Likelihood (2) x Severity (3) = 6 (Medium).</p> <p>Verified training record and sighted training conducted as below: Chemical & Oil Spillage Training dated 12/08/2020. Chemical Handling Training to lab personal was conducted on 19/09/2020.</p> <p>Verified evidence on the PPE issuance and sample as below: A. Subramaniam- issuance of ear plug on 10/07/2020, safety shoe on 13/08/2020 and safety helmet on 17/09/2020 R. Mariamah- issuance of ear plug on 01/03/2020 and safety helmet on 17/09/2020. Alamin- issuance of ear plug on 21/08/2020 and safety helmet on 18/09/2020.</p>	<p>Complied</p>

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Criterion / Indicator	Assessment Findings	Compliance
<p>shall have knowledge and access to latest national regulations and collective agreements.</p> <p>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 ant the concerns of employees and any remedial actions taken shall be recorded.</p> <p>Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees.</p> <p>Employees trained in First Aid shall be present at all mill operations. First Aid equipment should be available at each worksite.</p> <p>Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.</p> <p>- Major compliance -</p>	<p>SOP for chemical handling was sighted established as below: SOP Laboratory</p> <p>CHRA was conducted on 31/10/2018 by Mohd Azuan bin Kahamis (HQ/15/ASS/00/3).</p> <p>Management appoint Mr. Goh Kheng Wee as responsible person related to the employee safety and health and he was appointing as a Chairman for the OSH Committee.</p> <p>Management conduct two-way communication by organised the OSH Meeting and sighted the OSH committee meeting minute dated 28/12/17 and 4/4/18.</p> <p>Emergency Response Procedure was sighted established as per UP- OSH Manual. Sighted the establishment of the ERT and verified the organisation chart consist with the Emergency Commander and other person in charge for the emergency such as flood, fire, accident etc. Noted fire drill was conducted on 12/08/2020.</p> <p>Management appoint registered Medical Assistant, Mr Puvendhiran Munusamy as a First Aider. Review the First Aid Box location at Boiler Station, Weighbridge, store, main office etc. Sighted the inspection of first aid box checklist and done by monthly basis.</p>	
<p>Criterion 4.4.5: Employment conditions</p>		

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Criterion / Indicator		Assessment Findings	Compliance
4.4.5.1	<p>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.</p> <p>- Major compliance -</p>	<p>Jendarata Mill implemented their Human Rights Policy, signed by Dato' Carl Bek-Nielsen on 18.8.17. 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.</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 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. Consultation with the external stakeholders also revealed that there has been no discrimination.</p>	Complied
4.4.5.3	<p>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.</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 workers for Nov 2019, Jan 2020 and Jul 2020 were verified to be consistent with the Minimum Wages Order 2020 and employment conditions:</p> <p>Employee No.: 30040, 30495, 30498, 30543, 30455, 30503, 30519, 30526, 30465, 30488</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		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.	
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 # 20013, 30436, 30424, 30482, 30475 and 30433.	Complied
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.	There is thumb print system & face recognition for Jendarata POM to records the accurate working hours and overtime and	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	recorded in Jendarata TMS Master Report. The terms of employment are as per MAPA/NUPW.	
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 line-site 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 6 person with 3 bedroom per house.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		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 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.	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 23 March 2013 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 -	Training needs are sighted as per TNA for Mill Operation year 2020. Sighted listed training needs for all mill personal as below: Log Out and Tag Out- required for Biogas Operator, Boiler operator, process team etc. Chemical Spillage- required for maintenance team, process team and store operator. Yearly training programme was established as per Sustainability Training Schedule Year 2020 and listed below training: September- Chemical spillage, first aid training October- HIRARC, Tractor & shovel SOP training	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 -	Management evaluate the after the training and sighted the evaluation for below training conducted: Schedule waste training dated 19/09/2020 First aid training dated 20/08/2020.	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 -	Yearly training programme was established as per Sustainability Training Schedule Year 2020 and listed below training: a) September- Chemical spillage, first aid training b) October- HIRARC, Tractor & shovel SOP training Training conducted for year 2020 was sighted as below: Schedule waste training dated 19/09/2020 First aid training dated 20/08/2020.	Complied
4.5 Principle 5: Environment, natural resources, biodiversity and ecosystem services			

