



SOCIAL IMPACT ASSESSMENT (SIA) FINAL REPORT

ANGLO EASTERN PLANTATION (A.E.P)
PUTERA SOUTH ESTATE
PUTERA NORTH ESTATE
CENDERUNG MANYVEST ESTATE



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Executive Summary

Social Impact Assessment (SIA) is carried out as a process to identify, predict, evaluate and communicate information concerning the adverse and beneficial impacts of oil palm plantation to its community in terms of the social responsibility, health, safety and employment condition. This is essential in the development of action plan to mitigate or reduce adverse social impact management plan and hence to enhance beneficial impacts. The identified social impacts, mitigation measures and enhancement measures and monitoring procedures should be included in the Social Management Plans. These plans of the respective management therefore require periodically review process in order to promote positive impacts and minimize negative/adverse impacts that may arise.

The Anglo Eastern Plantation (AEP) operating in three management units, namely Putera South Estate, Putera North Estate and Cenderung Manyvest Estate which located in Kemaman district, Terengganu. The assessment was conducted on 30th November to 2nd December 2019 and carried out by interviewing several workers from different roles as well as the relevant external stakeholders who have been dealing both directly and indirectly with the company. The plantation is relatively structured plantation which consisted of local and foreign workers. Based on the random sampling interview with all three management estate's workers from different job scopes, it can be concluded that the management is managing and taking care the workers welfare at its best.

Other than local workers, majority of workers are coming from Lombok, Indonesia. They are freely assimilated to mix around and share their cultures as well as good values albeit the differences in religion, race and nationality. All working permits registration and renewal for foreign workers are borne by the company through labour agents. Healthcare is given attention as well where the management assist to arrange the transport to the government clinics for the workers to get medical consultation in convenient. The plantation is in the process to equip the plantation with adequate signages and measures in order to comply with MSPO Requirement. Personal Protective Equipment (PPE) of safety helmet has been distributed to all workers upon employment. The company already complied with the minimum wages requirement as per regulated by the government. Any miscalculation on salary and/or overtime payment are duly rectified by the management accordingly. There were no critical issues raised by the other stakeholders where the working relationship with the management is just pleasant.

The MSPO policy signed by SGM, Mr. Chua Hwa Phuay on 01/08/2019. There social policy is developed and displayed along with other policies of Environment and Safety. The plantation operations have limited the use of fertilizer since 2015 and are let to grow naturally without any fertilizers and the workers only responsible for harvesting and weeding. This affect the productivity of the yield and some workers has raised concern on the lower yield as that would affect their subsistence income. The company has hired contract workers for spraying and weeding activities to maintain the labour and operational efficiency. The oldest palm planted is due for replanting and was put on hold due to the known elephant depredation at the area of Cherul.

Most of the interviewed workers have been working in the plantation significantly for quite a long time, they rarely face huge difficulties with the management and agreed that the management is taking a good care about their welfare.

1.0 Background

Anglo-Eastern Plantations Plc was formed and floated on the London Stock Exchange in 1985 to acquire and develop four estates in North Sumatra, previously owned by several UK based plantation companies. The largest of these estates was Tasik, whose development, as a 6,000-hectare (ha) oil palm estate, commenced in 1983. The other three smaller estates, totaling 3,700ha comprising rubber and cocoa, had been established in the 1920s.

In 1993 Genton International acquired a controlling holding in Anglo-Eastern. Following a one-for-two rights issue in 1995 the company embarked on an expansion programme comprising:

- acquisition of a small (800ha) oil palm estate (Anak Tasik) in North Sumatra in 1995;
- acquisition in 1995 and development of land totaling 17,600ha in the province of Bengkulu in southern Sumatra;
- acquisition in 1995 of an immature oil palm estate in Peninsular Malaysia.

The oil palm planted in all three management units of Putera South Estate, Putera North Estate and Cenderung Manyvest Estate is the first generation / cycle of oil palm planting. The land was converted from forest trees to oil palm and the age profile of estates ranging 8 - 28 years old at the time of assessment. The younger (shorter) palm is mainly distributed in Putera South Estate and Putera North Estate. The extensive areas of "unplantable" reserve and Sentang/teak planted in the management units have created a good habitat for wildlife refuges and potentially caused a human-wildlife conflict directly and indirectly with the agricultural societies in AEP.

