

# SUSTAINABILITY REPORT



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World population growth and rising affluence levels and their ramifications on the future of global resource sufficiency have been the subject of much deliberation between government, business and civil society.

As the most productive crop valued for its highly versatile oil, the oil palm has what it takes to be a meaningful part of the equation in meeting the world's need for a sustainable and cost-effective food and industrial resource. In fact, palm oil is already the most widely-consumed vegetable oil on the planet today.

Inevitably, with palm oil's ubiquity comes the added call for its extensive global supply chain to be held to the highest standards of sustainability. In taking up the mantle of being a solution to the global resource security challenge, palm oil is expected to be produced, handled and consumed in an economically-viable, socially-responsible and environmentally-conscious manner.

At Genting Plantations Berhad, we are fully cognizant of these sustainability imperatives.

We aspire to achieve a balanced integration of ethical, social, environmental and economic considerations in the way we conduct our business to create sustainable long-term value for our stakeholders.

Our core commitments are embodied in a comprehensive sustainability agenda that is translated into action through constructive stakeholder engagement in the four streams of Environment, Community, Workplace and Marketplace. We regard each stakeholder quadrant with equal measure, continuously striving to bring their diverse interests into unison to foster mutually-beneficial values.

## Sustainable palm oil certification

Sustainability is a broad, holistic priority that runs the whole gamut of business practices and operations. Certification, therefore, is not the be all and end all of sustainability. Nevertheless, we see certification as essential in providing tangible and credible assurance that our goods meet quality and safety standards and are ethically and responsibly produced.

Our Group's oil mills and estates in Malaysia have been fully certified to the International Sustainability and Carbon Certification system, encompassing ISCC EU, which is used to demonstrate sustainability and traceability of biomass and bioenergy feedstock, and ISCC PLUS, which covers food, feed, chemical and other applications. Our biodiesel plants in Lahad Datu, Sabah, are also ISCC EU certified.



Among the good agricultural practices adopted by our Group  
 1 & 2. Good establishment of soft grasses and cover crops to reduce soil erosion  
 3 & 4. Integrated pest management to reduce use of pesticides

As a grower that is still in an expansionary phase, our Group requires a certification scheme that is conducive to achieving an equilibrium between meeting the development milestones of our business on one hand and upholding environmental, ethical and social considerations on the other. The ISCC system is thus deemed suitable as it is one of the most progressive set of sustainability standards covering aspects such as reduction of GHG emissions, sustainable use of land, protection of biodiversity and social accountability.

In 2014, our Malaysian operating units underwent annual ISCC re-certification. Genting Jambongan Oil Mill, our Group's newest oil mill completed during the year, became the latest addition to the list of ISCC-certified units. More notably, Genting Jambongan Oil Mill's status as the first such facility in the country to have a fully zero discharge system with an organic composting plant has since earned the mill the recognition of being selected as ISCC's case study for Malaysia.

ISCC certification provides important validation of our sustainability approach and has opened up new markets that would otherwise have not been accessible to our products. Moreover, it has helped generate greater sustainability awareness and added impetus in our Group's implementation of Good Agricultural Practices, Environment, Safety and Health systems as well as Green House Gas emission reduction initiatives.

The Roundtable on Sustainable Palm Oil ("RSPO") is another leading sustainability certification system on our agenda. Our Group has been a member of the multi-stakeholder organisation since its formal establishment in 2004.

Extensive progress was made in 2014 in advancing from readiness to successful completion of our maiden RSPO certification exercise, although the journey did not go completely without a hitch.

Subsequent to a complaint filed by a non-governmental organisation on our Group's plantation development activities in Indonesia vis-à-vis RSPO's New Planting Procedures ("NPP"), our Group was informed by the RSPO in April 2014 of the imposition of a suspension of membership and a stop-work order. Accordingly, our Group promptly took appropriate action to ensure submissions of all required NPP documents were in order.

Consistent with our practice of building mutual understanding through constructive stakeholder engagement, our Group then held consultations with various NGOs on concerns that were raised in follow-up to our NPP submissions, agreeing to work together on various initiatives towards achieving the desired outcomes.

In light of the steps taken, our Group's membership in the RSPO was reinstated by September and restrictions on planting works duly lifted.

## SUSTAINABILITY REPORT (cont'd)



1 & 2. Our Group's oil mills and biodiesel plants are ISCC-certified units. Featured here are (from left to right) Genting Ayer Item Oil Mill, Johor, and biodiesel plant at POIC Lahad Datu, Sabah

3 & 4. Genting Sabapalm Estate and Genting Sabapalm Oil Mill - the first oil mill and estate to secure the Malaysian Sustainable Palm Oil certification

Since then, efforts towards RSPO certification has culminated in our Group's Southern Region operations, comprising Genting Ayer Item Oil Mill and its supplying estates, becoming the first unit in our Group to be successfully audited and certified to the RSPO's Principles and Criteria (2008).