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Criterion / Indicator		Assessment Findings	Compliance
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 -	Management establish the policy as per Environment and Biodiversity Policy and approved by CEO, Dato' Carl Bek-Nielson dated 05/02/2020. The policy was sighted communicated during the training, briefing and display at the specific area within the compound.	Complied
4.5.1.2	The environmental management plan shall cover the following: An environmental policy and objectives; The aspects and impacts analysis of all operations - Major compliance -	Sighted the Environmental Impact Assessment for all activity and sample as below: Sterilizer- Severity (4) X Quantity (3) X Probability (2.5) = 30 (Medium) Kernel Station- Severity (2) X Quantity (2) X Probability (1) = 8 (Negligible)	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 -	Sighted the Environmental Plan was established for year 2020 and review below Environmental Plan: Kernel Station- Dispose sediments of mud slurry, to control the steam supply to the heater. Effluent treatment plant- Annual desilting of effluent ponds, maintain and enhance oil traps etc	Complied
4.5.1.4	A programme to promote the positive impacts should be included in the continual improvement plan. - Minor compliance -	Review the Environmental Impact Assessment and clearly management identified the impact to the environmental as below: Disposal of sludge oil- Negative impact EFB ramp leachate- Negative impact Waste metal- Negative impact	Complied

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Criterion / Indicator		Assessment Findings	Compliance
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 -	Training conducted for year 2020 was sighted as below: Schedule waste training dated 19/09/2020 Chemical & Lubricant Oil Spillage dated 08/09/2020	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 -	Review the Stakeholder Meeting and consultation dated 10/08/2020 and sighted the environmental issue was include and discuss as per agenda no. 6: Joint consultation on Environmental Impact Assessment (EIA).	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 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 - Major compliance -	Verified the monitoring of Fosil fuel Usage (Petrol & Diesel) and monitor by yearly basis as below: Diesel usage: 2018- 0.38 (Liter/ MT FFB) 2019- 0.36 (Liter/ MT FFB) Petrol Usage 2018- 0.049 (Liter/ MT FFB) 2019- 0.040 (Liter/ MT FFB)	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 shall include fuel use by contractors, including all transport and machinery operations.	The estimation of the direct usage of non-renewable energy are as per yearly budget and sighted the estimation for year 2020 as below: Diesel = 535 litre/ month	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -		
4.5.2.3	The use of renewable energy should be applied where possible. - Minor compliance -	Verified the renewable energy generated by the mill for methane gas as below: 2018- 3,483,700 m3 2019- 4,137,656 m3	Complied
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 -	Waste products and sources of pollution was identified waste listed as below: Palm Oil Mill Effluent Empty fruit bunch Boiler Ash Schedule waste Domestic waste	Complied
4.5.3.2	A waste management plan shall be developed and implemented, to avoid or reduce pollution. The waste management plan should include measure for: Identifying and monitoring sources of waste and pollution. Improving the efficiency and recycling potential of mill by-products by converting them into value-added products. - Major compliance -	Sighted and review the Waste Management Plan as at August 2020 and sighted continual improvement as below: POME- POME application are fully utilised Empty Fruit Bunch- EFB was fully utilized at the Biomass Reciprocating Boiler Schedule waste- Disposal as per DOE Regulation.	Complied
4.5.3.3	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	Management manage the schedule waste as per DOE regulation and sighted compliance as below: Inventory as to Sept 2020	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	<p>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>SW110 (Electrode waste) = 0.006 MT SW410 (Oil filter) = 0.0680 MT SW305 (Used Lubricant Oil) = 0.0545 MT Sw306 (used hydraulic oil) = 0.050 MT</p> <p>Disposal of schedule waste by registered DOE waste manager and review the consignment note as below: SW410 (rags, plastics, papers) – disposed on 13/07/2020 (Consignment# 202007271FGB9NW) with quantity 0.220 MT by Kenep Waste Management Sdn Bhd SW305 (Used lub oil) – disposed on 14/08/2020 (Consignment# 2020081818CDLE0M) with quantity 0.1290 MT by Promichem Sdn Bhd SW409 (containers, bags and equipment)- disposed on 04/08/2020 (Consignment#202008140663QZUS) with quantity 0.0530 MT by Kenep Waste Management Sdn Bhd.</p>	