Figure 1: Map of Anglo Eastern Plantation (AEP) Estates

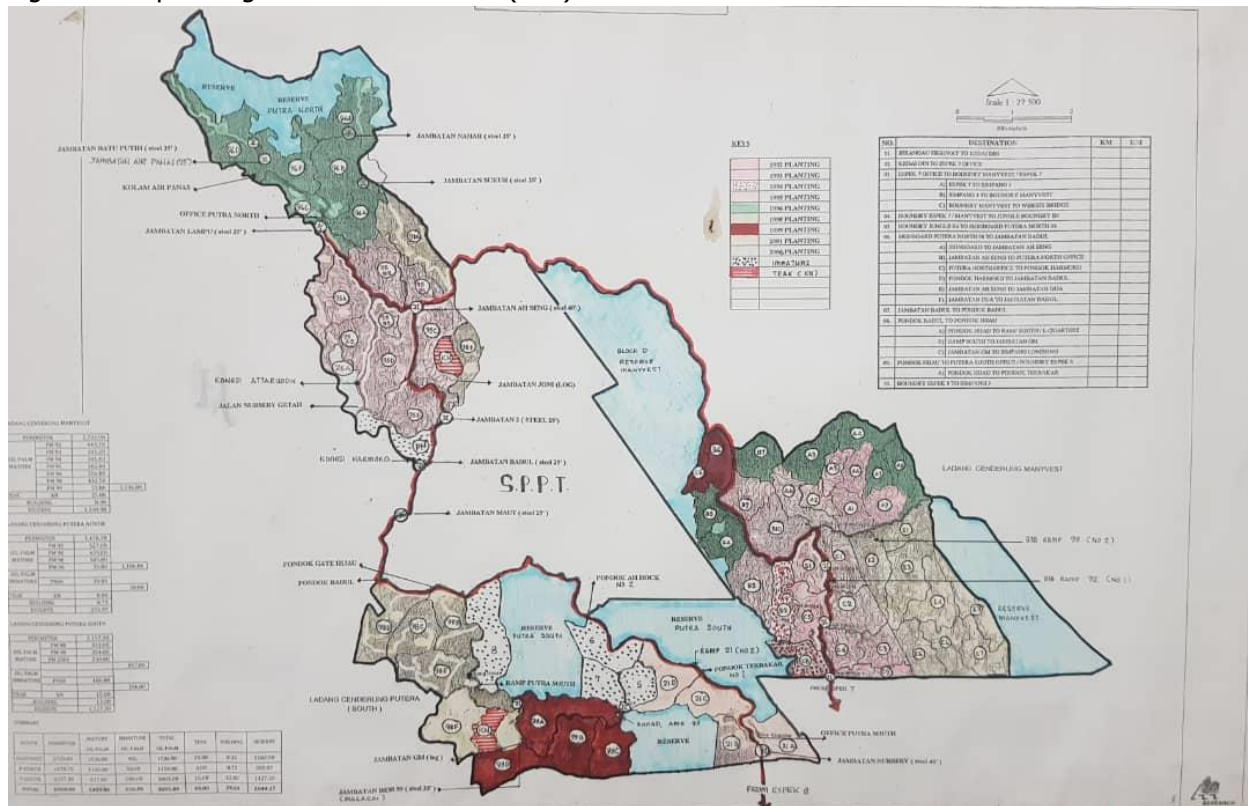
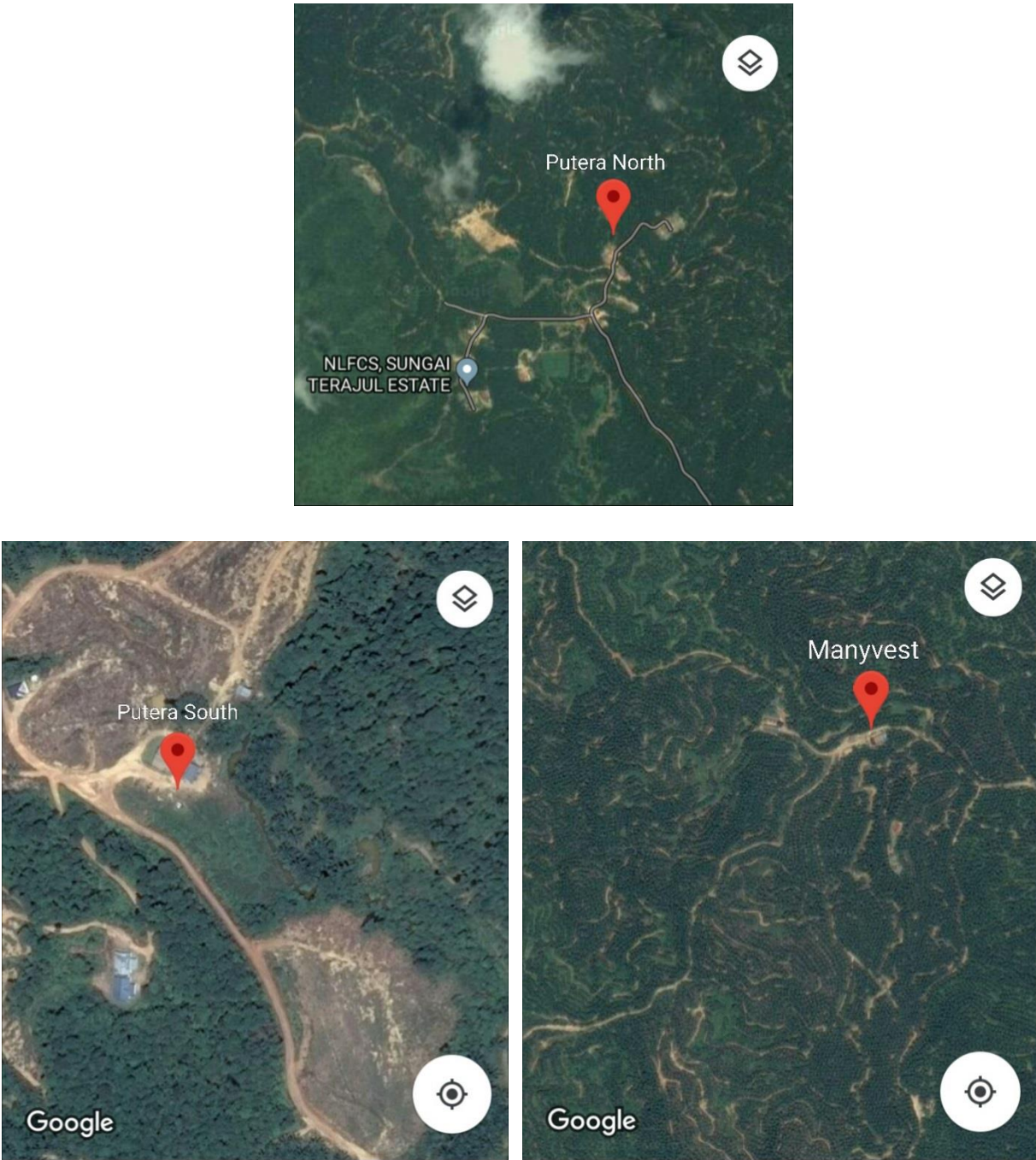


