

Malaysian Sustainable Palm Oil Certification
MSPO – PART 3 (GENERAL PRINCIPAL FOR OIL PALM PLANTATIONS AND ORGANISED SMALLHOLDERS)

Stage-1 Stage-2 Surveillance Re-Certification

Plantation Management/Owner : United Plantations Bhd
 Plantation Name : Ulu Basir Estate
 Location : As per in table 1.3.
 Certificate Code : **MUTU-MSPO/014**
 Date of certificate issue : 18/08/2018
 Date of expiry of certificate : 17/08/2023

Assessment	Assessment Date	Mutuagung Lestari Malaysia Auditor	Review by	Approve by
Main/ST-2	05 th – 06 th July 2018	Mahaswaran (Lead Auditor), Ebnu Holdoon Shawal [Auditor] Mohd. Nizam bin Abu Bakar [Auditor]	Ganapathy Ramasamy / Peter	Hari Naveen Christopher

Assessment	Approved by MUTUAGUNG LESTARI MALAYSIA SDN BHD on:
Main/ST-2	18/08/2018

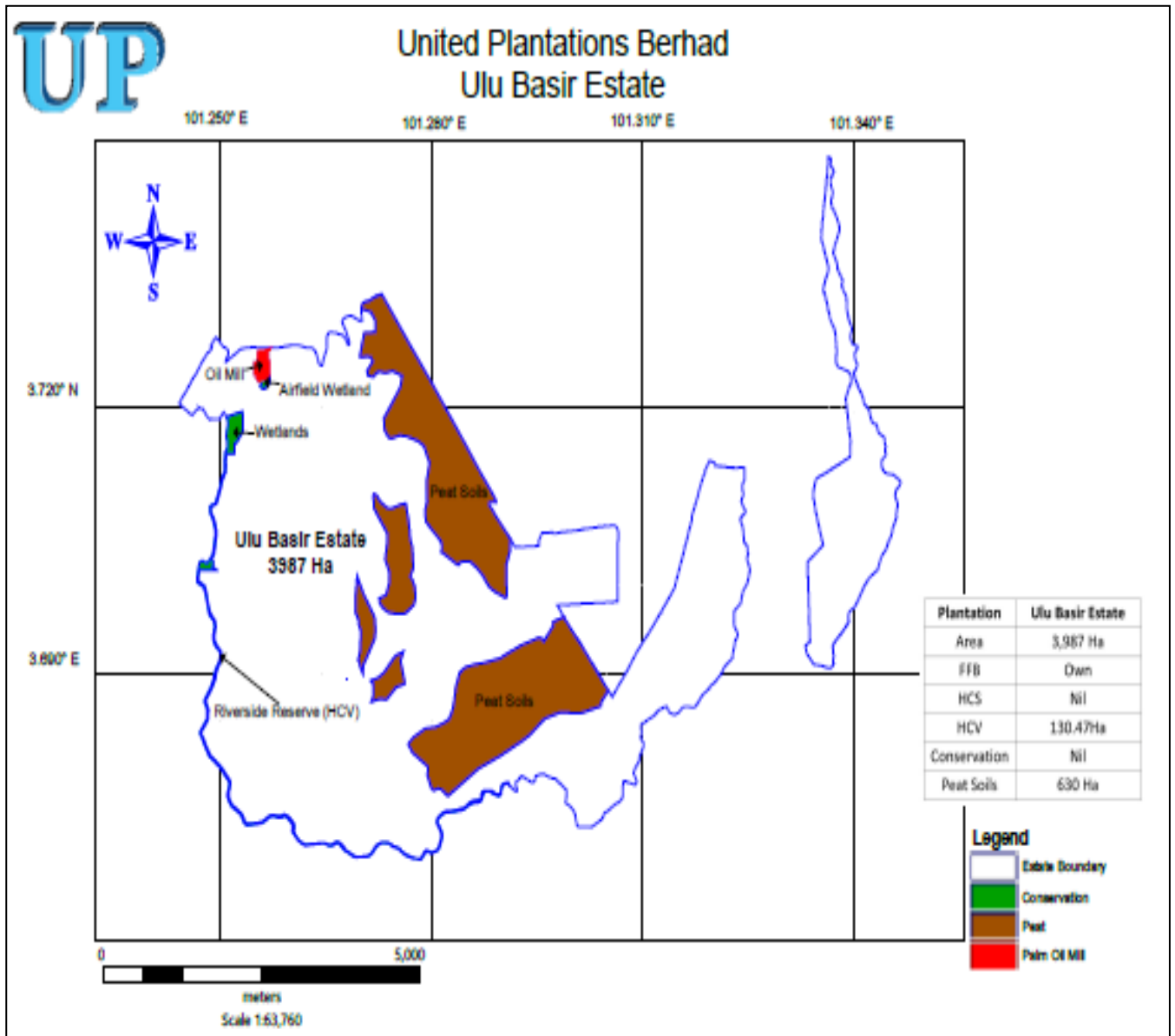
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Figure 2. Operational Map of Ulu Basir Estate, United Plantations Bhd



1.0		SCOPE OF THE CERTIFICATION ASSESSMENT																								
1.1	Assessment Standard Used	Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders)																								
1.2	Organization Information																									
1.2.1	Company name	United Plantations Berhad																								
1.2.2	Contact person	C. Mathews																								
1.2.3	Company address and site address	<p>Organisation address: Jendarata Estate 36009 Teluk Intan, Perak Darul Ridzuan, Malaysia</p> <p>Site address: Jendarata, 36009 Teluk Intan, Perak Darul Ridzuan, Malaysia</p>																								
1.2.4	Telephone	+605-6411411																								
1.2.5	Fax	+6605-6416220																								
1.2.6	E-mail	cmm@unitedplantations.com																								
1.2.7	Web page address	www.unitedplantations.com																								
1.3	Supply Base(s) Information																									
1.3.1	Location of Certification Scope of Supply Base																									
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*Source 12 month Forecasted CPO/PK Production Data by the Company. Use either 12 months forecast from audit or company's next year's forecast.																										

1.4		Other Certifications	
	ISO 9001:2008	-	
	ISO 14001: 2004	-	
	OHSAS 18001:2007	-	
	ISCC	-	
	Others	RSPO Certified	

2.0	ASSESSMENT PROCESS
2.1	Certification Body
	Mutuagung Lestari Malaysia Sdn Bhd. B-0926 Empire Soho, Empire Shopping Gallery, Jalan SS 16/1 Subang Jaya, 47500 Petaling Jaya, Selangor, Malaysia Website: www.mutucertification.com Email: hari@mutucertification.com

2.2	Assessment Team
Main / ST-2	<p>Mahaswaran Maliyapan (Lead Auditor) Malaysian. Executive Master in Entrepreneurship Enhancement [Supply Chain Management], Professional Diploma in International Management Practices, Graduate Diploma in Business Administration and Diploma in Mechanical Engineering. Has vast exposure and experience in engineering, quality, 2nd & 3rd party auditing in various industries and owns proven track records of auditing various multinational companies both locally and internationally. Certified Lead Auditor for ISO 9001, 14001, OHSAS 18001, RSPO P&C, RSPO SCCS, RSPO Next and MSPO. Since 2012 trained in agriculture certification programs such as RSPO, MSPO and SCCS and holds role as lead auditor or auditor with several local and overseas certification bodies. He too in Quality Environmental Management System as well the Occupational, Health and Safety auditing.</p> <p>Mohd Nizam bin Abu Bakar (Auditor). Graduated from University Malaya with a Bachelor of Sciences with Honours (Ecology). Registered as a DOE environmental auditor EA 0012 and EIA consultant AC 0808. He had a 7 years experience on plantations as assistant manager at Asiatic Development Berhad. He had 21 years experience on auditing works on ISO 14000 Advanced EMS Auditing, Identifying Environmental Aspects & Impacts by Sirim Training Services S/B, Environmental Assessment & Management (Aberdeen, Scotland), Project Management Training Course & Train The Trainer Course (MIM).</p> <p>Ebnu Holdoon Shawal (Auditor) Malaysian. Graduated with Bachelor of Civil Engineering from University Tenaga Nasional in Malaysia. He has been completed the ISO 9001: 2008 QMS Lead assessor course for RABQSA – QM 785 (Exemplar Global) certified. He has an experience regarding the safety, health and environmental standard for construction works as an engineer for 1 year. He has gone for various RSPO audit including Felda POM and United Plantation as trainee auditor and have total 42-man days following the auditing activities. During this audit he has been assigned to verify the Transparencies and Environmental aspect.</p>

2.3	Assessment Methodology, Assessment Process, and Locations of Assessment
2.3.1	Figure of person days to implement assessment
Main / ST-2	<p>Number of auditors: 3 auditors Number of days for Main/Stage-2 at site: 2 day Number of working days for Main/Stage-2 at site: 3 Working days</p>
2.3.2	Detail process of assessment
Main / ST-2	<p>Mutuagung Lestari Malaysia Sdn. Bhd. [<i>thereafter known as MUTU</i>] has conducted on-site Certification Assessment for Ulu Basir Complex [Estate] on 5th – 6th July 2018 by 3 auditors as to assess the compliance of the certification unit against the MS 2530-3:2013 Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders). The Stage 1 audit not applicable as the client already certified for RSPO and other sustainability programs.</p> <p>This stage 2 assessment was conducted in three methods: (1) document review, aiming to observe the sufficiency of types or substances from required documents; (2) interview, aiming to obtain more detailed information and cross check the information; and (3) field observation, aiming to observe directly the sufficiency of implementation on site. Some opportunities for improvement of the results delivered by the MUTU auditor to the management unit and the results are the subject will be verified at the next assessment phase. All information obtained was recorded in Check List of MUTU.</p> <p>The assessment program please find Appendix 2</p>

2.3.3	Locations of Assessment
MAIN / ST-2	Ulu Basir Estate
2.4	Stakeholder Consultation
2.4.1	Summary of stakeholder consultation process
MAIN / ST-2	<p>Consultation of stakeholders for Ulu Basir POM – United Plantations Berhad was held by:</p> <ol style="list-style-type: none"> 1. Public announcement at web www.mutucertification.com on 18 June 2018 2. Public consultation by interview with Gender Committee, contractor, labor union, Shop owner, and worker’s representative on July 3rd, 2018. 3. Consultation with NGO (Suhakam-National Human Rights Society, NUPW –National Union of Plantation Worker, Traffic - the wildlife trade monitoring network, & Malaysian Environmental NGOs – MENGO) via email on June 26th, 2018 <p>Numbers of input from stakeholders were clarified by Ulu Basir POM –United Plantation.</p>
2.5	Determining Next Assessment
	The next visit of ASA 1 will be determined one year after this Main / ST-2.

