Introduction
This procedure covers the control, monitoring and documentation of sustainable (conserving an ecological balance by avoiding depletion of natural resources) palm purchased by Ultrapharm for the purpose of producing products covered within the sustainable RSPO (Roundtable on sustainable Palm Oil) scheme.

The types of supply chain systems from the RSPO scheme are:

**Identity Preserved or IP** – this means that identity preserved (IP) supply chain assures that the RSPO palm oil is uniquely identifiable to a single RSPO certified mill and its certified supply base.

**Segregated or SG** – this means that certified palm oil is kept separate throughout the supply chain (Ultrapharm purchase SG Palm)

**Mass Balance** (not to be confused with traceability mass balance) - this means certified palm oil is mixed in with conventional palm oil but monitored administratively.
Scope
Ultrapharm aims to adhere with industry changes and move to purchase and participate in the controlled use of certified sustainable (SG) palm oil, as defined by the RSPO scheme.

We intend to produce products used in the sustainable scheme through working with our customers and in line with their requirements.

Palm oil has been sourced to the segregated (separate or isolate) scheme, and all remaining palm based or materials containing palm are purchased as part of the identity Persevered (IP), Segregated (SG) or mass balance. This demonstrates our commitment to working with producers to find more effective and sustainable solutions.

Responsibility
This lies with the purchasing team to purchase the Segregated (SG) Palm Oil in the first instance.

The material controller for Ultrapharm, will ensure that all SG segregated Palm Oil delivered to site is approved and segregated, this will be documented on the incoming load order delivery note along with;

- Delivery Address and contact details
- RSPO registration number
- Order number
- Date & time of delivery
- General appearance and cleanliness of deliveries
- Weight/quantity delivered
- Product description and statement (SG or sustainable oil)
- Vehicle Reg and batch/pallet Number
- Comments section (special requirements)

The Stores Despatch Operative is responsible for ensuring that all SG Palm Oil deliveries are checked upon receipt for the above details and any irregularities are reported immediately to the QA team where, if appropriate an NCR will be raised and the supplier contacted. If the delivery is unacceptable then the pallets(s) will quarantined and rejected. QA will be informed immediately.

QA will be informed of the delivery and they are responsible for the following checks for SG Palm Oil;

- Load Description (ensure paperwork states segregated sustainable palm oil or SG Palm Oil)
- Product Code
- Quantity delivered
- Any special comments
- Organoleptic

If all above checks are acceptable, QA will pass this and complete all relevant paperwork, of which, is retained within the QA department for 3 years. Following this the stores operative(s) will allocate the SG Palm Oil into a designated storage area.

QA must on a Monthly basis access the RSPO website and check that all certification for AAK via Silbury Foods Limited are still valid, this is then recorded on the RSPO monthly check sheet, a screen shot of the check is printed off and add to the specified sheet for RSPO. The link before will take you into the required area for checking however, you can also access this via,
Delivery Note must be matched to PO and Certificate of conformance/Analysis received for each delivery.
Site materials controller - or nominated person must also record that supplier registration is still active on RSPO site and note on Delivery; - as a minimum on a monthly basis, the check must ensure that the certificate is still in date.
RSPO Web Site Link:

Current certs;

<table>
<thead>
<tr>
<th>Supplier</th>
<th>RSPO Membership number</th>
<th>Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAK</td>
<td>2-0001-04-000-00</td>
<td>MB, SG, IP</td>
</tr>
<tr>
<td>Silbury</td>
<td>2-0144-10-000-00</td>
<td>IP, SG, MB</td>
</tr>
</tbody>
</table>

Upon delivery should any irregularities occur these must be reported immediately to the QA team or nominee where, if appropriate an NCR will be raised and the supplier contacted. If the delivery is unacceptable then the delivery will rejected.

NB: If an NCR is raised with a delivery that occurs out of office hours, with the potential of a rejection, then the Technical Manager or nominee must be contacted for approval.

**Calculation Example:**

Opening stock: 500kg  
Delivery: 250kg  
Balance: 750kg  
Booked to Line: 300kg  
Quantity in Recipe: 250kg  
Returned to Store: 50kg  
% in Recipe: 15%  
Quantity of Finished Goods: 1575kg  
Recorded Waste: 50kg

Total Input: 250kg  
Expected Output: 1667kg (based on 15% in recipe)  
Actual Output: 1575kg + 50kg = 1625kg

Difference between expected and actual = 42kg or 2.5%.