Figure 2: Satellite views of Cenderung Manyvest estate, Putera North estate, and Putera South estate.



2.0 Introduction

Social Impact Assessment (SIA) is a key component for the company management in recognizing its operations impact towards its stakeholders which the main component are from workers, contractors, suppliers, local community, local authority and private bodies. The term "social impacts", define the consequences that affects the ways in which these component live, work, play, relate to one another, organize to meet their needs and generally cope as members of society. The term also includes cultural impacts involving changes to the norms, values, and beliefs that guide and rationalize their cognition of themselves and their society.

The SIA Report focus on livelihoods and the improvement of social wellbeing of the wider agriculture society. These should be explicitly recognized, and as such should be an indicator considered by any form of assessment. In summary, some of the most important aspects of social impacts involve not the physical impacts of human populations, but the meanings, perceptions, or social significance of these changes.

3.0 Objectives

The objectives of this assessment are:

- I. To identify the existing social issues in the study area.
- II. To report the raising issues and recommend a baseline social management plan for estates in the study area

4.0 About the Social Assessment

The assessment was carried out based on the Impact Assessment Manual by Federal Department of Town and Country Planning Peninsular Malaysia and Malaysian Society of Impact Assessment.

4.1 Data collection & sampling procedures

In accordance with the requirements for information needed, the initial approach was to analyze the communities and stakeholder list (i.e. a description of the demography, social and cultural framework) to determine the sampling procedure based on random sampling where the results would represent an actual reflection of the impacts on the stakeholders. The scoping exercise was done based on the available stakeholder data which includes:

- i. Identification of stakeholders
- ii. Development of SIA methodology during pre-assessment
- iii. For stakeholders, interview method will be used

4.2 Methodology

For field interviews, sampling of members from workers, local communities, and smallholders was done randomly. For the group interview with local communities, the team send invitations through tele-conversation/invitation letter on the list of informants interviewed (the selection criteria was based on a cross section of society). The assessment was also included the consultation with staff and contractors and government agencies as well as site visits to the field, offices, and housing complex.

Interview techniques include:

- Group interviews (with male workers and contractors, suppliers)
- One-on-one interviews (with related government agencies, community leaders, and female worker)
- Phone interview (as and when needed)

Other method includes:

- Site observation and verification to cater the issues raised by stakeholders
- Documentation review – secondary data, reports or related minutes of meeting etc.

Interviews with workers were conducted in confidence and without the presence of management staff or executives to encourage the interviewees to express themselves as openly as possible. Apart from workers' representatives, assessors randomly chose worker interviewees. As for external stakeholders (local communities, government agencies, clinics, etc.) were chosen based on the relationship between them and estates. Social assessment, data collection, interviews and observation were done in duration of one (1) day at respective estate's management units.