A time-bound RSPO certification plan that runs from 2014 to 2023 to cover all operating units in Malaysia and Indonesia has been proposed. The plan includes certification for all smallholders supplying to our Group's oil mills.

As part of our commitment in ensuring that our Group's practices are consistently aligned to the standards stipulated under the leading systems, including the RSPO, appropriate sustainability policies have been established and adopted, such as Sustainability Policy, Environmental Policy, People Policy, Sexual Harassment Policy and Zero Burning Policy.

Processes and procedures have also been established in line with the principles of RSPO and other international and national sustainability standards. These include environmental and social management procedures, as well as standard operating procedures for new land development, where developments are required to be preceded and guided by third party independent assessments on environmental aspects and impacts for High Conservation Values ("HCV"), Social & Environmental Impact, Land Use Change and Carbon Stock.

In addressing social and Free Prior Informed Consent principles, procedures are in place to provide mechanisms for effective consultation and participation of relevant stakeholders and local communities in development plans. Key guidelines covered under the procedures pertain to negotiations, compensations and handling of land matters, including Native Customary Rights, Dispute Settlement Facility and Mediation options, as well as to the handling of stakeholder complaints and grievances under the auspices of RSPO.

Meanwhile, best practices for managing difficult soils such as peat are prescribed in our Group's internally-developed 'Oil Palm Manual', including avoiding future cultivation on peat and instituting management plans for pre-existing peat plantings to ensure effective water management and appropriate nutrient management. As for greenhouse gas emissions, our Group continues to be guided by the prevailing requirements of the relevant sustainability standards. A move towards lower carbon emissions through the adoption of innovations that promote methane avoidance and renewable energy use has already been underway at our Group -- the zero-discharge and composting system at Genting Jambongan Oil Mill being a case in point.

Alongside the progress made in being certified to international standards, our Group also marked a productive year in 2014 on the national certification front.

Our Group emerged as among the first plantation companies in Malaysia to secure the Malaysian Sustainable Palm Oil certification after Genting Sabapalm Oil Mill and Genting Sabapalm Estate were successfully certified to the newly-established scheme.

In Indonesia, our Group's operating units continued to move forward in implementing the standards of Indonesian Sustainable Palm Oil to the extent that PT Sepanjang Intisurya Mulia group of estates and oil mill had been successfully audited by end-2014 and is now awaiting formal certification.

## Environment

As our business activities are closely associated with natural resources, we recognise the importance of practising responsible stewardship of the environment and strive to adhere to the principles of sustainable development for the benefit of present and future generations.

Commercial oil palm cultivation and care for the environment need not be mutually-exclusive pursuits. Instead, the two can, and should, go hand-in-hand in forging a secure and sustainable future. By taking care of the environment, we can contribute to the continuation of the natural ecological diversity that is essential for the wellbeing of all life on earth, oil palms included.

In short, our duty to environmentally-sustainable development entails the productive use of land to satisfy the world's growing need for renewable resources while affirming the earth's natural values and the need to protect them.

These fundamental tenets are translated into actionable outcomes through a systematic sustainability strategy aimed at ensuring that all our Group's actions are taken with due conscientiousness for the environment. Policies and procedures are in place to provide the necessary safeguards



Compost turning to improve aeration and evaporation at Genting Jambongan compost plant

to minimise, if not altogether avoid, any potential risks to the environment from our Group's operations.

One of the cornerstones of our approach in mitigating impacts on the environment is the adoption of best-in-class standards of practice. We prefer certifiable standards that can provide assurance of product consistency and performance efficiency of our operating units.

As at the end of 2014, all but two of our Group's oil palm estates in Malaysia were certified to Malaysian Palm Oil Board's ("MPOB") Code of Good Agricultural Practice, while MPOB Code of Good Milling Practice certification had been secured by all our Malaysian oil mills, with the exception of the newly-completed Genting Jambongan Oil Mill.

Additionally, the environmental, health and safety, and quality management systems implemented at our Group's Malaysian oil mills are certified to global standards, such as ISO 14001:2004 Environmental Management System, OHSAS 18001:2007 Occupational Health and Safety Management System and ISO 9001:2008 Quality Management System.

Palm oil and the environment are two themes that are frequently juxtaposed and it is understandable why. The oil palm is a tropical plant that flourishes in the same regions that are also home to some of the world's most biologically-diverse ecosystems. Inevitably, commercial growers, therefore, have a responsibility to carry out development activities with extra care and vigilance to prevent any undue risks on the environment.

In this regard, our Group embarks on prospective new development projects with thorough attention to the standards prescribed by the leading sustainability schemes. As part of standard operating procedure, independent third party assessments are conducted on high conservation values, environmental impact, land use change and carbon stock, with the findings of the studies then incorporated into eventual development plans.

Any illegal clearing of land is strictly prohibited. Moreover, areas with significant biodiversity values within our Group's landholdings that are assessed as HCV are set aside. This commitment to the preservation of high conservation value forests is a practice that goes back to our Group's early days, as evident in the Baha and Bahagia wildlife sanctuaries maintained within the Tenegang group of estates in Sabah.

