



MSPO SURVEILLANCE PUBLIC SUMMARY CERTIFICATION REPORT [YEAR 01]

BORNEO AGRO-RESOURCES SDN BHD LABANG ESTATE

HQ Address

2nd Floor, No.91-93, Jalan Kampung Nyabor, 96000, Sibul, Sarawak.

Site Address

Lot 23,24,25,26, Block 12, Lavang Land District 97000, Bintulu, Sarawak



BQAS Certification [M] Sdn Bhd

Lot 7823, Sublot 6, 2nd Floor, Block A, King Center, Simpang Tiga, 93350, Kuching, Sarawak.

Tel: 082 572 043

Email: [bqassb@gmail.com](mailto: bqassb@gmail.com)

Website: www.bqas.com.my

Accreditation No: ACB MSPO CB15

**MSPO SURVEILLANCE CERTIFICATION PUBLIC SUMMARY REPORT Year 01**

BORNEO AGRO-RESOURCES SDN BHD

BQAS CERTIFICATION [M] SDN BHD [1179994-X]

LABANG ESTATE

Ref No: BARLE/SVA01/09/20

Standard: MS 2530-3:2013

Report Date: 30 12 2020

CERTIFIED ENTITY

MSPO Standards

 MS2530-3:2013

General Principles for Palm Oil Plantations & Organized Smallholders

 MS2530-4:2013**General Principles for Palm Oil Mills**

Type of Certification:

 Individual **Group**

Project Ref No:

BARPOM/SVA01/09/20

MSPO Certificate Validity:

1st August, 2019 to 31st July, 2024

HQ Office Address:

2nd Floor, No.91-93, Jalan Kampung Nyabor, 96000, Sibul, Sarawak.

Contact Person / Job Title:

Mr. Hii Yik Ping

Managing Director

Telephone / Mobile:

084 325 833

016 522 8338

Email / Website:

hiyp@yahoo.com

Mill Site Address:

Lot 29, Block 10, Lavang Land District 97000, Bintulu Sarawak.

Contact Person / Job Title:

Shamsul bin Rusli

Division Manager

Telephone / Mobile:

016 307 7612

Email / Website

borneomaskat@gmail.com

Contact Person / Job Title:

Sim Chang Eng

Senior Supervisor

Telephone / Mobile:

016 888 5957

Email / Website

simchangeng.icloud.com

CERTIFICATION BODY**BQAS CERTIFICATION [M] SDN BHD [1179994-X]**

Office Address:

Lot 7823, Sublot 6, 2n Floor, Block A, Kings' Center, Simpang Tiga, 93350, Kuching Sarawak.

Contact Person / Job Title:

Wilfred S Landong

Managing Director

Telephone / Mobile:

+6 082 572043

+6 017 222 5555

Email / Website:

bqassb@gmail.com

www.bqas.com.my

Lead Auditor

Wilfred S Landong

Technical Reviewer

Patrick Sibat

Disclaimer:

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**TABLE OF CONTENTS**

NO	DESCRIPTION	PAGES
	Executive Summary	4
1.0.	Information: Certification Assessment	5
2.0.	Information: Certified Entity	5 - 6
3.0.	Assessment Methodology	6 - 7
4.0.	Assessment Process	7 - 9
4.1.	Audit Team	
4.2.	Audit Plan	
5.0.	Summary of Surveillance Assessment Results	9 - 14
5.1.	Key Findings	
5.2.	Stakeholders' Consultation Report	
5.3.	Summary Statement by Lead Auditor	
5.5.	Acknowledgement by Certified Entity	
5.6.	Corrective Action Reports	
6.0.	Official Sign-off	14 - 15
6.1.	Assessment Recommendation by Lead Auditor	
6.3.	Assessment Review by Technical Reviewer	
7.0.	Conclusion	15
7.1.	Certification: BQAS Management	
7.2.	Plan: Next Surveillance Assessment	
8.0.	Attachments: Maps	16 - 17



EXECUTIVE SUMMARY

Borneo Agro-Resources Sdn Bhd (BARSB) as a group, owned and operate 1 Palm Oil Mill and 3 Plantations.