3.1. Summary of Assessment Report of the MSPO Certification

MUTU has conducted the main / ST-2 assessment of Ulu Basir Complex [only 1 estate]. During this assessment, there was zero (0) non-conformities found, however three (3) opportunities for improvement were identified against MS 2530-3:2013. Further explanation of the non-conformities raised are provided in section 3.5. MUTU found that Ulu Basir Estates complied with the requirements of Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders. Since the audit objectives as mentioned in the audit plan have been achieved and assessment that was resulted with no Major non-conformity, therefore the lead auditor **recommends** Ulu Basir Complex for compliance with the Malaysian Sustainable Palm Oil Certification MSPO – Part 3 (General Principal for Oil Palm Plantations and Organized Smallholders.

Ref Std.	VERIFICATION RESULT of MUTU-Certification	
4.1 PRINCIPLE 1 MANAGEMENT COMMITMENT AND RESPONSIBILITY		
4.1.1 Malaysian sustainable palm oil (MSPO) policy		
4.1.1.1		
Indicator 1: A policy for the implementation of MSPO shall be established.		
A corporate MSPO Policy seen dated on 29/03/18 was approved Dato’ carl Bek-Nielsen, the CEO of United Plantations Berhad. Sighted the policy has been translated into Bahasa Malaysia, Tamil, Bengali and Hindi. This policy is linked to various Group Sustainability Policies such as commitment towards No Child Labour, No Deforestation, No Forced Labour & Contract Substitution, Meeting the Minimum Wages Standard, etc. The estate workers and staff are being regularly briefed on Group Sustainability Policies during daily morning muster call and weekly meeting, sampled training records dated for 27 & 28/06/18 associated with training evaluation records.		
	Status:	Ok

4.1.1.2		
Indicator 2: The policy shall also emphasize commitment to continual improvement.		
Among the policies which linked to the continual improvements are, such as “Policy on Replanting” linkage to environmental monitoring plan, “Policy for Riparian” link to training and buffer zones. Generally, the policies regard to OSH were given high priority by having various improvement plans. The 16 policies are incorporated into various training programs such as PPE awareness, awareness on worker’s contract agreement, effective spraying techniques and etc.		
	Status:	Ok
4.1.2 Criterion 2: Internal audit:		
4.1.2.1		
Indicator 1: Internal audit shall be planned and conducted regularly to determine the strong and weak points and potential area for further improvement.		
Seen the annual internal audit dated on 05/06/18 covers requirements needed by the MSPO scheme and estate best practices. There were few weak points found such as no function of reverse buzzer of forklift, cleanliness at worker’s quarters, improper management of PPE by sprayers, improper signages and etc. There were 15 non-conformities raised by 3 auditors [Lee, Jeevan, Ramesh].		
	Status:	Ok
4.1.2.2		
Indicator 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.		
Internal audit procedure dated on 27/02/18 is adequately identifies the process flow of the annual exercise is from establishing audit schedule → audit team selection → prepare audit plan → conduct audit – reporting of findings. Any non-conformities found during internal audit, shall be issued with a summary of findings and HRESH team to follow-up on the corrective actions.		
	Status:	Ok
4.1.2.3		
Indicator 3: Report shall be made available to the management for their review.		
The findings from internal audit was responded by the estate management during the Management Review Meeting dated on 30/05/17 for the period Jan-Dec 2017. Since the MSPO kick started in 2017, therefore the findings resulted from internal audit was not captured but will be review in next meeting.		
	Status:	Ok
4.1.3 Criterion 3: Management review		
4.1.3.1		
Indicator 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.		
Management review meeting was done on 28/05/18 at estate’s office chaired by estate manager. The minutes seen included of review on OHS, changes in applicable laws, memo on public announcements, business plan, schedule waste management, the decision on any changes, improvement, etc.		
	Status:	Ok
4.1.4 Criterion 4: Continual improvement		
4.1.4.1		
Indicator 1: The action plan for continual improvement shall be based on consideration of the main social and environmental impact and opportunities of the company.		
The estate established CIP for chemical reduction, IPM, yield, social and waste management. Sampled:		
<ul style="list-style-type: none"> • Buffalo utilization – increase hectarage in mature area by introducing ICS system in potential fields. • Triple rinse container – usage of alion as cocktail for weedicide spray to reduce number of rounds • OSH – Light injuries due to minor accident – awareness to workers on SOP along with briefing & trainings 		
	Status:	Ok

4.1.4.2	
Indicator 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.	
Interview with estate managers, reveals there was no new information and techniques, or new industry standards and technology being introduced. The estate management improves their yield trend by education workers in accordance to SOP on Traceability.	
Status:	Ok
4.1.4.3	
Indicator 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.	
There is annual training calendar established as part of continuous improvement for OHS, environment and social. Sighted training records for estate workers on various topics that enhance continuous improvement of estate plantation performance. As mentioned in the 4.4.6.	
Status:	Ok
4.2 PRINCIPAL 2: TRANSPARENCY	
4.2.1 Criterion 1: Transparency of information and documents relevant to MSPO requirements:	
4.2.1.1	
Indicator 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.	
The stakeholder meeting for was done on 30/04/18, sighted the attendance record [total 15 attended] attached with the minutes of meeting. Various issues were discussed and communicated, such as awareness on PPE usage for contract workers, open burning activities, the introduction on MSPO and the effect of Paraquat usage. A log book established for tracking of internal and/or external complaint. Based on the log book for communication and respond, appears no external stakeholder's remarks and for workers seen complaints on house maintenance.	
Status:	Ok
4.2.1.2	
Indicator 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.	
The information on the publicly available documents seen specifically addressed in company webpage and annual financial report. This information also been communicated to external stakeholder during annual meeting.	
Status:	Ok
4.2.2 Criterion 2: Transparent method of communication and consultation	
4.2.2.1	
Indicator 1: Procedures shall be established for consultation and communication with the relevant stakeholders.	
There is a Grievance Redressal Procedure in the Annual Financial Report for 2017 and in MSPO folder. This SOP serves as part of communication and consultation in clearing up misunderstanding / conflict / grievances or raising any issues with United Plantations Berhad. This SOP is adopted, in an effective, timely and appropriate manner that is open and transparent to any affected parties. The procedure stated that all grievances are formally recorded at point of receipt and settled as soon as possible but not more than 30 days and grievances acknowledged by letter within 7 workings days to stakeholder and estate manager / head of department from the company secretary.	
Status:	Ok

4.2.2.2		
Indicator 2: A management official should be nominated to be responsible for issues related to Indicator 1 at each operating unit.		
Sighted a letter dated on 29/03/18 from the company CEO who has appointed the estate manager Mr. Nek Wahid bin Nek Harun as window person to communicate and follow up with regards to stakeholder's issues.		
	Status:	Ok
4.2.2.3		
Indicator 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.		
The latest reviewed of immediate stakeholder list dated on 30/04/18 seen consists of government agencies, JKKK and other interested parties. The meeting minutes with stakeholder are effectively documented. The 3 complaints and feedbacks during stakeholder meeting was responded by estate through a management plan.		
	Status:	Ok
4.2.3 Criterion 3: Traceability		
4.2.3.1		
Indicator 1: The management shall establish, implement and maintain a standard operating procedure to comply with the requirements for traceability of the relevant product(s).		
The estates have implemented SOP for Traceability [SOP on Traceability] Doc No: MSPO Indicator 4.2.3, dated 17/04/18 and SOP on Sustainable Supply Chain and Traceability RSPO SCC dated 08/03/18 as to provide guideline to establish sustainable supply chain and traceability for FFB. Data capturing [bunch counting / grading] is done using conventional way of manual recording. Sampled verified of chits from Feb, Mar, Jun and July 2018 with no negative findings. The estate is maintaining appointment letter for personals delicate on monitoring traceability.		
	Status:	Ok
4.2.3.2		
Indicator 2: The management shall conduct regular inspections on compliance with the established traceability system.		
The harvesting field supervisor holds the responsibility on regular inspection, whereby the effectiveness of monitoring seen captured in the internal audit by HRESH. Aside there is also field routine visit by the manager and annually visit by the agronomies and sustainability team members.		
	Status:	Ok
4.2.3.3		
Indicator 3: The management should identify and assign suitable employees to implement and maintain the traceability system.		
Based on the [SOP on Traceability] Doc No: MSPO Indicator 4.2.3, dated 17/04/18, page 2 (point 15.3), it is the responsibility of respective field Mandor to maintain the compliance of traceability processes. The HRESH [Human Resource, Environment, Safety & Health]. A letter dated on 29/03/18 from the UP-CEO, the estate manager has been appointed to implement and maintain the sustainability compliance.		
	Status:	Ok
4.2.3.4		
Indicator 4: Records of sales, delivery or transportation of FFB shall be maintained.		
As for Ulu Basir Estate, the FFB are loaded into cages from respective fields to the rail lane. Estate management shall be counter check the invoice generated by the mill weighbridge with field number. Verified the "Despatch Order for May and Jun 2018 and no discrepancies found. As at current time, the estate sending FFB to Ulu Basir POM and occasionally diverts crops to Optimill if would instruct from management of Ulu Basir POM.		
	Status:	Ok