4.3 Method Description

Date	Activity
30/11/2019 (Saturday)	Social Impact Assessment (SIA) for A.E.P Putera North <ol style="list-style-type: none">1. Briefing with estates management team2. Interview external stakeholder of estate operations including the spare parts supplier and contractors.3. Interview internal stakeholder of estate operations including local and foreign workers4. Site visit to the facilities and worker's housing areas.
01/12/2019 (Sunday)	Social Impact Assessment (SIA) for A.E.P Cenderung Manyvest <ol style="list-style-type: none">1. Interview external stakeholder of estate operations including the regular agencies that visit estate for legal compliance (e.g. BOMBA, PERHILITAN and etc.)2. Interview external stakeholder of estate operations including the clinics and neighbouring communities (e.g. other plantations)3. Interview internal stakeholder of estate operations including local and foreign workers4. Site visit to the facilities and worker's housing areas.
02/12/2019 (Monday)	Social Impact Assessment (SIA) for A.E.P Putera South <ol style="list-style-type: none">1. Interview internal stakeholder of estate operations including local and foreign workers2. Site visit to the facilities and worker's housing areas.

Basic indicators were used to scan the key areas of impact in relation to land, and to give input and guidance to the scoping assessment. The indicators are related to the essential human rights issues. We identified the

full range of probable social impacts that need to be addressed based on discussions or interviews with the stakeholders.

4.4 Assessment Team

Assessment Team	Role	Qualification
Aida Ghani	Assessor	<ul style="list-style-type: none">• Over eleven years' (2008-2019) working experiences in sustainability and certifications for plantation companies• Registered Peer Reviewer for MSPO Certification by Malaysian Palm Oil Certification Council (MPOCC)• Member of Society for Conservation Biology (SCB) Malaysia Communities• Successfully completed the HCV Lead Assessor Training with four years' (2013-present) experiences as Internal Assessor for HCV identification and reporting• Five years' (2008 – 2013) working experience in ISO and RSPO internal auditing and implementation

5.0 Scoping Approach

There are two approaches to assess social impacts; one is the rational mechanism for assessing impacts and the other is the participatory approach where stakeholder perspectives are incorporated into the management of group companies.

We are careful to point out that the social construction of reality is characteristic of all social groups, including the agencies that are attempting to implement changes as well as the communities that are affected. In the case of proposed actions that involve controversy, attitudes and perceptions toward a proposed policy change are one of the variables that must be considered in determining the significance of impacts.

6.0 Social Assessment

This chapter summarizes the development processes of each operating unit, which is a key aspect to recognize in terms of the SIA, to be able to understand the impacts on the local communities and other stakeholders and the causes of conflicts. In the context of this scoping assessment it is also important to understand the cultural and social setting in which the Group is operating. An understanding of the background of the communities in terms of ethnicity, their customs, and land management is needed when deliberating the social impacts.

6.1 Demographic information

No.	Description		A.E.P Putera North	A.E.P Putera South	A.E.P Cenderung Manyvest
1	Year of Establishment		1993	1996	1990
2	Total Hectare(s)		1478.70	2157.30	2732.00
	Planted hectare(s)		1106.00	817.00	1529.80
3	GPS Location		N 4°16.1890', E 103°2.5710'	N 4°11.3070', E 103°6.5550'	N 4°13.2400', E 103°7.2250'
4	District		Kemaman	Kemaman	Kemaman
5	Nearest township (km)		70 km	50 km	50 km
6	List of the villages surrounding or within estate (list by name of Village)		Ladang Sungai Terajul	N/A	N/A
7	Total Estate/ Mill Population		45	15	58
8	Religion (No.)	Muslim	45	15	56
		Chinese	-	-	-
		Indian	-	-	-
		Christian	-	-	2
		Others	-	-	-
9	Type of Workers	Daily	45	2	42
		Permanent	-	1	6
		Contract	-	12	10
10	List of school inside estate		N/A	N/A	N/A
11	No. of Houses	Management	2	2	2
		Staff	3	2	4
		Workers	29	2	15

Demographic data as of 30th November 2019

6.2 Social Profile

No	Social Profile		A.E.P Putera North		A.E.P Putera South		A.E.P Cenderung Manyvest	
			Male	Female	Male	Female	Male	Female
1	Total estate / mill population (workers only)		45	-	14	1	57	1
2	Malaysian Citizens (Workers)		6	-	3	-	10	1
3	Foreign Citizens (Workers)	Indonesian	39	-	14	1	44	-
		Bangladesh	-	-	-	-	3	-
4	Children	Age 0 - 6 years	N/A	N/A	N/A	N/A	N/A	N/A
		Primary School	N/A	N/A	N/A	N/A	N/A	N/A
		Secondary School	N/A	N/A	N/A	N/A	N/A	N/A
		School leavers (University / unemployed)	N/A	N/A	N/A	N/A	N/A	N/A
5	Families (Total Population Including family members)	Malaysian Families	N/A	N/A	N/A	N/A	N/A	N/A
		Foreign families	N/A	N/A	N/A	N/A	N/A	N/A