Labang Estate is one of the 3 palm oil plantations wholly owned by BARSB.

This is Surveillance Audit Year 1 & scope is Group Certification of BARSB Group of Plantations under the Standards MSPO MS2530-3:2013.

Labang Estate, sited on a 1085.56 hectares land owned by BARSB and is located at geo-coordinates N 3.16.24.1 E 113°30'14.6 / N 3.2733691 E 113.5040434 in the Bintulu Division of Sarawak; with estimated distance of approximately 85 kilometers from Bintulu Town. Established in 2005 the plantation is planted with 146,550 stand count of oil palm trees.

The assessment method follows principles of **3P** (Paper, Practice & People)

This certification assessment is a sampling process where management systems effectiveness & efficiency are confirmed via an Audit Trail that the Auditor established to make an accurate conclusion.

In this Audit, dialogues and interviews were conducted with staffs, plantation workers, contractors & stakeholders to gauge understanding of MSPO principles, applications & its importance and relevance to sustainable growth and production of palm oil products. Also assessed were their opinion on working & business relationship with Labang Plantation Management and this was found to be positive.

Plantation employees are remunerated above minimum wage; and living & housing conditions in the Staff & Workers Quarters meet basic requirements of health & safety regulations & the relevant Housing Act. Available amenities in BARPOM include treated water, domestic waste collection & disposal, electricity and telecommunication services.

The Audit was conducted on 01 – 02 10 2020.

There were 8 findings – 1 minor NC [non-conformance] and 7 OFI [opportunity for improvements] in this Audit.

The corrective action reports were closed on 10 12 2020.

On the overall, Labang Estate had maintained its Palm Oil Plantation Management System; and complied & conformed to basic MSPO Certification standards, conditions & requirements.

Conclusively, the Lead Auditor therefore recommended that BARSB Group of Plantation certification be maintained and continue to be certified under MSPO Standards MS 2530-3:2013 [General Principles for Plantations & Organized Smallholders].

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Ref No: BARLE/SVA01/09/20

Standard: MS 2530-3:2013

Report Date: 30 12 2020

1.0. INFORMATION: CERTIFICATION ASSESSMENT

1.1.	Type of Certification Assessment	<input checked="" type="checkbox"/>	Annual Surveillance Audit [Year 1]
1.2.	Scope of MSPO Certification	<input checked="" type="checkbox"/>	Sustainable Management of Palm Oil Plantation with 1085.56 hectares
1.3.	MSPO Standards	<input checked="" type="checkbox"/>	PART 3: MS2530-3:2013
1.4.	Maps and others [Refer Attachments]	<input type="checkbox"/>	
		<input type="checkbox"/>	
		<input type="checkbox"/>	

INFORMATION: CERTIFICATION BODY

Name:	BQAS Certification [M] Sdn Bhd [11799994-x]	
Address:	Lot 7823, Sublot 6, 2 nd Floor, Block A, Kings' Centre, Simpang Tiga, 93350, Kuching, Sarawak.	
Contact:	Email: bqassb@gmail.com	Tel: +6 082 572 043
	Whatsapp: +6 017 814 1112	Website: www.bqas.com.my
Surveillance Audit Date:	01 – 02 10 2020	Audit Duration: 4 man-days
BQAS Audit Team:	Name	Role in the Audit
	Wilfred Landong	Lead Auditor
	Maxwell Landong	Auditor

**GROUP [MULTI SITES] CERTIFICATION****2.0. INFORMATION: CERTIFIED ENTITY**

INFORMATION	CERTIFIED ENTITY
Company Name & Reg. No	Borneo Agro-Resources Sdn Bhd
Main Address:	2 nd Floor, No 91-93, Jalan Kampung Nyabor, 96000, Sibul, Sarawak.
Site Name:	Labang Estate
Primary Function:	<input checked="" type="checkbox"/> Plantation/Organized Smallholders <input type="checkbox"/> Mill
Site Address:	Lot 23,24,25,26, Block 12, Lavang Land District 97000, Bintulu, Sarawak
Management Contact Details	
1.	Shamsul bin Rusli Division Manager Mobile: 016 307 7612 Email: borneomaskat@gmail.com