4.3 PRINCIPLE 3: COMPLIANCE TO LEGAL REQUIREMENTS	
4.3.1 Criterion 1: Regulatory requirements	
4.3.1.1	
Indicator 1: All operations are in compliance with the applicable local, state, national and ratified international laws and regulations.	
<ul style="list-style-type: none"> Schedule waste manager – Enviro Green Plas Enterprise [DOE License No. 004244] expires on 20/04/19 Diesel and petrol storage – 19,000L [Store A], 14,000L [Store B] and 4,000L respectively – A 037330, 09/08/18 MPOB License – 501894602000, 30/09/18 License to operate private hospital as required by Akta Kemudahan dan Perkhidmatan Jagaan Kesihatan Swasta 1998 – 130807-00306-01/2016 – valid 23/02/20 Akta Bekalan Elektrik 1990 [2998 Kw] released date 28/04/18 Master record of foreign workers updated 19/06/18 [Ref. F.2.186/240/2018 Gun License for estate manager – Nek Wahid Bin Nek Harun [No. 0500217] dated 20/04/18 License as required by Lembaga Racun Makhluk Perosak Jabatan Pertanian for Monocrotophos – 700L, 26/02/18 SPAN license as required by Water Services Industry Act 2006 – approval till 28/08/18 CHRA – DOSH Report Ref JKKP HIE 127/171-2(1)-2017/009 valid till 2022 	
Status:	Ok
4.3.1.2	
Indicator 2: The management shall list all laws applicable to their operations in a legal requirements register.	
The estates annually check the adequacy of legal compliances and they receive updated legal requirement notifications from Group HR Manager. There are 43 law books available as for reference and cross verified against annual legal compliance monitoring list. Among the legal list maintained are Anti-Corruption Act 1997, Land Acquisition Act 1960, Employees Provident Fund Act 1991, Water Act 1920 and etc. Sampled legal requirement register for Pesticide Act 1974 and EQA 1974, Schedule Waste Regulation 2005.	
Status:	Ok
4.3.1.3	
Indicator 3: The legal requirements register shall be updated as and when there are any new amendments or any new regulations coming into force.	
The Group Manager Human Resources and Environment, Safety and Health manage the set of legal documents and communicate to the estate manager. There were no significant changes addressed in the regulation of OHS and environment. As for the general category, "Laws of Malaysian Act 803, Anti Fake News Act 2018 has been updated and communicated of the changes within all operating units. Personnel in charge on tracking and updating applicable legal documents are stated in the sustainability manual and estate have list of licence and permit includes the expired date and person responsible as system to tracking all permit is up to date.	
Status:	Ok
4.3.1.4	
Indicator 4: The management should assign a person responsible to monitor compliance and to track and update the changes in regulatory requirements.	
Any changes in the applicable laws and regulations, the Group Manager Human Resources and OHS and Environment, Mr. Mathews co-ordinates with respective operating units. SOP for legal requirement stated a periodic review and evaluation on the laws & regulations list carried out to ensure that any new/addition as well as changes and amendment are captured and update, through enquiring the laws books publisher and/or communication with law/enforcement officers. There were 7 in 2016, 11 in 2017 and 7 in 2018 notifications of changes been circulated and the changes effectively received and acknowledged by estate manager.	
Status:	Ok

4.3.2 Criterion 2: Land use rights		
4.3.2.1		
Indicator 1: The management shall ensure that their oil palm cultivation activities do not diminish the land use rights of other users.		
According to the land title, there are 4 lots totaling to 4395.45 Ha with Freehold and Leased status registered under United Plantations Berhad. Based on the latest area statement, total matured area is 3426.62 Ha, immature area is 84.47 Ha, replanted area is 224.40 Ha and others 119.53 Ha. There is no discrepancy against title area however there is a 537.96 Ha land area been divided to Changkat Mentri from the total land area.		
	Status:	Ok
4.3.2.2		
Indicator 2: The management shall provide documents showing legal ownership or lease, history of land tenure and the actual use of the land.		
Sighted the evidence of quit rent payment for year 2017. GRN00161499 – 1838 Ha – freehold / GRN00161488 – 89.45 Ha – freehold / PN00388733 – 2212 Ha – leased 99 years and PN00388754 – 256 Ha – leased 99 years		
	Status:	Ok
4.3.2.3		
Indicator 3: Legal perimeter boundary markers should be clearly demarcated and visibly maintained on the ground where practicable.		
During field visit, sighted the estate land area are adjoining to Felda properties and Kiara Jubli plantation. The original boundary stones were not able identified as it not able to locate after the initial replanting process. Visually seen during field visit, trenches along surrounding neighbors serves as boundary. Besides, there are concrete poles [blue & white] indicating the boundaries. Field visit to Block 20 [pole 2], 37 [pole 5], 38 [pole 7] and 54 [next to wetland] seen the boundary markers are well maintained. GPS co-ordination of every boundary well input in the estate map. There is quarterly census record of the boundary stones maintained by field staff.		
	Status:	Ok
4.3.2.4		
Indicator 4: Where there are, or have been, disputes, documented proof of legal acquisition of land title and fair compensation that have been or are being made to previous owners and occupants; shall be made available and that these should have been accepted with free prior informed consent (FPIC).		
There is no evidence collected during this audit period for any legal, customary or user rights. The land owned by United Plantations Berhad.		
	Status:	Ok
4.3.3 Criterion 3: Customary rights		
4.3.3.1		
Indicator 1: Where lands are encumbered by customary rights, the company shall demonstrate that these rights are understood and are not being threatened or reduced.		
SOP for Land dispute Settlement as per FPIC [as in Financial report, page 139] is applicable if any arising issues from the local communities neighboring the estate or stakeholders or during land surveying process by authorized agencies.		
	Status:	Ok
4.3.3.2		
Indicator 2: Maps of an appropriate scale showing extent of recognized customary rights shall be made available.		
There are no communities nor individual has any implications for the legal status of their land.		
	Status:	Ok

4.3.3.3		
Indicator 3: Negotiation and FPIC shall be recorded and copies of negotiated agreements should be made available.		
There are no communities nor individual has any implications for the legal status of their land.		
	Status:	Ok
4.4 PRINCIPLE 4: SOCIAL RESPONSIBILITY, HEALTH, SAFETY AND EMPLOYMENT CONDITION		
4.4.1 Criterion 1: Social impact assessment (SIA)		
4.4.1.1		
Indicator 1: Social impacts should be identified and plans are implemented to mitigate the negative impacts and promote the positive ones.		
Initial Social Impact Assessment which aimed on livelihoods, social wellbeing of the wider community and physical impacts of human populations on social changes was done in 2015. Annually the estate with supervision from sustainability team review the action plans which available in a short or long term with monitoring activities. SIA for external stakeholder seen incorporated during the annual engagement, seen the latest meeting dated on 30/04/18 and an invitation was sent out on 23/04/18. Among the issues discussed were, no open burning, effect of Paraquat usage, the management of social benefits of contractor's workers and etc. Sighted the latest review of plans for internal SIA were done by estate manager with participation from estate staff and assistants on 30/04/18. The assessment covers all the operational activities such as manuring, nursery, weeding, harvesting and foreign workers. Sampled for:		
<ul style="list-style-type: none"> • Weeding operation - the total risk factor is 5.6 that rated as "Negligible". There are 7 methods identified to reduce the level of impact, all with low significant – the review frequency is annually by a panel of VMO, staff, mandore, estate manager and group manager. Sighted the action plans includes of resources needed and target date that linked to applicable principle and criteria of MSPO requirements. • Foreign Workers - Risk factor is 17.5 that rated as "Low" – review frequency is annually by an appointed panel. Sighted there are 11 action plans established and last reviewed on 30/04/18. The plans includes on awareness of PPE, minimum wages, biological needs and use & maintenance of facilities provided by estate management. 		
	Status:	Ok
4.4.2 Criterion 2: Complaints and grievances		
4.4.2.1		
Indicator 1: A system for dealing with complaints and grievances shall be established and documented.		
The Annual Report 2017 of United Plantations Berhad [which publicly available] consist of latest version of complaints and grievances procedures in page 143. The procedure meant for continuous stakeholder engagement process and a framework for internal and external stakeholders to understand the applicable process for raising any issues with United Plantations Berhad.		
	Status:	Ok
4.4.2.2		
Indicator 2: The system shall be able to resolve disputes in an effective, timely and appropriate manner that is accepted by all parties.		
Sighted the grievance redressal procedure in page 144 explained in a flow chart, such as if any matter unsettled within 30 days [extremal stakeholder] and 7 days [internal stakeholder] or without any mutual satisfaction, then it be dealt under provision of Malaysian legal appeals and/or under the provision of industrial relations Act 1967 of the employment Act 1955.		
	Status:	Ok
4.4.2.3 Indicator 3: A complaint form should be made available at the premises, where employees and affected stakeholders can make a complaint.		
Estates provide a log book for housing repair request " <i>laporan Kerosakan Rumah</i> ". Workers are able to self-record or request the complaint receiver to write in the log book. As for external stakeholders their complaint may submit and/or write directly in any formal method or may communicate by phone. Seen a log-book used for all complaints, consultation and request either internal or external stakeholders. The log book and letter from various external stakeholder were sampled by audit team and no pending issue noted.		
	Status:	Ok