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>Domestic waste manage by Jendarata Estate by collecting on daily basis and dispose the land fill in the estate area.</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 assessment of the polluting activities are as per EIA and sighted the assessment for the pollution at the sterilize, stripping station, boiler house etc.</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		<p>Pollution sighted as below:</p> <p>Boiler station- Boiler ash- Severity (3) X Quantity (3) X Probability (3) = Rating (27)- Low</p> <p>Laboratory- Spent chemical- Severity (4) X Quantity (2) X Probability (3) = Ranking (24)- Low</p>	
4.5.4.2	<p>An action plan to reduce identified significant pollutants and emissions shall be established and implemented.</p> <p>- Major compliance -</p>	<p>Action plan was sighted as below:</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
4.5.4.3	<p>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.</p> <p>- Major compliance -</p>	<p>Site visit to the effluent pond and sighted management treated the effluent appropriately. The monitoring of the effluent pond water quality was sighted as below:</p> <p>Certificate of Analysis- Pond No. 5 dated 24/08/2020</p> <p>BOD= 571 mg/l</p> <p>COD= 2000 mg/l</p> <p>Total Nitrogen = 101.4 mg/l</p> <p>Ammoniacal Nitrogen = 132.5 mg/l</p> <p>Verified the PME effluent land application as below:</p> <p>August 2020= 11,712 m3</p> <p>July 2020 = 23,506 m3</p>	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		June 2020 = 10,271 m3	
Criterion 4.5.5: Natural water resources			
4.5.5.1	<p>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:</p> <p>Assessment of water usage and sources.</p> <p>Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the mill's current activities.</p> <p>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.).</p> <p>- Major compliance -</p>	<p>Assessment of water usage was done monitored closely and sighted the usage as below:</p> <p>2018- 1.58 Litre/ MT FFB</p> <p>2019- 1.78 Litre/ MT FFB</p> <p>Noted management practices 100% POME apply to the field and not disposed to the natural waterways or river nearby.</p>	Complied
4.5.5.2	<p>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.</p> <p>- Major compliance -</p>	Noted mill 100% discharged the POME to the land application as per DOE license.	Complied
4.6 Principle 6: Best Practices			
Criterion 4.6.1: Mill Management			
4.6.1.1	<p>Standard operating procedures shall be appropriately documented and consistently implemented and monitored.</p> <p>- Major compliance -</p>	Management establish the Mill Operation SOP dated Jan 2008 and listed the SOP for all mill activity such as Digestion, pressing, clarification, kernel extraction etc.	Complied

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Criterion / Indicator		Assessment Findings	Compliance
		Site visit sighted all the practices in the operation are in the line of the existence SOP. SOP training also are sighted conducted to all the employee by yearly basis.	
4.6.1.2	All palm oil mills shall implement best practices. - Major compliance -	Site visit and verification in the practices and sighted the recording of FFB operation are as below: Clarification Station Record dated 22/09/2020, 21/09/2020 etc Kernel Plant Station Record dated 22/09/2020, 21/09/2020 Thrashing & Pressing Station Record dated 22/09/2020, 21/09/2020 etc.	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 -	Verified the 3 years budget projection as below: OER – 2020 (22.8%), 2021 (22.8%), 2022 (22.8%) Cost/ tonne- 2020 (RM75.17), 2021 (RM75.17) Budget Crop= 2020 (149,100 MT), 2021 (149,700 MT), 2022 (150,338 MT)	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
4.6.3.2	All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner.	Verification of contract agreement, records of payment and interview with contractors showed that contracts was fair, legal	Complied