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2.	Sim Chang Eng	Senior Supervisor		
	Mobile: 016 888 5957	Email: simchangeng.icloud.com		
Headcount:	Local: 22	Foreign: 36	Total: 58	
	Staff: 22	Workers: 36	Total: 58	
MS 2530-3:2013 General Principles for Plantations & Organized Smallholders				
MPOB License No: 5046 6810 2000		Expiry Date: 31 03 2022		
Scope of Activity: Menjual & Mengalih FFB#				
Date of Establishment: 2005		Geo-Coordinates: N 3.16.24.1 E 113'30'14.6 / N 3.2733691 E 113.5040434		
Certified Area: 1085.56 hectares		Planted Area: 1085.56 hectares		
FFB Production (actual) 2019: 18,310 MT		FFB Production (estimate) 2020: 23,000MT		
Sources of FFB: own estate		Main FFB purchaser: Borneo Agro Palm Oil Mill		
No of Planting Blocks: 31		No of Palm trees: 146,550		
Palm Species: AAR, Felda, Chemera		Age Range of Palm Trees: 6 – 16 years		
Topography: undulating plain & peat terrain		Soil Type: peat & mineral soil		
Land Status: Ownership:		<input type="checkbox"/> Rented	<input checked="" type="checkbox"/> Own Land	<input type="checkbox"/> Joint Venture
Validity/Date of Certification: 01 08 2019 to 31 08 2024		Other Sustainability Certification:		

3.0. ASSESSMENT METHODOLOGY

This certification assessment is a SAMPLING process where management systems effectiveness & efficiency are confirmed via an audit trail that the Auditor established to make an accurate conclusion

Information gathering	Interviews – staffs, contractors, local communities, & other stakeholders
Data collection from	<ul style="list-style-type: none"> • Observation of process & activities • Review of documentations & records • Site visits • Field inspections
Assessment method	<p>Paper</p> <ul style="list-style-type: none"> • Assessing past implementations from records, reports of the management system <p>Practice</p> <ul style="list-style-type: none"> • Assessing current implementation from observing current practices <p>People</p> <ul style="list-style-type: none"> • Assessing future maintenance from interviewing personnel on understanding & assessing competencies.

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Surveillance Audit		Audit Findings Classification	
Term	Meaning	Description	
YES	Compliance	•	Fulfilled requirement of audited standard
OFI	Opportunity for improvements	•	Demonstrate conformity. There are, however, improvement opportunity identified that will benefit the organization
NO (minor NC)	Minor non conformity	•	Non-compliance to standard requirements or company's SOP; or are issues that when combined, jeopardized the functioning of the system
NO (major NC)	Major non conformity	•	Demonstrate absence or total breakdown of system to meet standard requirement, or a number of minor NC against a clause of standard requirements / at a particular area. Of last assessment that are not effectively addressed will be classified as major NC.

4.0. ASSESSMENT PROCESS**4.1. AUDIT TEAM**

Assessment Stage	Name	Role
Surveillance Year 01	Wilfred S Landong	Lead Auditor
	Maxwell S Landong	Auditor

4.2. AUDIT PLAN**4.2.1. AUDIT OBJECTIVES****Surveillance Audit**

- Changes to the certified client and its management system
- Verification continuous management system implementation
- Review of effectiveness of measures arising from the previous audit (if applicable)
- Confirmation of fulfillment of certification requirements
- Enquiries on aspects of certification (Complaints)
- Review of any client's statements with respect to its certified operations (promotional material, website, use of BQAS logos and marks, use of the certificate)
- Customer specific requirements

**4.2.2. ASSESSMENT SITES / PROGRAMS / PARAMETERS****MS 2530-3:2013 General Principles for Plantations & Organized Smallholders****4.2.2.1. Assessment Sites**

Assessments were performed at:

- Plantation Office – documentations & records
- Plantation Site – processes, stores, waste & water management, workshop and related facilities
- Staff facilities – housing, amenities etc.