4.4.2.4 Indicator 4: Employees and the surrounding communities should be made aware that complaints or suggestions can be made any time.		
Confirmed during the interview with workers and stakeholders that they have been aware and understand regarding to the complaint and grievance mechanism, including the personal in charge to handle the complaint and timeframe for responding. During the external stakeholder meeting, sufficient briefing on complaint flow made. This was verified during stakeholder consultation on 03/07/18, all the attended stakeholders agrees the company provides information.		
	Status:	Ok
4.4.2.5 Indicator 5: Complaints and resolutions for the last 24 months shall be documented and made available to affected stakeholders upon request.		
Seen the internal and external stakeholders log book for estate. At this moments, no negative complaints made by either party in the last 24 months. Its more to request and response from them for household maintenance which the estate management responded timely.		
	Status:	Ok
4.4.3 Criterion 3: Commitment to contribute to local sustainable development		
4.4.3.1 Indicator 1: Growers should contribute to local development in consultation with the local communities.		
The estate is committed and have contributed to local development. The Response and Request letters of contributions detailing the type, purpose and amount of contributions were sighted in the mill and estate offices. There was no evidence of request from nearby communities, however, sighted the estate has contributed monetary fund to schools as to facilitate their annual sports day and transport allocation to transport students from SMK Ulu Bernam to education camp.		
	Status:	Ok
4.4.4 Criterion 4: Employees safety and health		
4.4.4.1 Indicator 1: An occupational safety and health policy and plan shall be documented, effectively communicated and implemented.		
United Plantation has formulated Occupational Safety and Health Policy for the whole group, signed by Dato, Carl Bek-Nielson (CEO) on 18 th August 2017. This policy was written in English, BM, Tamil, Bangladeshi and other related workers origin to make smooth and easy communication. The policy is publicly available upon request.		
	Status: Comply	Ok
4.4.4.2 Indicator 2: The occupational safety and health plan shall cover the following:		
<ul style="list-style-type: none"> a) A safety and health policy, which is communicated and implemented. b) The risks of all operations shall be assessed and documented. c) An awareness and training programme which includes the following requirements for employees exposed to pesticides: <ul style="list-style-type: none"> i) all employees involved shall be adequately trained on safe working practices; and ii) all precautions attached to products shall be properly observed and applied d) The management shall provide the appropriate personal protective equipment (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 Assesment and Risk Control (HIRARC) e) The management shall establish Standard Operating Procedure for handling of chemicals to ensure proper and safe handling and storage in accordance to Occupational Safety Health (Classification Packaging and Labeling) Regulation 1997 and Occupational Safety Health (Use and Standard of Exposure of Chemical Hazardous to Health) Regulation 2000. f) The management shall appoint responsible person(s) for workers' safety and health. The appointed person(s) of trust must have knowledge and access to latest national regulations and collective agreements g) The management shall conduct regular two-way communication with their employees where issues affecting their business such as employee's health, safety and welfare are discussed openly. Records from such meetings are kept and the concerns of the employees and any remedial actions taken are recorded. h) Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees. i) Employees trained in First Aid should be present at all field operations. A First Aid Kit equipped with approved contents should be available at each worksite. 		

j) Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.

The estate has a safety and health policy, which is communicated and implemented. Safety and Health Manual was made available. The risks of all operations shall be assessed and documented. HIRARC file was made available that conducted once a year. An awareness and training programme such as safe working practices, all precautions attached to products shall be properly observed and applied OSH awareness training programme was available, includes the requirements for employees exposed to pesticides.

OSH training programme for 2018 was formulated and implemented mostly during muster, latest recorded in June 2018. Sighted the PPE issuance record was available, latest record was on May 2018. Sprayers – rubber boots, respirator, apron, rubber, goggles and cotton gloves. As for manuring team – respirator, cotton gloves and rubber gloves. Information HR, ESH department mentioned that the estate will include rubber shoes as PPE supply to workers. This is due to manuring workers and harvesters are not keen in using wellington boot. As for the harvesting team – scabbard, HRESH department mentioned that they are looking for special safety helmet that are suitable for harvester and the implementation will be done soon.

Sighted the estate established various Standard Operating Procedures 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. Records for issues affecting their business such as employee's health, safety and welfare such meetings are kept and the concerns of the employees and any remedial actions taken are recorded in Health surveillance and CHRA file.

CHRA was conducted on 17 June 2018 by assessor identified as Ridwan Hj Hussain, JKPP HIE 127/171-2(1). The next CHRA review will be done after 5 years. Annual health surveillance record available and latest done on 15/5/2018 for all sprayers and chemical related handlers. Accident and emergency procedures shall exist and instructions shall be clearly understood by all employees. ERP for flood, fires and chemical were available and reviewed on yearly basis. Latest reviewed 2018. Employees trained in First Aid seen present at all field operations. A First Aid Kit equipped with approved contents sighted at each worksite. First Aid training was last conducted on 13/6/2018 and aid kits were observed kept by all mandores in the fields. Accident record was done on monthly basis, latest done on May 2018.

Status: Comply

Ok

4.4.5 Criterion 5: Employment conditions

4.4.5.1 Indicator 1: 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.

Good social practices on human rights Policy available and signed by CEO on 18/8/2017. The policy highlights the company's commitment to support human rights by having high in committing to take into consideration of the human rights requirements in structuring its manual, procedures that incorporated into company's policies.

Status: Comply

Ok

4.4.5.2 Indicator 2: The management shall not engage in or support discriminatory practices and shall provide equal opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or any other distinguishing characteristics.

No discriminatory practices were recorded. All workers verified above 18 years old. No evidences that workers were employed based on races, religion, sex and political opinion.

Status: Comply

Ok

4.4.5.4 Indicator 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.

All employees were paid in accordance to legal minimum wages of RM 1,000.00 per month. Record of payment was made available and was sampled by audit team with no disputes. UP not engage any contract workers for their plantation activities since they have enough own workers for planned tasks. This was cross verified during external stakeholder meeting and field visit.

Status: Comply

Ok

<p>4.4.5.5 Indicator 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.</p>		
<p>Employees record of payment for all workers were available including basic pay, overtime, deduction and etc. This record was named Check roll Summary.</p>		
	Status: Comply	Ok
<p>4.4.5.6 Indicator 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.</p>		
<p>Employees contract was available in the estate office. Sample of contract, name Farid Uddin Pramamk (Bangladesh) signed on 28/1/2018.</p>		
	Status: Comply	Ok
<p>4.4.5.7 Indicator 7: The management shall establish a time recording system that makes working hours and overtime transparent for both employees and employer.</p>		
<p>Working time recording system was recorded in check roll input form.</p>		
	Status: Comply	Ok
<p>4.4.5.8 Indicator 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.</p>		
<p>Sprayers piece rated form was available dated 4/6/2018. Workers basic pay will be RM 38.46/day. If workers exceed 1 ha area of coverage, workers will be paid extra on top of the basic wages.</p>		
	Status: Comply	Ok
<p>4.4.5.9 Indicator 9: Wages and overtime payment documented on the pay slips shall be in line with legal regulations and collective agreements.</p>		
<p>Wages and overtime payment record observed in check roll summary.</p>		
	Status: Comply	Ok
<p>4.4.5.10 Indicator 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.</p>		
<p>VLP – vacation leave pay will be given if workers did not exceed 10% absenteeism. VLP was paid base on average earning multiply by total leave available.</p>		
	Status: Comply	Ok
<p>4.4.5.11 Indicator 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.</p>		
<p>Living quarters for foreign workers were in the form of 2-rooms house with 2 persons per room. As for locals, a family provided with a unit house. Interviewed with foreign workers found no negative feedbacks. Both local and foreign workers are provided with clean water that is subsidized for 5000 liters per person's. The sources of water is from treated water valid license from SPAN license as required by Water Services Industry Act 2006 – approval till 28/08/18.</p>		
	Status: Comply	
<p>4.4.5.12 Indicator 12: The management shall establish a policy and provide guidelines to prevent all forms of sexual harassment and violence at the workplace.</p>		
<p>Sexual harassment policy was tabulated Gender Policy dated 24/4/2015. Under OSH manual produced by UP, Chapter 11 – subsequent policy under sexual harassment was also covered.</p>		
	Status: Comply	Ok