Demographic data as 30th November 2019

7.0 SIA Findings and Recommended Action Plan

Briefing and discussion has been conducted to various stakeholders e.g. management, community, contractor and even workers in order to understand the issues related to social impact. It has been communicated the importance of this SIA to human population that alter the ways in which people live, work, play, relate to one another, organize to meet their needs and generally cope as members of society.

In this chapter, the findings are classified into the 5 different listing. These listing however should reflect of how the in-house social procedures to manage and mitigate the social findings adequately. The key findings are as below:

Categories	Remark
Good Practices / Findings	Good practices highlighted by stakeholders.
Issues	The issues raised need to be put in Action Plan.
Complaints	The complaints that has been raised does not have to be put in Action Plan, but need to be resolved.
Suggestions	Can be taken up/not. Management to decide.
Other findings by Stakeholders	General remark. Meant for management information.

7.1 Anglo Eastern Plantation (AEP) Estates

7.1.1 Good Practices / Findings

Anglo Eastern Plantation (All Estates)
<ul style="list-style-type: none"> • Staff and workers from various background, ethnicity, races and nationality (locals and foreign workers) can freely assimilate with each other. No internal and/or external harassment occurrences ever reported, and they live in a harmonious living and working environment. • No arising issues regarding on salary, company already complied with the minimum wages requirement as per regulated by the government. Any miscalculation on salary and/or overtime payment are reported and duly rectified by the management accordingly. • The salary payment is on-time and not over than 7th of every month. • The management afforded a chicken or two to every employee during the celebration of Aidil Fitri and some other year sponsored a "Qurban" festive during Aidil Adha. • Goods and donation are given out to workers who's in need for unfortunate events • The allowance of school children (education), petrol, hardship and etc. were provided based on the job scope and level of employment. • In-house trainings are provided mainly for the newly employed and skilled required task such as a harvester. A few other trainings namely MSPO awareness, Fire and safety demonstration, Malaria ambassador, Health Seminar were conducted by external parties and government agencies. • Good cooperation and communication with external stakeholders. Most of the stakeholders know how to approach AEP management. The common way of correspondence is through a verbal telecommunication.

7.1.2 Issues

(Action Plan is needed)

Issues in related matter are as below:

Anglo Eastern Plantation (internal stakeholders)		
Stakeholders	Issues	Remarks
Foreign workers of Cenderung Manyvest Estate and Putera North Estate	<u>Passport</u> <ul style="list-style-type: none"> ➤ The foreign worker's passport was held by the management without any evidence of volunteered surrender. This is an offence (f) under Section 12, Passport Act 1966. ➤ Suggested to establish a passport pigeon hole at the office that workers can have a safe area to keep the passport meanwhile they are free to access to their passport at all time. 	<p><i>The issues raised need to be put in Action Plan.</i></p> <p><i>The action plan needs to be communicated to the relevant parties and all document/records (evidence of implementation) need to be retrievable at all time.</i></p>
Workers of Cenderung Manyvest Estate, Putera South Estate and Putera North Estate	<u>Personal Protective Equipment (PPE)</u> <ul style="list-style-type: none"> ➤ Some task given to the workers needs appropriate PPE such as rubber shoes to the sprayers, harvesters and hard cover shoes to the drivers. However, workers have to purchase by themselves. Please refer to OSHA Part IV: General Duties of Employer and Self-Employed Person (Safety & Health Arrangements). ➤ The inventory of PPE that provides and return to and by the workers need an improvement; the records to be updated and the list to keep on track at all time. 	
Foreign workers of Cenderung Manyvest Estate	<u>Basic facilities</u> <ul style="list-style-type: none"> ➤ Site visit at the foreign workers housing area confirmed that the house provided to them does not have a function toilet. Estate has constructed the communal toilet in the housing area however the toilet was not completed and not function at the time of assessment. ➤ The workers urged that management to highly prioritize this basic facilities. 	