4.2.2.2. Assessment Program

Date: 01 – 02 10 2020

No of Auditors: 2

No of Mandays: 4

Day 1

- Opening Meeting
- Review Certification Audit Report
- Documentation Audit / Record Review at Mill Office

Day 2

- Plantation – facilities inspection (chemical, schedule waste stores, workshop, water reservoir, grading etc.)
- Observation of site activities – harvesting, pruning etc; and site maintenance
- Inspection/observation of staff/workers housing & living conditions, facilities & amenities, interview foreign workers, domestic waste treatment etc.
- Dialogues/interviews (contractors]
- Closing meeting
- Presentation of Audit Checklist / Report

4.2.2.3. Assessment Parameters**Evaluate implementation, including effectiveness of the management system**

- Information & evidence about conformity to all requirements
- Performance monitoring, measuring, reporting
- Reviewing against key performance objectives & targets
- Performance as regards legal compliance
- Operational control of the client's process
- Internal auditing & Management review
- Management responsibilities for policies
- Links between the normative requirements, policy
- Competence of personnel
- Customer specific requirements

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Ref No: BARLE/SVA01/09/20

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Report Date: 30 12 2020

- Traceability of FFB
- Use of PPE / Safety & Health training program
- Revisit other points/areas of buffer zone, Riparian reserves, boundaries
- Implementation of Policies & procedures at all stores (fertilizer, chemical, schedule waste store)
- Improvements to workers' quarters – health & safety
- Infrastructure / roads & drainage / natural water management
- Continuous improvement plan & implementation
- Implementation of Best practices
- Implementation of environmental management plan

5.0. SUMMARY OF SURVEILLANCE ASSESSMENT RESULTS**5.1. KEY FINDINGS**

Table:

Principles	P1	P2	P3	P4	P5	P6	Total
No of NC: Major	0	0	0	0	0	0	0
No of NC: Minor	0	0	0	0	1	0	1
No of OFI: Opportunity for Improvement	1	0	0	2	3	1	7
Total	1	0	0	2	4	1	8

PRINCIPLE 1**MANAGEMENT COMMITMENT & RESPONSIBILITY**

1.

Criterion 4.1.2: Internal audit

Indicator	Requirement	Compliance	Findings
4.1.2.2	The internal audit procedures and audit results shall be documented and evaluated, followed by the identification of strengths and root causes of nonconformities, in order to implement the necessary corrective action.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	Internal Audit Procedure documented vide doc ref BARSB MSPO SOP 01 dated 01 07 2019 Noted Internal Audit Checklist / report for 2020 conducted on 27 08 2020 [doc ref BARSB MSPO-IACL. Results documented with 5 findings but <ul style="list-style-type: none"> • Report not signed • Summary of Audit results not documented.

PRINCIPLE 4**SOCIAL RESPONSIBILITY, HEALTH, SAFETY & EMPLOYMENT CONDITIONS**

2.



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LABANG ESTATE

Ref No: BARLE/SVA01/09/20

Standard: MS 2530-3:2013

Report Date: 30 12 2020

Criterion 4.4.4: Employees' safety and health

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.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	Trained First Aider for BARSB-Labang Estate are a follows : a. Lucy anak Achang b. Sim Chang Eng c. Azery Bin Abdul Manan (the certificate is effective from 15/1/2019 – 15/1/2020) First Aid Equipment with approved contents is sighted at the Estate Office which is equipped with the basic requirement. However, the First Aid Kit is not seen at other sites especially at workshop and chemical store area
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3.

Criterion 4.4.4: Employees' safety and health

J.	Records shall be kept of all accidents and be reviewed periodically at quarterly intervals.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	The procedure Doc No BARSB-MSPO-AERP effective 1 st July 2019 is sighted – Procedure <i>Notifikasi Aduan, Kemalangan, kemalangan nyaris, kejadian berbahaya, keracunan pekerjaan</i> . In the procedure, the following document are also sighted: a. Borang JKPP 6, b. Borang JKPP 7 & c. Borang JKPP 8. There is no evidence that records of accident are compiled and submitted to JKPP. It is a requirement by Department of Occupational, Safety and Health that report on Accident has to be submitted to JKPP.
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PRINCIPLE 5 ENVIRONMENT, NATURAL RESOURCES, BIODIVERSITY & ECOSYSTEM SERVICES

4.