<p>4.4.5.13 Indicator 13: The management shall respect the right of all employees to form or join trade union and allow workers own representative(s) to facilitate collective bargaining in accordance with applicable laws and regulations. Employees shall be given the freedom to join a trade union relevant to the industry or to organize themselves for collective bargaining. Employees shall have the right to organize and negotiate their work conditions. Employees exercising this right should not be discriminated against or suffer repercussions.</p>		
<p>Trade Union formed in this estate is NUPW. Record of employees joining NUPW was available. Only 9 workers joined the trade union.</p>		
	Status: Comply	Ok
<p>4.4.5.14 Indicator 14: Children and young persons shall not be employed or exploited. The minimum age shall comply with local, state and national legislation. Work by children and young persons is acceptable on family farms, under adult supervision, and when not interfering with their education. They shall not be exposed to hazardous working conditions.</p>		
<p>Young person below 18 years will not be employed by UP. This is stated in employment policy and employment SOP.</p>		
	Status: Comply	Ok
<p>4.4.6 Criterion 6: Training and competency (Nizam)</p>		
<p>4.4.6.1 Indicator 1: 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>Training and competency for employees was available in all operation sectors such as sprayers, harvesters, manuring, drivers and chemical handlers. Sample of training for sprayers was available in training file.</p>		
	Status: Comply	Ok
<p>4.4.6.2 Indicator 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.</p>		
<p>Training needs for employees were identified by estate management true MSPO training needs analysis. The plan has been started in early quarter of 2018.</p>		
	Status: Comply	Ok
<p>4.4.6.3 Indicator 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. Licensed to MSPO.</p>		
<p>Continuous training programme was included in the MSPO Training Needs which was planned for 12 months.</p>		
	Status: Comply	Ok
<p>4.5 PRINCIPLE 5: ENVIRONMENT, NATURAL RESOURCES, BIODIVERSITY AND ECOSYSTEM SERVICES</p>		
<p>4.5.1 Criterion 1: Environmental management plan</p>		
<p>4.5.1.1 Indicator 1: An environmental policy and management plan in compliance with the relevant country and state environmental laws shall be developed, effectively communicated and implemented.</p>		
<p>Sighted the environment and Biodiversity policy dated 18th August 2017 signed by Dato' Carl Bek Nielsen regarding United Plantations commitment through protection of the environment and conservation of Biodiversity. Based on the document, few objectives had been made such as conducting operation under the best principles of agriculture that is compatible with the natural environment and full support of integrated pest management techniques and best management practices for existing plantations on peat. Also seen a continuously working to mitigate water footprint related to operations, maintaining buffers along natural waterways harvesting waterways, frugal water usage, monitoring of its quality and judicious use of pesticides and weedicides. Sighted the environmental commitments of the company in line with national regulations such as: A Zero- Burn Policy 1989, A no Primary forest clearing policy 1990, a No biodiesel production supply policy 2003, a No HCV forest clearing policy (2005), A methane capturing policy (2000), and a no new planting on peat policy 2010.</p>		
	Status:	Ok

<p>4.5.1.2 Indicator 2: The environmental management plan shall cover the following:</p> <ul style="list-style-type: none"> • An environmental policy and objectives • The aspects and impacts analysis of all operations. 	
<p>The company had developed an Environment Risk Assessment for Year 2018 that include all the operation in the estate, refer to Business Unit, Up River – Ulu Basir Estate which comprise the operations such as replanting – ranking of severity x Quantity X probability = 10.8, weeding – upkeep mature and immature area – SQP = 12.8 and pruning – SQP =12 – significance = 2 (Negligible). The company had developed the aspect and impact analysis of all operations that include the environment impact of the activities, load items, estimated Quantity Per Hectare (a.i L/Ha), Assessment (Severity, Quantity, Probability – SPQ Ranking) and methods to reduce the level of impact. Sighted the company had done the action plan environment which include items, by Whom , targeted date, resources and current status of the operation.</p>	
Status:	Ok
<p>4.5.1.3 Indicator 3: An environmental improvement plan to mitigate the negative impacts and to promote the positive ones, shall be developed, effectively implemented and monitored.</p>	
<p>The company had developed an Environmental improvement plan to mitigate the negative impacts based on the review plan of the company and action plan taken such as minimize chemical spraying along drain edges and encourage vegetation → rating negligible -→ frequency review yearly , by estate divisional head and staffs → reviewed on 30th April 2018. Also sighted also the water management plan in action plan of environment that include minimize chemical spraying along drain edges and encourage vegetation → by estate divisional heads and staff → targeted date ongoing → resources from spent lubricants – current status.</p>	
Status:	Ok
<p>4.5.1.4 Indicator 4: A programme to promote the positive impacts should be included in the continual improvement plan.</p>	
<p>Programmed to promote positive impacts had been including in continual improvement plan of Ulu Basir Estate which comprise, e.g. : replanting → strict adherence to zero burn policy → ratings Negligible → frequency review yearly / annually → by whom estate manager and estate divisional heads → reviewed on 25th January 2018. Monitoring of action plan on environment had been done throughout the year 2018 on the several basis such as strict adherence to zero burn policy → emphasize on felling and shredding rather than burning of trunks, quick establishment of LCC -> upon completion of mulching and judicious replanting policy ensures group replanting hectarage range form 5-7%.</p>	
Status:	Ok
<p>4.5.1.5 Indicator 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>	
<p>Sighted the training that has been made on 28th June 2018 regarding MSPO policy on environmental attended by workers and management unit of Ulu Basir comprising 22 person trained by Mr. Aron Chelvam assistant manager of Ulu Basir estate. Sighted another training by Ms Norlina dated 26th June 2018 attended by 12 workers of Ulu Basir Estate. The training had been done on sequence basis and dated form 4th June 2018 continuously throughout the year.</p>	
Status:	Ok
<p>4.5.1.6 Indicator 6: Management shall organize regular meetings with employees where their concerns about environmental quality are discussed.</p>	
<p>Sighted the regular meeting had been done every year dated 30th April 2018 that taking into account the participation of surrounding communities which comprise the company policy of environment, principal of MSPO Involved in the operation, new housing developed in the estate, open burning in the estate which is prohibited by the company, and banning of Paraquat pesticides. The company had clearly stressed in the meeting regarding the environment impact assessment and social impact assessment that will be reviewed and revised every year. Sighted the dialogues session from the workers and external stakeholders that include the comments , management representative , the suggestion and status of the issues raised if any.</p>	
Status:	Ok

4.5.2 Criterion 2: Efficiency of energy use and use of renewable energy	
4.5.2.1 Indicator 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.	
Sighted the plan that will assess the usage of non-renewable energy that will record the usage for the year until June 2018 for Ladang Ulu Basir. Based on the current trend of the estate form year 2013 to 2018, there is upward trend from the year 2013 up to 2016 and downwards trend afterwards from 0.23 to 0.13 MT / FFB due to proper maintenance of motorized cutter for petrol usage efficiency. Sighted the company target up to year 2022 which achieving 0.13 /Mt FFB and action plan achieve target has been made such as to plant more beneficial for bagworm biological control and to educate and train the cutter to use the machine properly.	
Status:	Ok
4.5.2.2 Indicator 2: The oil palm premises shall estimate the direct usage of nonrenewable 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.	
Ulu Basir Estate had recorded the direct usage of non-renewable energy for their operations including fossil fuel. Sighted the records of diesel usage form the Ulu Basir estate from January to December 2017 that include all the fossil fuel usage- e.g. diesel (liters): 17,656.00, 12,252.00, 15,716.00, 25881.00, 12,296.00, 13,153.00, 14,906 .00, 13,308.00, 14065.00, 21755.00, 25136.00 = 202486 liters in total.	
Status:	Ok
4.5.2.3 Indicator 3: The use of renewable energy should be applied where possible.	
Ulu Basir estate had recorded the usage of renewable energy in their operations which reflect to contribution of methane biogas captured by the mill. Sighted the record on renewable energy use per ton CPO / palm product Ulu Basir Palm Oil Mill 2018 (January – April 2018): FFB Processed = 57,868.80 MT / CPO Produced = 12, 285.25 MT / Fiber produce @13.5% to FFB = 7,812.29 MT / Shell Produced @5.5% to FFB = 3182.78 MT. Sighted the energy produced per ton GJ /MT CPO. There is biogas plant project for Ulu Basir Palm Oil Mill from Month January – December 2017 accumulated volume and the total of biogas methane produced = 3,078,858.00 m3.	
Status:	Ok
4.5.3 Criterion 3: Waste management and disposal	
4.5.3.1 Indicator 1: All waste products and sources of pollution shall be identified and documented	
Sighted the records of waste products identification for Ulu Basir Estate that include type of waste in the estate such as plastic containers, spent lubricant, Caltex 5W-40, 50 Kg Fertilizer Bags and clinics syringes. Sighted the records of identification had been made into type of waste products and method of disposal form.	
Status:	Ok
4.5.3.2 Indicator 2: A waste management plan to avoid or reduce pollution shall be developed and implemented. The waste management plan should include measures for:	
<ul style="list-style-type: none"> a) Identifying and monitoring sources of waste and pollution. b) Improving the efficiency of resource utilization and recycling of potential wastes as nutrients or converting them into value-added by-products. 	
Sighted the identifying of waste products – sources and reduction plan 2017 that include of type of waste, sources, quantity. method of disposal, action plan to reduce. e.g. : plastic containers → pesticide / herbicide drum from field usage → 614 drums → Envirogreen Plas Enterprise → increase moving fields/ IPM Barn owl Box, pheromone traps and beneficial plants. There are continuous education and awareness programs and signages on minimize water use when it's raining as well installing low-flow toilets at worker's quarters. Proper waste disposal measures seen documented that encourage recycling and banned on burning.	
Status:	Ok