7.1.3 Complaints

(Need to resolve, does not require Action Plan)

Complaints in related matter are as below:

Anglo Eastern Plantation (internal stakeholders)		
Stakeholders	Complaints	Remarks
Workers of Cenderung Manyvest Estate and Putera South Estate	<u>Recreational facilities</u> <ul style="list-style-type: none"> ➤ The football area for workers have been moved to the inconvenient area, next to the office near the stream. Workers complaint it was not adequate space and when they occupied the area, the ball was ditched into the stream/drain. ➤ These recreational facilities are crucial as the workers highlighted sometimes, they have an friendly match/event with Terajol Estate but have no avenue to practice upon tournament. 	<p><i>The complaints that has been raised does not have to be put in Action Plan, but need to be resolved.</i></p> <p><i>All document/records (evidence of implementation) need to be retrievable at all time.</i></p>
Workers of Cenderung Manyvest Estate, Putera South Estate and Putera North Estate	<u>Housing conditions</u> <ul style="list-style-type: none"> ➤ The water quality was high turbidity and orange colour, however some mentioned that recently it has been improved. ➤ No repair book to keep track the complaint on broken pieces in the house. 	
	<u>Transportation</u> <ul style="list-style-type: none"> ➤ The emergency transport is not available at all time and most of the time was late to get to clinic/hospital. 	

7.1.4 Suggestions

(Determined by Management whether or not to take it up)

Anglo Eastern Plantation (internal stakeholders)		
Stakeholders	Suggestion	Remarks
Workers of Cenderung Manyvest Estate, Putera South Estate and Putera North Estate	<u>Employment Contract</u> <ul style="list-style-type: none"> ➤ It was found during the interview that employees did not aware of their employment contract agreement although HR representatives have confirmed that they have signed the agreement. 	<p><i>Management to discuss and decide. The decision has to be communicated to the employees and documented.</i></p>

Anglo Eastern Plantation (internal stakeholders)		
	<ul style="list-style-type: none"> ➤ Suggested that the contract agreement to be communicated/briefed with employees and they should have a copy for themselves. 	
	<u>Salary and benefits</u> <ul style="list-style-type: none"> ➤ Since the company has raised the salary to the minimum standard by employment requirement, some of the workers that earned just above minimum requested that their salary to be revised. ➤ To provide and maintain the entitlement for annual bonus. 	

7.1.5 Other Findings/ Suggestions based on Interview with Other Stakeholders (For reference)
Other findings in related matter are as below:

Anglo Eastern Plantation (external stakeholders)		
Stakeholders	Matters discussed with stakeholder	Remarks
BOMBA Cheneh (En. Mohamad Hanif)	<ul style="list-style-type: none"> ➤ Good cooperation and communication with AEP management, especially the Estate's Managers. The common way of communication is through a verbal telecommunication. ➤ AEP has invited BOMBA Cheneh to conduct awareness training to their employees on "Menghapus Bencana Kebakaran (MBK)". ➤ The scope of BOMBA Cheneh is to raise awareness, provide Emergency Response Team (ERT) and evaluating the prerequisite of skid tank at site. ➤ BOMBA also carry out the annual Emergency Treatment training for wildlife attack namely snake, sting bees, hornet and others. ➤ BOMBA suggested that AEP Estates should establish the ERT team and these personnel can be trained by BOMBA. The team could carry out the flood drill for AEP. 	<p><i>AEP to consider, discuss and communicate the suggestion;</i></p> <ul style="list-style-type: none"> • <i>AEP Estates should establish the ERT team and these personnel can be trained by BOMBA.</i> • <i>The appointed ERT team could carry out the flood drill for AEP.</i>
PERHILITAN Kemaman (En. Roslan and En. Mohd Zabdillah)	<ul style="list-style-type: none"> ➤ PERHILITAN has a casual wildlife monitoring visit to AEP estates from time to time. Good cooperation and approachable by AEP management and staff. The common way of 	<i>Acknowledged.</i>

Anglo Eastern Plantation (external stakeholders)		
	<p>correspondence is through a verbal telecommunication.</p> <ul style="list-style-type: none"> ➤ PERHILITAN informed that there is an estimate of 20-30 elephants living in the vicinity of AEP estates and surroundings. To-date, there is no reported fatal cases for both elephants and humans in the area. ➤ Elephants in this area are mainly resides in the Hutan Simpan Cherul and a bull has been translocated recently from the nearby estates; Ladang Rakyat by the Unit Tangkapan Gajah Negeri, Kuala Terengganu to national parks. ➤ AEP can request the consultation service provided by PERHILITAN such as wildlife IDs, and other wildlife programme (e.g. camera trapping, awareness talk/campaign, wildlife response and rescue) 	
<p>Klinik Kesihatan Cherul (Dr. Ehsan and team)</p>	<ul style="list-style-type: none"> ➤ AEP is sending the workers to Cherul Clinic for medical treatment. Good cooperation and communication with AEP management and staff. The common way of correspondence is through a verbal telecommunication. ➤ Clinic stated that JKM provided the deworming tablets for plantation communities ➤ The registration fees after clinic's office hour (5PM) and on Friday or Saturday will be charged RM100, thus, workers need to be reminded to bring extra money if this is applied. If the workers needed a stitch or small operation, the extra cost will be added. ➤ Clinic express their concern on the female workers and possibly being pregnant, and reiterate the case of Ms. Julia Khalid previously. ➤ Clinic has requested AEP to provide the list of the workers name and from which estate to ease the registration and administration process. ➤ Clinic has warned the AEP about the rubbish (waste) management along the river in the plantation previously. ➤ Clinic suggested that AEP provide an accompany for foreign workers that cannot speak local language particularly newly employed. 	<p><i>AEP to consider, discuss and communicate the request and suggestion;</i></p> <ul style="list-style-type: none"> • <i>To provide clinic the list of the workers name and from which estate, local and foreign workers</i> • <i>To ensure the cleanliness of the river from domestic waste at all time</i> • <i>To accompany foreign workers that cannot speak local language particularly newly employed to clinic.</i>