Criterion 4.5.1: Environmental management plan

Indicator	Requirement	Compliance	Findings
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Standard: MS 2530-3:2013

Report Date: 30 12 2020

4.5.1.4	A program to promote the positive impacts should be included in the continual improvement plan.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	A program to promote the positive impacts on environmental improvements is not sighted to be included in the continual improvement plan
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5.

Criterion 4.5.2: Efficiency of energy use and use of renewable energy

4.5.2.3	The use of renewable energy should be applied where possible.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>There is no plan to use renewable energy.</p> <p>There are areas of possible use of renewable energy in Labang Estate [guardhouse, workers quarters]</p>
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6.

Criterion 4.5.3: Waste management and disposal

4.5.3.1	waste products and sources of pollution shall be identified and documented.		
4.5.3.5	Domestic waste should be disposed as such to minimize the risk of contamination of the environment and watercourses.	<input type="checkbox"/> Compliance <input type="checkbox"/> OFI <input checked="" type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>Domestic waste is disposed at frequency of twice weekly @ dumpsite landfill located approximately 2 km from the estate.</p> <p>Noted pieces of metal and other non-biodegradable waste disposed in the dumpsite</p>

7.

Criterion 4.5.5: Natural water resources

4.5.5.1.	The management shall establish a water management plan to maintain the quality and availability of natural water resources (surface and ground water). The water management plan may include:	<input checked="" type="checkbox"/> Compliance <input type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>Water management plan established vide doc ref BARSB MSPO WMP dated 01 01 2020</p>
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.)	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	<p>LE estate does not have documented plan on optimizing the use of rainwater harvested. No evidence noted in the water management plan</p>

PRINCIPLE 6

BEST PRACTICES



8.

Criterion 4.6.1: Site management

Indicator	Requirement	Compliance	Findings
4.6.1.3	A visual identification or reference system shall be established for each field.	<input type="checkbox"/> Compliance <input checked="" type="checkbox"/> OFI <input type="checkbox"/> NC - Minor <input type="checkbox"/> NC - Major	Block Marker/signage and installation sighted. But the information is not adequate - only block No and year of planting is viewed. To include information Block No, Year planted, Size, No of palms and planting material

5.2. STAKEHOLDERS' CONSULTATION REPORT

List of Respondents

No	Name	Identity No [if available]	Relationship to Auditee
1	Waslee Abdullah		Local Community – Ketua Kampung, Kampung Labang
2	Kamis B. Lias		Local Community –Jawatankuasa Kerja (Land Matters) Kampung Labang
3	Rose Galong Anak Ding		Employee – General Clerk
4	Lucy Achong		Employee – General Asst Clerk
5	Romi Syahminar		Employee – TKI Indonesia
6	Yanti		Employee – TKI Indonesia

1.0. Consultation Technique:

Consultation Technique: Face to face interview
(Can select more than one)

Meeting (to submit list of participants if available)
 Phone interview
 Written views and comments (mail, email etc. based on pre-determined questions)

2.0. Questionnaires

No	Criteria	Result	Remarks
1.	Is/Are this stakeholder registered in the organization's stakeholder list?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Four(4) are employee while two(2) are local community nearby



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Standard: MS 2530-3:2013

Report Date: 30 12 2020

2.	Based on input received, is/are transparency of information between organization and stakeholder justified? (clause 4.2.1 & 4.2.2)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
3.	Any feedback, complaint or grievances raised by this/these stakeholder before? (If Yes, please briefly explain the nature of the feedback/ complaint/ grievance in Remarks)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	They did not raise any complaint before. All stated that, they are happy with the Estate Management
4.	If (3) above is Yes, does the organization handle the feedback/ complaint/ grievance appropriately?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	
5.	Any land issue being raised during audit against the organization? (if Yes, does the issue been, or in progress of being resolved?)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<i>No land issue as the local community did not surrender any part of their land for plantation development</i>
6.	Any social issue being raised during audit against the organization? (if Yes, does the issue been, or in progress of being resolved?)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
7.	Any environmental issue being raised during audit against the organization? (if Yes, does the issue been, or in progress of being resolved?)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
8.	Is the issue stated above being brought to the audit?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	