<p>4.5.3.3 Indicator 3: The management shall establish Standard Operating Procedure for handling of used chemicals that are classified under Environment Quality Regulations (Scheduled Waste) 2005, Environmental Quality Act, 1974 to ensure proper and safe handling, storage and disposal.</p>		
<p>United Plantations Berhad Ladang Ulu Basir Had developed an SOP on Chapter iv regarding transporting receiving, handling storage and disposal of chemicals. The objective of the SOP is to provide guidelines in ensuring a safe and healthy receiving, handling storage and disposal of chemicals. Sighted from the SOP regarding the Dos and Don'ts of the handling material, inventory rule (name of product, chemical name, physical state, location of chemical, quantity per month and hazards description). There is a clear description regarding the SOP on scheduled waste management which detailed on how workers collect and endure no spillage of the scheduled waste items etc. spent Lubrication oil (SW 305), Spent Hydraulic Oil (SW 306), filters and rags (SW 410) and batteries → workers dispose the scheduled waste item to scheduled waste store → workers informed the quantity and sources of waste to workshop supervisor → workshop supervisor updates the scheduled waste quantity record → Assistant manager checked and verify schedules waste record → within 6 months the scheduled waste were disposed to DOE Approved waste manager.</p>		
	Status:	Ok
<p>4.5.3.4 Indicator 4: 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>Sighted during the field visit at tripled rinsed store at Ulu Basir estate, there is a container store that will collect all the items and store it before send to the recyclers. Sighted the latest disposal of item to Enviro Green Plas Enterprise dated 14th May 2018 regarding sales of triple rinse containers and punctured amounted 720KGS = RM 267.12 , 5th October 2017 Rm 255.99 and last year 2nd June 2017 amounted RM 397.50 .</p>		
	Status:	Ok
<p>4.5.3.5 Indicator 5: Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.</p>		
<p>Sighted the landfill at Field 16 for Ulu Basir Estate that has been made into segregations and separation waste. Sighted a person had been allocated at the dumping site to separate the waste into Plastic, bottles, iron and glass. Sighted a proper dumping site that has a trap for the leachate and the site is far from watercourses to prevent the leachate from entering the watercourses. Based on the disposal of domestic waste records, it was found that the UP had been implemented a system of waste collection for alternate days, a week 3 times. Sighted the agreement (MOA) with Armada Semarak Sdn Bhd dated 1st January 2018 for Ulu Basir Estate to collect the rubbish and dumping it at the Landfill area.</p>		
	Status:	Ok
<p>4.5.4 Criterion 4: Reduction of pollution and emission</p>		
<p>4.5.4.1 Indicator 1: An assessment of all polluting activities shall be conducted, including greenhouse gas emissions, scheduled wastes, solid wastes and effluent.</p>		
<p>Sighted the assessment regarding the all polluting activities which are greenhouse gas emissions, scheduled waste a, solid waste and effluent at Ladang Ulu Basir that include usage of pesticides, fertilizers and pesticides: Sampled,</p> <ul style="list-style-type: none"> i) Pesticide Usage: (2,4 Dimethylamine salt, 60% Solution) - 1687 ii) Alion – 292KGs iii) Cypermethrin 20% Solution – 2476 Kgs iv) Warfarin – 169 Kg v) Diesel Consumption – 202 ,486 liters vi) Petrol – 18,100 vii) Ground Magnesium Limestone – 141 Kg 		
	Status:	Ok

4.5.4.2 Indicator 2: An action plan to reduce identified significant pollutants and emissions shall be established and implemented.	
Action plant had been made by Ulu Basir Estate regarding reducing of significant pollutants and emissions had been established including all the estates operation:	
<ul style="list-style-type: none"> i) Plastic container → increase moving fields, IPM (Barn Owl Box, Pheromone traps, beneficial plants) ii) Spent lubricant → no leakage in tractor , use buffaloes for loading iii) Tractor battery → serve, monitor the battery periodically for a longer life iv) 50 Kg Fertilizer bags → EFB mulching 	
Based on the field visits, the action plan had been developed by the estate including the planning are properly implemented by the estate accordingly.	
Status:	Ok
4.5.5 Criterion 5: Natural water resources	
4.5.5.1 Indicator 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:	
<ul style="list-style-type: none"> a) Assessment of water usage and sources of supply. b) Monitoring of outgoing water which may have negative impacts into the natural waterways at a frequency that reflects the estate's current activities. c) Ways to optimize water and nutrient usage to reduce wastage (e.g. having in place systems for re-use, night application, maintenance of equipment to reduce leakage, collection of rainwater, etc.). d) Protection of water courses and wetlands, including maintaining and restoring appropriate riparian buffer zones at or before planting or replanting, along all natural waterways within the estate e) Where natural vegetation in riparian areas has been removed, a plan with a timetable for restoration shall be established and implemented. f) Where bore well is being use for water supply, the level of the ground water table should be measured at least annually. 	
The company had developed a water treatment plant and process the water at the estate itself for Ladang Ulu Basir Phase 1,2 6 and 7. Sighted the location of sampling water analysis at LUB 57B (inside twin Gate), HDT Gate Outlet, LUB 2/3 Suez Watergate, LUB 41/42 Road Bridge Sg Dharoi Inlet, Lubricant 39 Sg Dharoi Inlet, and LUB 44 Metal Bridge Sg Bernam Inlet. Based on the documentation verification, sighted the drinking water analysis dated 2 nd May 2018 including the Parameter test: pH – 7.03 at 27.2 C, free residual chlorine: ND < 0.2 C, Aluminum: 0.3 and etc. Sighted the results of waster drinking has been taken every month and marked Drinking water for water treatment of Ulu Basir Estate.	
Status:	Ok
4.5.5.2 Indicator 2: No construction of bunds, weirs and dams across main rivers or waterways passing through an estate.	
Based on the site verification at Sungai Bernam, there is no river across the estate and no construction of weirs, bund and dams inside the estate. However sighted the Watergate for the estate to channel the water into the water treatment plan from the Bernam River next to the estate and the reading of water sampling for water quality had been recorded .	
Status:	Ok
4.5.5.3 Indicator 3: Water harvesting practices should be implemented (e.g. water from road-side drains can be directed and stored in conservation terraces and various natural receptacles).	
Sighted the water harvesting practices inside the estate at field 57 at wetlands area. There is a river (Bernam River) at field 57 that function as water sources for water treatment plant of Ulu Basir Estate. Based on interview with Fertilizer Applicators in Block F9 Division 1 and Pesticide Applicators in Block 45 Division 2, it was explained by the workers that conservation and riparian areas were prohibited to be sprayed/applied by pesticide and fertilizer. Conservation and riparian zone was marked with signage/signboard. Furthermore, based on water analysis results dated February 2 nd 2018, it was informed that estate activity does not affect parameter tested on the upstream and downstream.	
Status:	Ok

4.5.6 Criterion 6: Status of rare, threatened, or endangered species and high biodiversity value area	
4.5.6.1 Indicator 1: Information shall be collated that includes both the planted area itself and relevant wider landscape-level considerations (such as wildlife corridors). This information should cover: <ul style="list-style-type: none"> a) Identification of high biodiversity value habitats, such as rare and threatened ecosystems, that could be significantly affected by the grower(s) activities. b) Conservation status (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. 	
The company had done the awareness program regarding HCV Programmed dated 16 th May 2018 at Ulu Basir Estate attended by 10 workers trained by assistant manager of Ulu Basir estate on Riparian Reserve. Sighted also the HCV management and monitoring to internal / external stakeholder attended by 14 workers. the signboard regarding the wetland reserve, riparian reserve and no hunting signboard. There is a group level policy on the mission to protect any RTE species if would present in any of the company owns property. Even though there isn't any HCV within this estate perimeter, the estate does regularly [at least annually] educate their workforce and external stakeholders on the HCV requirements.	
Status:	Ok
4.5.6.2 Indicator 2: If rare, threatened or endangered species, or high biodiversity value, are present, appropriate measures for management planning and operations should include: <ul style="list-style-type: none"> a) Ensuring that any legal requirements relating to the protection of the species are met. b) Discouraging any illegal or inappropriate hunting, fishing or collecting activities and developing responsible measures to resolve human-wildlife conflicts. 	
Sighted based on the report the biodiversity report, there were jungle trees planted at Ladang Ulu Basir Complex. Sighted the self-created conservation area. Based on the field observation area at Ladang Ulu Basir, there were signboard all around the estates. There is Sungai Bernam river catagorised in 20-40 meter wide, buffer zone for the river is maintained.	
Status:	Ok
4.5.6.3 Indicator 3: A management plan to comply with Indicator 1 shall be established and effectively implemented, if required.	
Management plan has been conducted by the company. Species of animals identified were listed as least concern, including barn owl, wild boar, Kingfisher, Myna, cobra and monitor lizard. No threatened or endangered animal species were identified. Based on interview with local communities, there is no communities land is used as HCV area.	
Status:	Ok
4.5.7 Criterion 7: Zero burning practices	
4.5.7.1 Indicator 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.	
Sighted based on the replanting at Field 44 (46.3 ha), 45 (45.20), 46 (49.10), and 47 (43.20), 48 (42.60) 49 (34.70) and field 50 (38.20) with hectarage of 299.30 Ha. Based on the field visit on the field 57, there was no evidence of replanting activities using fire burning. Sighted the contract for replanting activities been made available in the estate that enforce on zero burning.	
Status:	Ok
4.5.7.2 Indicator 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.	
Sighted based on the field verification, there is no highly disease related to the palms sighted inside in the estate that required relevant authorities' approval before replanting activities.	
Status:	Ok