Anglo Eastern Plantation (external stakeholders)		
Contractors (Kizan Hilmi Trading, Jihad Gemilang, PF Lee Enterprise, ZBM Qudrat Enterprise and Seng Hung Lee)	<ul style="list-style-type: none"> ➤ Some of the contractors have been working with AEP for 10-13 years. Good cooperation and communication with AEP management and staff. The common way of correspondence is through a verbal telecommunication. ➤ All the contractors and suppliers that have been interviewed understand the work policy and procedure implied by AEP. ➤ Payment was paid on time and as stipulated in the agreements. The labour contractor agreement is renewed for every 3-months. 	<i>Acknowledged</i>
RISDA Cheneh 1 (En. Afif and En. Muzarul)	<ul style="list-style-type: none"> ➤ RISDA shared that there are a few existing communication platforms with AEP such as Cenderung Concession Meeting (for the road management) and regular stakeholder meeting (for safety and fishing activities). ➤ RISDA added that the plantation is facing the human-elephant conflict (HEC) of their year 2018 and 2019 replanting programmes. They have constructed trenches and 9 km stretch electric fences as mitigations and powered by solar panel. ➤ RISDA seconded the idea of any training that required in MSPO certification (e.g. safety, environment, social training, etc) to be carried out together among plantations within the area. This can be planned among the managers of estates during stakeholder meeting to promote sharing experiences and saving operational cost. ➤ RISDA informed on the flood evacuation in 2014/2015 and suggested that ERT team should be formed among plantations in the area. 	<p><i>AEP to consider, discuss and communicate the suggestion;</i></p> <ul style="list-style-type: none"> • <i>To form an ERT team among plantations in the area to be trained by BOMBA.</i> • <i>To integrate any training (e.g. chemical handling, MSPO awareness, etc.) with surrounding plantation to save cost.</i>

8.0 SIA Summary Analysis

Through SIA, it has identified the significant relationship between management and internal / external stakeholders. It showed the importance of the human factor that will improve both working and living condition. Below is the analysis from all the issue raised by the stakeholder in all operating unit:

Social Profile	Social Aspect	Social Impact	Remarks
Social Background of Employees	Social Demography <ul style="list-style-type: none"> ➤ Consist of local Malaysian, Indonesian and Bangladesh. 	<ul style="list-style-type: none"> ➤ Co-existence of Malaysian and non-Malaysian workers would create any differential treatment or such. 	<ul style="list-style-type: none"> ➤ A procedure for handling social issue, complaints and grievances is available. ➤ To continuously provide the social activities as an initiative for team bonding.
	Gender Demography <ul style="list-style-type: none"> ➤ The company has majority male workers. ➤ Only 1 female daily local workers and 1 female contract foreign workers 	<ul style="list-style-type: none"> ➤ Safety issue on female workers. ➤ Sexual harassment 	<ul style="list-style-type: none"> ➤ The establishment of Social Policy. This policy is to be communicated to all staff and workers. ➤ An awareness programs or training to be provided to all the workforce in relation to the minority rights of women and the reproductive rights.
	Legal Permit <ul style="list-style-type: none"> ➤ Legal immigrants are from foreign countries ➤ Legally permitted through annual renewal ➤ Insecure with the presence of foreign workers 	<ul style="list-style-type: none"> ➤ Recruiting more immigrants would create less job opportunity to the local people. Local workers could not continue their contract due to the replacement of foreign workers. 	<ul style="list-style-type: none"> ➤ It is recommended that the management to balance the existing of both local and foreign workers in the estate. ➤ The workers had their right to know their agreement and to participate in the Union or worker association.
Background of Local Community	<ul style="list-style-type: none"> ➤ Majority of the local community consist of Malays and Muslim from the estate's neighbourhoods. 	<ul style="list-style-type: none"> ➤ The reduction of human development to local community 	<ul style="list-style-type: none"> ➤ The company to communicate periodically with the local community to create integrated communities' institution and economic growth of the area.