3.0.	Auditor Summary Statement	[Remarks, Comments & Opportunity for Improvements]
	<p>The four (4) employees interviewed comprising two (2) staff and two (2) foreign workers have no complaint with the estate management. They are satisfied with the facilities, wages and benefits provided.</p> <p>The two (2) local community interviewed have no issue with the Estate Management ;</p> <ol style="list-style-type: none"> 1. Their land is not affected by the estate development 2. No environmental issue affecting them arising from Estate activities. 3. The Estate management are very approachable and attending to them when they need help such as donations in monetary form and in kind, attending to their functions when invited. 4. The community are also given access and right of way on usage of estate roads. 	

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5.3. AUDIT CONCLUSION

	Summary Statement of Lead Auditor	Signature
	<p>The purpose of this Surveillance Audit is to evaluate the implementation, including effectiveness, of Borneo Agro Resources – Labang Estate management systems and that the requirement of the Standards MS2530-3:2013 is fulfilled.</p> <p>There were 8 findings – 1 NC minor 7 OFI - opportunity for improvement in this Audit. Upon conclusion and in consultation with the Audit team, the Lead Auditor recommend the Certification of BARSB Labang Estate under the Standard MS2530-3:2013 [Part 3 General Principles for Organized Smallholders and Palm Oil Plantation] be maintained.</p>	 Wilfred S Landong Date: 02 10 2020

5.4. Acknowledgement by Auditee Estate Manager Signature

	<p>This is to acknowledge and confirm the Audit Visits/Assessments described in this Report and the Acceptance of the Contents and Findings in the said Audit Report.</p>	 Sim Chang Eng Senior Supervisor Date: 02 10 2020
--	---	---

5.6. CORRECTIVE ACTION REPORT**8 Corrective Action Report were raised 02 10 2020****All corrective action reports were closed out on 10 12 2020****6.0. OFFICIAL SIGN OFF****6.1. ASSESSMENT RECOMMENDATION: LEAD AUDITOR**

<p>Based on the Findings/Action taken by Auditee/Closures above, Labang Estate had been able to demonstrate generally its continual compliance to and with requirements of the MSPO MS2530-4:2013 Standard for General Principles for Palm Oil Mills.</p>	
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Standard: MS 2530-3:2013

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Therefore, it is recommended that the Certification of **BARSB Group of Plantation** be maintained.

Wilfred S Landong
20 12 2020

6.2. ASSESSMENT REVIEW BY TECHNICAL REVIEWER

I/the undersigned, being the Technical Reviewer, confirm that I have examined thoroughly all contents of the Report in its' entirety.

I confirm that, to the best of my knowledge the information and conclusions included in this report have been prepared in compliance with the Standards requirements; and done in good faith and that the Lead Auditor recommendations had been based upon this information.

I, hereby confirm that, the Certification of **BARSB Group of Plantation** under the Standard MS2530-3:2013 [Part 3 General Principles for Organized Smallholders and Palm Oil Plantation] be maintained.

Patrick Sibat
26 12 2020

7.0. CONCLUSION

7.1. CERTIFICATION: BQAS MANAGEMENT

In reference to MS 2530-3:2013, BQAS Management hereby approved of:

- Issuance of the certificate.
- Issuance of the certificate as soon as implementation of corrective action(s) has been demonstrated.

Maintenance of the certificate.

- Maintenance of the certificate as soon as implementation of corrective action has been demonstrated.

7.2. PLAN FOR NEXT SURVEILLANCE AUDIT

Surveillance Audit Year 01 was delayed due to COVID19 Movement Control Order as enforced by Malaysian government authorities.