4.5.7.3 Indicator 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.	
No control burning for the replanting activities at the estates. Based on the contract available in the estate, sighted the contract between the Ulu Basir Estate and replanting contractor that required to do the replanting based on the methods of:	
<ul style="list-style-type: none"> • Felling: that the contractor shall fell and shred all standing palms and shred all fallen palms • Shredding: that the contractor shall shred the felled and fallen palms into thin slices not more than 3 inches thick and 30 inches long and stack them along the avenue between the existing oil palm rows. • Digging out and closing root holes: that the contractor shall excavate all root boles (standing, fallen and vacant palm points \ • Trenching: V trenches to be constructed along the non-harvesting path to obtain soil for the camber and for the initial deposition of palm chips • Cambering: an excavator to be used to construct a camber according to the UPCP system. • rates of payment for the contractors: as per contract 	
Status:	Ok
4.5.7.4 Indicator 4: Previous crops should be felled or mowed down, chipped and shredded, windrowed or pulverized or ploughed and mulched.	
Yes. Based on the document verification on the Memorandum of Agreement, no 11367, sighted the contract dated 1 st November 2016 to Ladang Ulu Basir to Chin Lang Contractor Sdn Bhd dated 1 st November 2017 at field 46, 49.10 Ha and vacant points 504. Based on the contract cross checked with verification on field visit, the replanting activities had been carried out according to the contract as mowed down, chipped, shredded, windrowed , ploughed and mulched as per requirement and policy of no burning of the companies.	
Status:	Ok
4.6 PRINCIPLE 6: BEST PRACTICES	
4.6.1 Criterion 1: Site management	
4.6.1.1 Indicator 1: Standard operating procedures shall be appropriately documented and consistently implemented and monitored.	
Sighted the SOP shall be appropriately documented and consistently implemented and monitored including the replanting SOP (land preparations, tendering, slaughter harvesting, V shaped drain, felling, Chipping, Debolling, Field drains, Cambering, Pulverization and terracing) Planting, Leguminous Cover Crop, Upkeep Mature and Immature Oil Palm – weeding, pruning, circle sanitation. [Black bunch census, empty fruit bunch mulching, road and railway path]. Sighted the SOP that include all the objective, standard, planning, procedures, environment, safety and health, social, Continuous Improvement of the estate. The Standard Operating Procedure of the estate had been kept at the estate in Estate Manual Operation as per details such as nursery operations, replanting and etc.	
Status:	Ok
4.6.1.2 Indicator 2: 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.	
There is a terracing had been made inside the estate that include replanting areas in field 41. Proper drainage and trenches had been made during the replanting program and been put in place to prevent contamination of surface and groundwater. Based on the field visit at the estate, sighted no river passing through the estate and no contamination of surface water sighted. The field soil erosion had been minimized through the method grass cutting and grass cutting on the path of harvesting. The estate had utilized the buffalo in field collection for the FFB and the runoff soil had been prevented by usage of locomotive up to 90 MT.	
Status:	Ok
4.6.1.3 Indicator 3: A visual identification or reference system shall be established for each field	
Based on the field verification at Ulu Basir Estate, it was found that the field are undulating condition which sloping less than 25 degrees in field visits location F41, F42, F43 and F46 of Ulu Basir Estate.	
Status :	Ok

4.6.2 Criterion 2: Economic and financial viability plan		
4.6.2.1 Indicator 1: A documented business or management plan shall be established to demonstrate attention to economic and financial viability through long-term management planning.		
Sighted based on the documentation at Ulu Basir Estate, sighted the projected cost for the next 3 years (2019 -2021) that include all the estate operations such as weeding, manuring, pest and disease, pruning and etc. Sighted the total upkeep operation for the 3 years amounted: 6,7 Mil, 6.9 Mil and 7.3 Mil. Total for harvesting sighted amounted 4.7 Mil, 4.8 Mil and 4,9 Mil that comprise of cutting and collection, main line transport, gantry collection, harvesting tools and etc. Sighted the circular of annual budget 2017 to all the managers and being disseminated to Ulu Basir Estate.		
	Status:	Ok
4.6.2.2 Indicator 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.		
Based on the planning of replanting at Ladang Ulu Basir and operational map, there is no replanting program from year 2017 onwards and the next replanting program will be on year 2024.		
	Status:	Ok
4.6.2.3 Indicator 3: The business or management plan may contain:		
<ul style="list-style-type: none"> a) Attention to quality of planting materials and FFB. b) Crop projection: site yield potential, age profile, FFB yield trends. c) Cost of production: cost per tonne of FFB. d) Price forecast. e) Financial indicators: cost benefit, discounted cash flow, return on investment 		
The business or management plan contain all the relevant details that include attention to quality of planting material and FFB projection, crop projection, cost of production, cost per toned FFB, price forecast form current trend marketing, price forecast and financial indicators related to cost benefit, discounted cash flow and return of investment of the company. Sighted from the budget 2018 of the company that involved the aspect of, quality of planting material including replanting methodology and seedlings (nursery), crop projection based on previous year history and records and production and cost per ton FBB based on the usage of petrol, diesel and number of manpower's.		
	Status:	Ok
4.6.2.4 Indicator 4: The management plan shall be effectively implemented and the achievement of the goals and objectives shall be regularly monitored, periodically reviewed and documented.		
Sighted the management plan regarding the business review had been regularly monitored, implemented and the achievement of the goals had been clearly documented in the business plan budget 2017. The management of Ulu Basir Estate had carried out the budget and planning at the end of year 2017 for the whole 2018 operation involving the top management including Estate manager, Assistant manager and staff based on the crop production and the planning on improvement of operation 2018.		
	Status:	Ok
4.6.3 Criterion 3: Transparent and fair price dealing		
4.6.3.1 Indicator 1: Pricing mechanisms for the products and other services shall be documented and effectively implemented.		
The estate did not involve small-holder's products. The available and verified contracts are rubbish collection and disposal – RM 7,220/month, grass cutting – RM 1,978.80/month, floating excavator, backhoe and others. The pricing mechanism understood by contractors which was verified during stakeholder meeting.		
	Status: Comply	Ok
4.6.3.2 Indicator 2: All contracts shall be fair, legal and transparent and agreed payments shall be made in timely manner		
All contracts are fare, legal and transparent. Record of payment was in order and made in timely manner.		
	Status : Comply	Ok

4.6.4 Criterion 4: Contractor		
4.6.4.1 Indicator 1: Where contractors are engaged, they shall understand the MSPO requirements and shall provide the required documentation and information.		
All contractors were given MSPO awareness training conducted on 27/6/2018. Attendance record and photo evidence were available.		
	Status: Comply	Ok
4.6.4.2 Indicator 2: The management shall provide evidence of agreed contracts with the contractor.		
Agreement with contractor were observed (4.6.3.1 referred).		
	Status: Comply	Ok
4.6.4.3 Indicator 3: The management shall accept MSPO approved auditors to verify assessments through a physical inspection if required.		
The management has appointed MSPO approved auditors (Mutuagung Lestari) to conduct field verification on contract issues.		
	Status: Comply	Ok
4.6.4.4 Indicator 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.		
Assessment of contractor’s performance was done via contractor’s payment records. For this sampling: grass cutting by maintenance staff and lorry trips were monitored by hospital assistance (HA)		
	Status: Comply	Ok
4.7 PRINCIPLE 7: DEVELOPMENT OF NEW PLANTINGS		
4.7.1 Criterion 1: High biodiversity value		
4.7.1.1		
Indicator 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.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.1.2		
Indicator 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 requires an EIA. For areas below 500ha but above 100ha, a Proposal for Mitigation Measures (PMM) is required.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.2 Criterion 2: Peat land		
4.7.2.1		
Indicator 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.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.3 Criterion 3: Social and Environmental Impact Assessment (SEIA)		
4.7.3.1		
Indicator 1: A comprehensive and participatory social and environmental impact assessment shall be conducted prior to establishing new plantings or operations.		
No new planting sighted for this operating unit.		
	Status:	NA

4.7.3.2		
Indicator 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.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.3.3		
Indicator 3: The results of the SEIA shall be incorporated into an appropriate management plan and operational procedures developed, implemented, monitored, and reviewed.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.3.4		
Indicator 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 managed should be documented and a plan to manage the impacts developed, implemented, monitored and reviewed.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.4 Criterion 4: Soil and topographic information		
4.7.4.1		
Indicator 1: Information on soil types shall be adequate to establish the long-term suitability of the land for oil palm cultivation.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.4.2		
Indicator 2: Topographic information shall be adequate to guide the planning of planting programmes, drainage and irrigation systems, roads and other infrastructure.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.5 Criterion 5: Planting on steep terrain, marginal and fragile soils		
4.7.5.1		
Indicator 1: Extensive planting on steep terrain, marginal and fragile soils shall be avoided unless permitted by local, state and national laws.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.5.2		
Indicator 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.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.5.3		
Indicator 3: Marginal and fragile soils, including excessive gradients and peat soils, shall be identified prior to conversion.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6 Criterion 6: Customary land		
4.7.6.1		
Indicator 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.		
No new planting sighted for this operating unit.		
	Status:	NA

4.7.6.2		
Indicator 2: Where new plantings on recognised customary lands are acceptable, management plans and operations should maintain sacred sites.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.3		
Indicator 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.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.4		
Indicator 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.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.5		
Indicator 5: Identification and assessment of legal and recognised customary rights shall be documented.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.6		
Indicator 6: A system for identifying people entitled to compensation and for calculating and distributing fair compensation shall be established and implemented.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.7		
Indicator 7: The process and outcome of any compensation claims shall be documented and made publicly available.		
No new planting sighted for this operating unit.		
	Status:	NA
4.7.6.8		
Indicator 8: Communities that have lost access and rights to land for plantation expansion should be given opportunities to benefit from the plantation development.		
No new planting sighted for this operating unit.		
	Status:	NA

3.2 Identification of findings, Corrective actions, observations, opportunity for improvement and noteworthy positive components.

