

Human Rights & Equal Opportunity

Guideline on Provision of Basic Amenities to Workers

This guideline provides management with a complete list of basic amenities that shall be provided to the workers according to the local legal requirement.

The guideline also covers procedure on regular inspection and monitoring of amenities inventory and replacement procedure of damaged/ worn out amenity to the workers.



Aerial view of the housing provided to workers in Sabah

Guideline for Implementation of Women and Empowerment Committee (WEC)

WEC was formed in March 2020 with the intention to provide a platform for the women employees and female dependents to create a better working and living environment. Aside from that, the committee also encouraged by the management to organise activities to improve their own values.

The guideline provides detailed guidance on the responsibilities of WEC representatives, formation of the committee and agenda for the committee meeting.



Launch of the WEC in conjunction with the International Women's Day on 8 March 2020

Human Rights & Equal Opportunity

Guideline on Reproductive Health

This guideline was introduced as part of IOI's commitment to encourage and retain more female to work in the plantations.

The guideline provides necessary guidance on the responsibilities of employer and employees in ensuring a working environment that supports reproductive health such as health screening, reassigning task for pregnant women, post-delivery and nursing care.



Internal briefing on handling harassment in the workplace at Lahad Datu, Sabah

Guideline for Handling Harassment at Workplace

Any form of harassment will be considered as a serious violation to the company's values and principles. This guideline provides detailed procedure on handling general and sexual harassment at workplace.

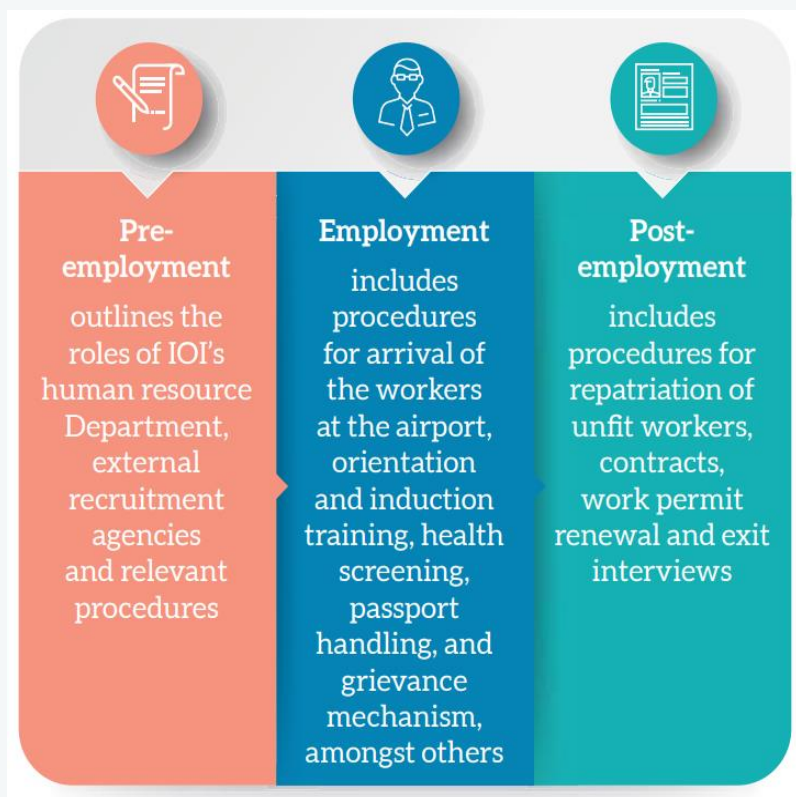
Employees will be trained on the type of harassment, how to file a complaint and how management will investigate and handle the issue in a fair and transparent manner. Issue involving Sexual harassment will be handled confidentially to protect dignity of the potential victim.

Recruitment & Employment

Foreign Workers Recruitment Guideline & Procedure

This guideline serves as reference to the plantation management in responsible and fair recruitment practices including not charging any recruitment related fees throughout the recruitment process.

The guideline comprehensively covers all the employment stages such as pre-employment, employment and post-employment processes to ensure the entire employment process in-line with the requirement of ILO as per committed in the company's Sustainability Policy.



Recruitment Process From Source Country to Host Country

Source Country

- Screening all application
- Interview potential workers by recruitment agent followed by IOI's representative (virtual or physical) with present of translator
- Pre-employment declaration and signing contract agreement
- Briefing on nature of the job and company
- Due diligence such as medical checkup, immigration matters, administrative etc.
- Travel to host country



Host Country

- Arrived at host country and pick up by operating unit
- Providing accommodation and basic necessity
- Medical checkup
- Post arrival interview/Employee* Declaration
- Induction training
- Endorsement process (work pass etc.)

* Interview conducted in their own language by a translator to ensure full understanding of the employment contract and job functions.

Recruitment & Employment

Workers Work Verification Guideline

This guideline is to provide a transparent process in dealing with the review of completed works and calculation of salary earned by the workers.

The workers will be informed on the available avenues for them to verify their completed work record to ensure no unintentional underpay and discrepancy on their payment record.

Transparent immediate verification process will be carried out on any wage discrepancy.

Guideline for Minimum Wage & Leave Pay

This guideline provides clear and transparent information on dealing with minimum wage and leave payment based on the respective applicable law and company's commitments in the SPOP.

The guideline provides detailed explanation on number of working hours, training to improve worker's productivity, overtime pay, annual leave and medical leave. The workers will be trained to ensure full understanding on their contractual employment rights.

Workers are empowered to verify any potential discrepancy regarding their pay with the management through the Workers Work Verification Guideline.



IOI is committed to paying fair and decent wages for all of our workers

Social Impact & Community Development

Guideline on Plant Your Own Food

Plant Your Own Food is an Initiative introduced by the management to improve the livelihood of employees by cultivating planting habits within the plantation community.

The guideline specified areas that the workers can utilise for planting, type of proposed plants and support from the management on this initiative. Support will be provided in the form of land for planting, expertise in planting certain plants, as well as organic manure from the plantation.



A worker in Baturong 1 Estate poses proudly with his crops



Demonstration of basic haircutting skills by Mdm Kogilavani from Yayasan TSLSC

Guideline on Haircut/ Hairstyle Initiative

The main objectives of this guideline are to provide guidance to the estates and mills in managing haircut/hair stylish activities within our plantation. This activity will encourage interested participants to practice new living skill while at the same time contribute to the plantation community by providing hair grooming service within the plantation.

This activity will contribute to a better living environment within the plantation community, towards creating a self-sustained community that has the ability to fulfil essential services and needs especially during COVID-19 pandemic and to ensure our workers safety as per United Nations Sustainable Development Goals (UNSDG) 8 on Decent Work and Economic Growth.

Social Impact & Community Development

Guideline on Mask Initiative

As part of the community empowerment programme throughout COVID-19 pandemic period, the management had initiated a community face mask project by encouraging the community within our plantations to sew their own reusable face masks. Materials needed for making the face masks were fully provided by IOI with the support from operating units in establishing their sewing facility complete with proper SOP to ensure that they are COVID-free.

Non-working spouses of our employees are involved and their wages from making the face masks are being paid by IOI. The initiative comes with the objective of producing sufficient reusable masks for the plantation community while encouraging the community to generate alternative income during their involvement in making these masks.



SOPs such as wearing gloves and face masks are followed while making the reusable face masks