Surveillance Audit Year 02 is scheduled to be by October, 2021

8.0. ATTACHMENTS

Maps

Page 15 of 18

BQAS – | All aspects of the Audit are considered Confidential

Author: Wilfred S Landong



MSPO SURVEILLANCE CERTIFICATION PUBLIC SUMMARY REPORT Year 01

BORNEO AGRO-RESOURCES SDN BHD

BQAS CERTIFICATION [M] SDN BHD [1179994-X]

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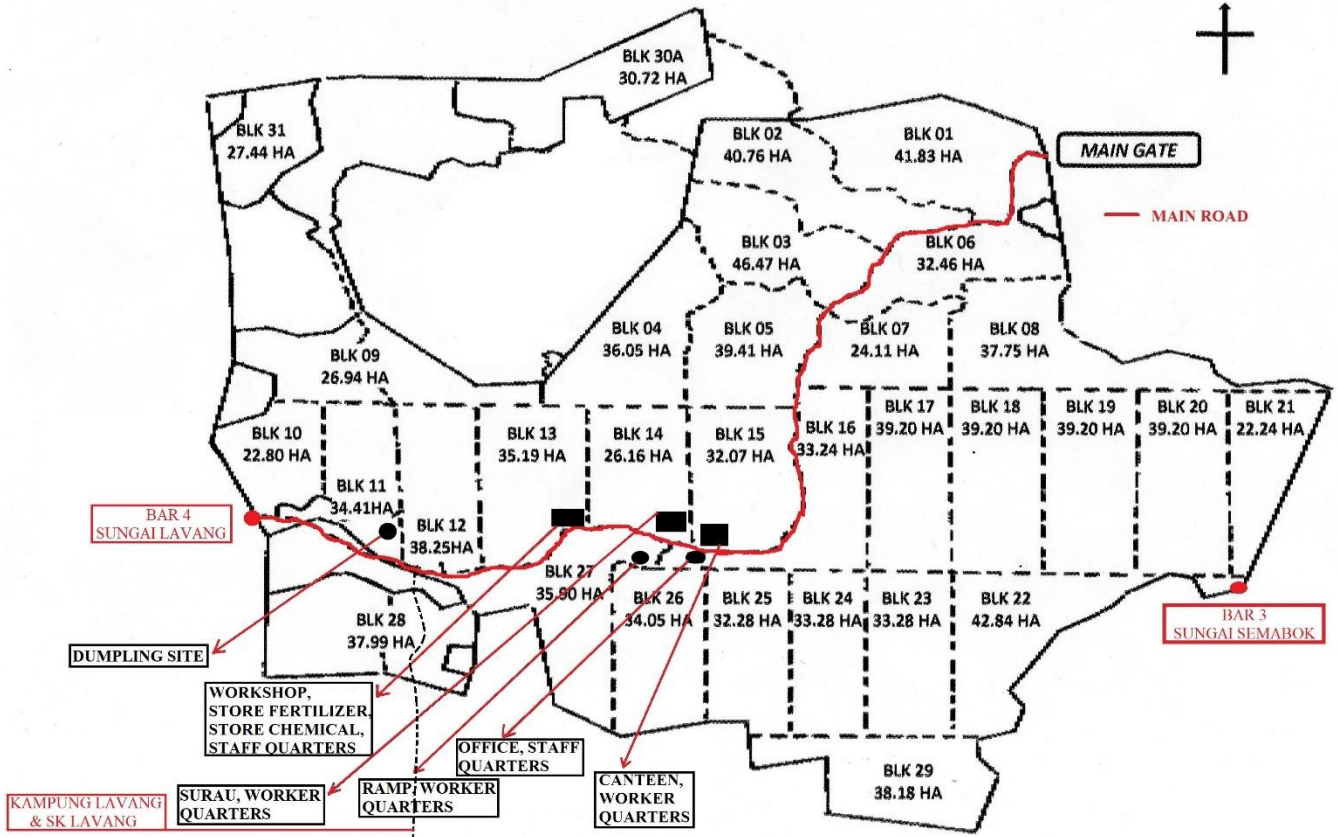
Ref No: BARLE/SVA01/09/20