3.2.1 Noteworthy Positive Components at Stage-2

No	Description
1	Safety, OSH, and GAP related signages are well implemented.
2	The CIP monitoring and associated record maintenance seen well documented.
3	Good agriculture practices noticed during field visit

3.2.2 Identification of Non-conformity at Stage-2 –

No non-conformities were raised.

3.2.3 Opportunity for Improvement (OFI)

No	Ref Std.	Descriptions
1	4.3.2.3	Field visit to Block 20 [pole 2], 37 [pole 5], 38 [pole 7] and 54 [next to wetland] seen the boundary markers are well maintained. GPS co-ordination of every boundary well input in the estate map. However, the estate to look into the maintenance of access roads to the boundary stones.
2	4.1.4.1	Estate to review the needs to establish a procedure for buffalo management as the use of buffalo in estate is very significant.
3	4.3.1.1	The legal register list to include on what are the applicable regulations to the estate operation instead of maintaining a list of the applicable law's name alone.

3.3 Summary of Arising Issues from Public, Management, and Auditor Response

Public Issues (Institution/ NGO/Community)	Auditor Verification
<p>Gender Committee of Ulu Basir Estate</p> <p>There is a feedback from gender committee chairman of United Plantations - Ulu Basir Estate for the women staff at both estates. Sighted the respondent from Gender Committee are having a good response and feedback to the United Plantations Bhd's Management. The relationship with the manager is welcoming.</p> <p>There is a budget given for a year for the committee to run the activities in the estate upon request. There is also meeting among them to discuss the request from women workers and staff, new amendment of company policies of woman rights, and to discuss any sexual harassment that happen in the company.</p>	<p>United Plantations Bhd - Ulu Basir will continue to follow the company policy and support the woman rights at each respective management unit</p>

Public Issues (Institution/ NGO/Community)	Auditor Verification
<p>As far from the interview concern, there is no such harassment happen in the estate regarding women staff and workers. The committee also thanks the United Plantations Bhd's management to keep on approving the budget for their activity throughout the years and concerning about the women rights.</p>	
<p>Contractors of Harvesting and FFB Transport of Ulu Basir Estate A local contractor had been interviewed during the audit. He had been in contract with the Ulu Basir estate for thirty years and as far from the interview, the payment method, contracting and worker's welfare had been a priority concern of United Plantations Bhd's management.</p> <p>The method of payment will be done by online banking and payment been made on monthly basis based on the contract available and invoice issuance. Sighted no complain has been logged in towards the United Plantations Bhd's Management and the contractor are satisfied with the way the management handling the contract.</p> <p>The management also giving information to the workers during signing the contract that the workers should obey the company policy, code of conduct and everything had been kept in a booklet send to the contractors and a copy of contract also kept by the contractor. Every single policy and legal requirement are clearly stated in the contract and obeyed by the contractor.</p>	<p>The company will continue to keep a good relation between the contractors and United Plantations Bhd - Ulu Basir also further engagement will be enhanced from time to time.</p>
<p>United Plantations Bhd's Foreign Workers Representative (Nepal, Bangladeshi, India and Indonesian) Worker's representative had been interviewed in United Plantations Bhd - Ulu Basir Estate. 1 Indian worker, 1 Indonesian workers and 1 Bangladeshi worker had been interviewed. The Bangladeshi worker had been working for 10 years in the estate and express satisfaction working in the company.</p> <p>All of them had expressed a good feeling towards the management and satisfied the way how management treat them in the estate fairly between each other and the local workers. The company also had provided a van to go the nearest town and given them a proper housing area to stay during works in the estate. Sighted also the nearby shop for groceries shopping and the basic amenities had been provided by the management.</p>	<p>United Plantations Bhd's management will keep a good relation especially with the foreign workers representative and NUPW representative of Ulu Basir Estate.</p>
<p>Shops Owner from Ladang Ulu Basir Local shop owner had been interviewed in the estate. 2 groceries shop owner and one restaurant owner had been interviewed. They had a good feedback form the workers as the supplies are continuously provided by the shop groceries.</p>	<p>United Plantations Bhd's management will keep a good relation with shops owners of Ulu Basir Estate and will continue good cooperation with them.</p>

Public Issues (Institution/ NGO/Community)	Auditor Verification
The food supplies come from the nearby store at Sabak Bernam and Teluk Intan district. Based on the interview, there is no complain related to the management of United Plantations Bhd.	
There was no feed-back received from NGO and External Stakeholders.	No issues raised

Summary of findings and Recommendation

MAJOR	MINOR	O F I
0	0	3

Recommendation of Certification:

Due to no Major Non- Conformity finding was found in this assessment, therefore Ulu Basir [estate] is **RECOMMENDED** for MSPO Part 3 certification.

4.0	CERTIFIED ORGANISATION'S ACKNOWLEDGEMENT OF INTERNAL RESPONSIBILITY		
4.1	Formal Sign-off of Assessment Findings		
	<p>Hereunder sign by management representative from inspected company to acknowledge a field assessment and agree for all content explained in this assessment report, included of non-compliance findings.</p> <p style="text-align: center;">Signed on behalf of:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center; vertical-align: top;"> <p>Company Name Management Representative</p>  <p><u>C. Mathews</u> 26/06/2018</p> </td> <td style="width: 50%; text-align: center; vertical-align: top;"> <p>Mutuagung Lestari Lead Auditor</p>  <p><u>Mahaswaran Maliyapan</u> 26/06/2018</p> </td> </tr> </table>	<p>Company Name Management Representative</p>  <p><u>C. Mathews</u> 26/06/2018</p>	<p>Mutuagung Lestari Lead Auditor</p>  <p><u>Mahaswaran Maliyapan</u> 26/06/2018</p>
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Appendix 1. Glossary

MSPO	:	Malaysian Sustainable Palm Oil
MPOB	:	Malaysia Palm Oil Board
ARM	:	Agriculture Reference Manual
BOD	:	Biological Oxygen Demand
BTS (FFB)	:	Buah Tandan Segar (Fresh Fruit Bunch)
CePPOME	:	Certified Environmental Professional in the Treatment of POME
CEMS	:	Continuous Emission Monitoring System
CPO	:	Crude Palm Oil
CHRA	:	Chemical Hazard Risk Assessment
CLC	:	Child Learning Centre
CSA	:	Conservation Site Area
CSR	:	Corporate Social Responsibility
COBC	:	Code of Business Conduct
COD	:	Chemical Oxygen Demand
DOE	:	Department of Environmental
EFB	:	Empty Fruit Bunch
EMS	:	Environment Management System
EPSM	:	Environmental Protection Society Malaysia
EQMS	:	Environment Quality Management System
FY	:	Financial Year
FPIC	:	Free Prior and Informed Consent
GHG	:	Green House Gases
HCV	:	High Conservation Value
HIRAC	:	Hazard Identification and Risk Assessment Control (HIRAC)
HSE	:	Health Safety and Environment
HQ	:	Head Quarter
IUCN	:	International Union for Conservation of Nature
KER	:	Kernel Extraction Rate
KKS (POM)	:	Kilang Kelapa Sawit (Palm Oil Mill)
LC	:	Land Clearing
LCC	:	Legium Cover Crop
LOTO	:	Log Out and Take Out
LTA	:	Lost Time Accident
MPOB	:	Malaysian Palm Oil Board
MSDS	:	Material Safety Data Sheet
NCR	:	Non-Conformance Report
NPP	:	New Planting Procedure
NWSDM	:	National Council of Welfare & Social Development Malaysia
NUPW	:	National Union Plantation Workers
OFI	:	Opportunity for Improvement
OHS	:	Occupational Health and Safety

OHSA	:	Occupational Health and Safety Assessment
OER	:	Oil extraction Rate
PANAP	:	Pesticide Action Network Asia and the Pacific
PK	:	Palm Kernel
PPE	:	Personal Protective Equipment
POME	:	Palm Oil Mill Effluent
POM	:	Palm Oil Mill
PSQM	:	Plantation Services Quality Management
PSS	:	Pictorial Safety Standard
RSPO	:	RoundTable on Sustainable on Palm Oil
RTE	:	Rare, Threatened, or Endangered
SIA	:	Social Impact Assessment
SOP	:	Standard Operating Procedure
SOM	:	Standard Operation Manual
SPMS	:	Sustainable Plantation Management System
SOCISO	:	Social Security Organization
SW	:	Schedule Waste
TQEM	:	Total Quality Environmental Management
WTP	:	Water Treatment Plan