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Criterion / Indicator		Assessment Findings	Compliance
	- Major compliance -	and transparent and agreed payments were made in timely manner.	
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.	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 9.	Complied

Appendix B: List of Stakeholders Contacted

<p>Government Officer: Nil</p>	<p>Community/neighbouring village: Neighbouring Plantations/Smallholders</p>
<p>Suppliers/Contractors/Vendors: Contractors</p>	<p>Worker’s Representative/Gender Committee: Workers Representatives from different nationalities Gender Representatives</p>

Appendix C: Smallholder Member Details

Not applicable.

No.	Smallholder		Location of Planted Area (District)	GPS Coordinates	Certified Area (ha)	Planted Area (ha)
	Name	MPOB License Number				
1	NA					
2						
3						
4						
5						

Appendix D: Location and Field Map

Jendarata POM



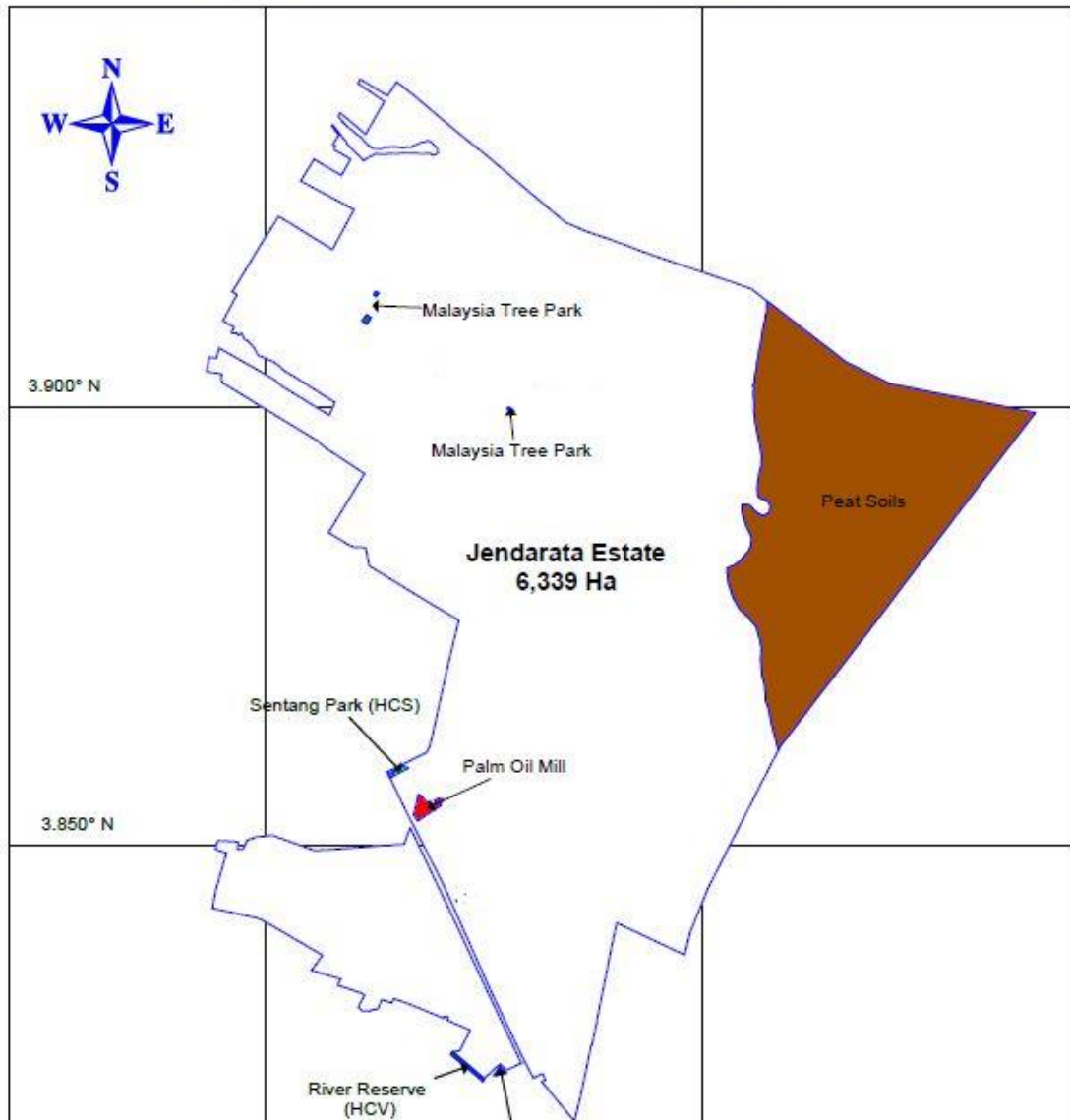
Jendarata Estate



United Plantations Berhad
Jendarata Estate

100.950° E

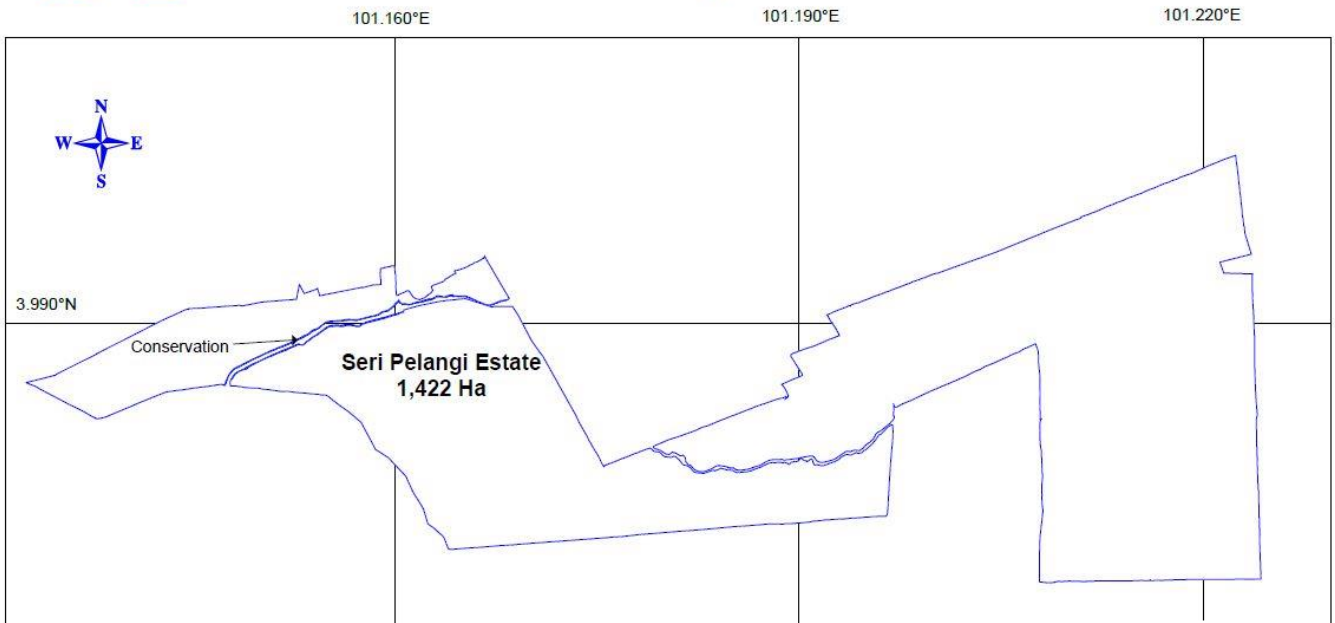
101.000° E



Seri Pelangi Estate



United Plantations Berhad
Seri Pelangi 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