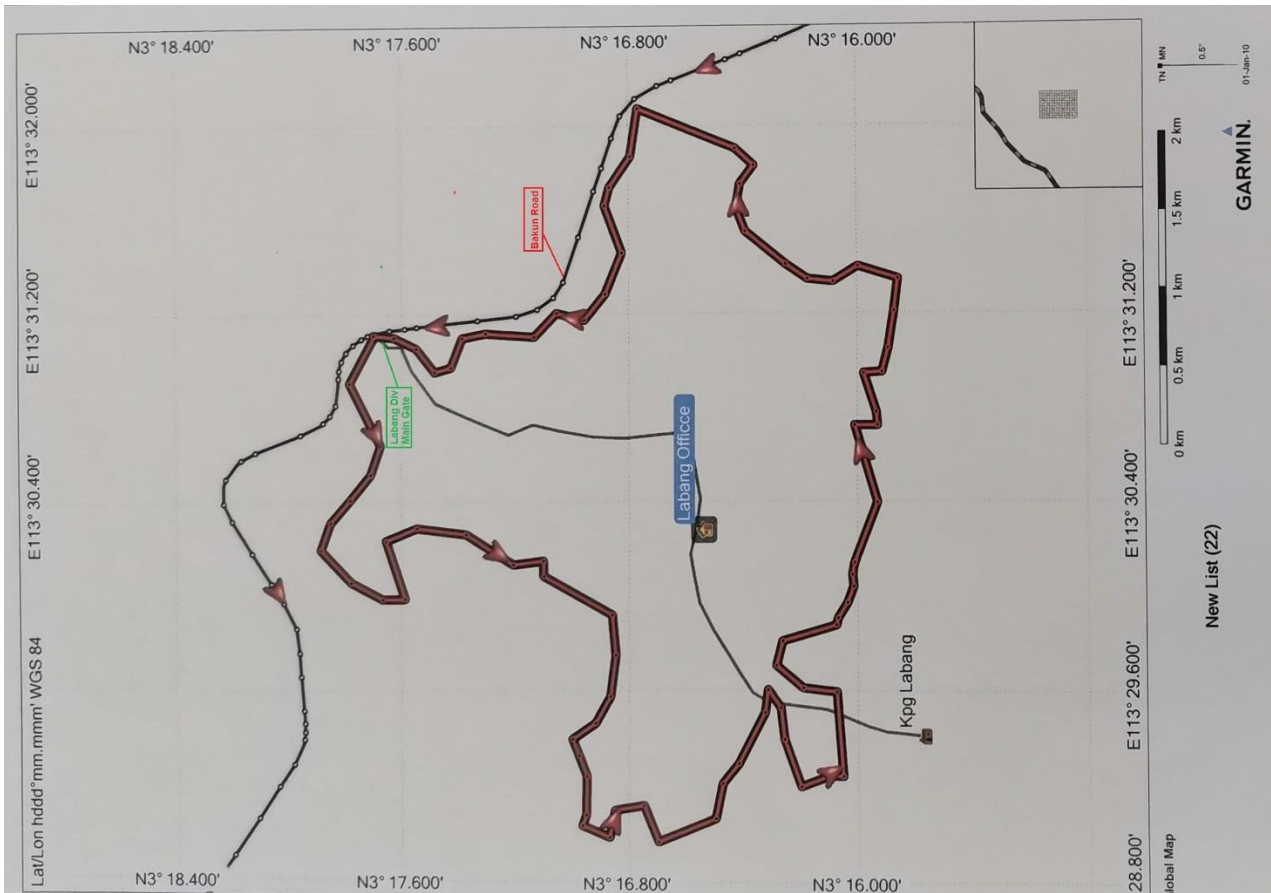
Standard: MS 2530-3:2013

Report Date: 30 12 2020

BORNEO AGRO RESOURCES SDN. BHD.
(LABANG DIVISION)

UPDATED: 07 MAR 2017





FOOTNOTES

All audit findings are based on a sampling process, targeted towards reliable evidence for effective implementation and compliance of the management system. Where applicable findings and required corrective action were or will be agreed upon with the responsible managers or management representatives, steps have been or will be defined to resolve such non-conformity. Further business aspects may exist, positive or negative, which have not been reviewed by the audit team. It is the organization's responsibility to investigate and evaluate the potential impact and scope of findings, thus continuously ensuring full compliance to the applied standard(s)