Social Profile	Social Aspect	Social Impact	Remarks
Education	➤ Not applicable.	➤ Not applicable	➤ Not applicable due to the remote location, the local workers has not bring along their family and children to stay within the estates.
Living Condition	➤ Accommodation facilities and condition	➤ Plantation workers and contractors are provided with housing quarters	➤ The existing accommodation and amenities are in the midst of progressing for improvement in stages
Infrastructure and Amenities	➤ Basic amenities such as worship place and toilets	➤ Workers used the amenities for recreational activities	➤ Workers are free to use the amenities in the estate. There are rooms for improvement in term of the basic needs such as toilets and recreational areas for workers particularly at Cenderung Manyvest Estate.
Stakeholder Engagement	Stakeholders/ Contractors a) Payment b) Communication	➤ Payment is on time ➤ Good communication between company and stakeholder/contractor	➤ Formalize stakeholders' interactions. The two-way communication is in place.
	Local community a) Job opportunities to local community	➤ Offered less field job to the local community.	➤ Most of the workers in the field are immigrants from Indonesia from Lombok. These immigrants are doing the hard work which commonly not a favour by the local community (e.g harvesting).
Management Document and System	➤ Documents and details of complaints procedure are sufficient. ➤ Equal opportunities and social policy are available.	➤ Documents and Policies are available for equal opportunity. ➤ FPIC and Grievances and Complaints procedure to be communicated and well understood among workers and staff.	➤ The status of issues raised during stakeholder consultation to be communicated to stakeholders in yearly stakeholder meeting and to document it. This way will ease the

Social Profile	Social Aspect	Social Impact	Remarks
			<p>monitoring of the efficiency of the action taken.</p> <ul style="list-style-type: none"> ➤ The mechanism of grievances reporting need to be evaluated from time to time to ensure the effectiveness and relevant.
Training and Capacity Building	<ul style="list-style-type: none"> ➤ Training is provided to newly appointed staff and workers. 	<ul style="list-style-type: none"> ➤ Workers are trained in the appropriate fields according to their job scope. 	<ul style="list-style-type: none"> ➤ Replicate the trainings to stakeholders, contractors and suppliers ➤ Continuously evaluate the effectiveness of training that have been conducted.

9.0 Attachment

Attachment 1: Guidance subjects while performing assessment to workers

Particulars

Name :	Years of service:
Race :	Designation:
Gender:	Marital Status:
Age :	No of Dependent:

1. Housing/Living Condition
2. Health Facilities (Clinic, Medication, MC)
3. Environment (Air/Water Quality, Safety)
4. Health Condition due to work/task
5. Education (Creche, Taska)
6. Entertainment Facilities (Playground, hall etc.)
7. Working Environment/Condition (Salary etc.)
8. Relationship with Management
9. PPE Distribution
10. Training/ Information Sharing
11. Annual Event/ Celebration
12. Welfare (Goods, Donation)
13. Co-existence with migrant workers
14. Complaints / Grievance Procedure (Complaint Book etc)
15. Transportation (To school, nearby stores, emergency)
16. Harassment (Have you personally noticed/ offended by inappropriate behaviour?)
17. Suggestion (If any)

Attachment 2: Guidance subjects while performing assessment to Contractor/ Supplier

Name :	Years of service:
Company :	Designation:

1. Relationship with Management
2. Training/ Information Sharing on Safety by Management etc.
3. Complain/ Grievance Procedure (How to channel your complain to Management)
4. Payment from Management (good, bad: comment)
5. Harassment (Have you personally noticed/ offended by inappropriate behaviour)
6. Annual Event/ Celebration (Invited or not)
7. Suggestion/ Comment in general (If any)

Attachment 3: Guidance subjects while performing assessment to Village Head/Representative

Name:	Years of service as Head/Rep:
Name of Village:	Designation:
Total no. of villagers:	

1. Population breakdown by race (e.g. Malay: __, Chinese: __, Indian: __ etc.)
2. Relationship with Management
3. Estate activities impact on their lifestyle(health, daily activities)
4. Any Complain/ Grievance Procedure (How to channel your complain to Management),
5. Nature of Complain (e.g. road, workers harassing villagers, environmental issues etc.)
6. Harassment (Have you personally noticed/ offended by inappropriate behavior)
7. Annual Event/ Celebration (Invited or not)
8. Suggestion/ Comment in general (If any)

Attachment 4: Guidance subjects while performing assessment to Government Agencies

Name:	Years of service:
Organization:	Designation:

1. Any incompliance to law detected?
2. If there is any incompliance, what was it and how does Management handle it?
3. The overall performance of Management in terms of compliance, efforts to adhere to laws (good, bad, comment)
4. Suggestion/ Comment in general (If any)