In matters beyond our core expertise, such as incidences of endangered, rare or threatened species straying into our plantation areas, relevant experts like the local wildlife authorities are called in to help ensure appropriate steps are taken.

## SUSTAINABILITY REPORT (cont'd)



Zero water dilution system to minimise waste generation at Genting Jambongan Oil Mill

Opportunities for our Group to participate meaningfully in collaborative rehabilitation projects are also welcomed. Along the Tenegang Besar River, one of the main tributaries of the Kinabatangan in Sabah, which is home to one of the world's largest and most diverse floodplains, our Group continues to carry out reforestation work over an 86.5-hectare area that has been set aside. Dating back to 1999, the project was part of a larger WWF-initiated forest corridor programme, of which our Group was the first plantation company to join.

Difficult soils such as peat are managed in accordance with our 'Oil Palm Manual'. Future peat plantings are to be avoided. For pre-existing plantings on peat, appropriate management plans to prevent peat subsidence and to improve yields are in place. These include effective water management and appropriate nutrient management.

Across our Group's estates and oil mills, best practices intended to protect the wellbeing of the environment have been well and truly assimilated into the daily operational routine.

A formal zero burning policy expressly prohibits open burning for land clearing or any other purpose disallowed under the applicable national regulations.

To deal with unforeseen incidences of fire outbreaks during the dry season, dedicated emergency response teams to fight and bring such fires under control are set up at all operating units. Fire drill exercises and training are routinely conducted to enhance awareness of fire prevention and control measures.

No environment protection commitment is complete without responsible waste management at its core. At our Group, all types of waste products, including domestic waste, agricultural waste, biomass or by-products generated by operating units, if not recycled, are required to be disposed of safely and appropriately.



Membrane bioreactor plant treats palm oil mill effluents to ensure biochemical oxygen demand are at permissible levels.

The recycling of biomass represents a multi-faceted value proposition for our Group as it delivers a variety of economic benefits while providing multiple environmental advantages. Biomass is applied as fertiliser in the fields and as renewable fuel for oil mill boilers for power generation. In so doing, good waste management practices are promoted and at the same time, energy self-sufficiency is enhanced, thus resulting in input-cost savings.

Recycling aside, the proper handling of waste is another fundamental feature of good waste management on the whole. Our Group is careful and takes all necessary precautions to prevent any harmful or hazardous substances from being released into the environment.

Advanced effluent treatment systems installed at our Group's oil mills, along with performance improvement measures continuously instituted, help ensure that final discharge quality meets strict environmental standards. Wherever suitable, treated effluents are channelled to the fields as organic nutrients and for land irrigation. The presence of migratory birds at the effluent ponds of our Group's oil mills attests to the environmental quality and safety standards that are being achieved.

Increasingly, our Group is moving towards minimising carbon footprint in the future by investing in new technologies, such as milling innovations for emission reduction, methane avoidance and renewable energy use. One example is our Group's operations in Pulau Jambongan, which features a zero discharge oil mill with a composting plant that converts by-products from the mill into biofertilisers for the needs of the supplying estate.

Sustainability in agriculture would be best served by maximising crop yield per unit of land, more so as arable land becomes scarcer. Often, raising crop productivity would entail the use of inputs like agrochemicals. If properly and responsibly administered, agrochemicals do not necessarily



Water management using flood gates (left) and perimeter bunding with retention pond (right)

pose an imminent or undue threat to the environment. Nevertheless, our Group constantly looks to minimise agrochemical use in our plantation operations by applying organic substitutes where available, not just for environmental risk mitigation reasons, but also for the resultant cost-savings.

In controlling pests, an integrated pest management approach including the deployment of biological control agents is favoured over the use of pesticides. The introduction of barn owls in estates to suppress rat population and the placement of pheromone traps to capture rhinoceros beetles are among methods that have proven effective over the years in reducing pest damage to crops.

Substitution of chemical fertilisers with nutrient-rich organic alternatives such as empty fruit bunches and treated palm oil mill effluents is also common practice in our estates.

For any organisation to be effective in delivering on its sustainability commitments, it would need the full weight of all its people and stakeholders behind it. Recognising this, our Group endeavours to foster a culture of shared responsibility among employees through regular communications, awareness campaigns, training and education. Supporting global campaigns such as the WWF's Earth Hour is also among practical steps taken at our Group to raise environmental awareness.

Ultimately, the crux of sustainability, we believe, goes beyond green business practices and lies in coming up with lasting solutions to the most critical long-term challenges. For the palm oil sector, this means addressing the need to raise production adequately to satisfy growing global demand without adding to land and resource pressures. At our Group, we are convinced that science holds the key in solving this pressing question.

Through our pioneering research and development works in biotechnology, we are hopeful of unlocking the full potential of the oil palm. When the sought-after quantum leap in oil

palm productivity is realised, land use efficiency will increase many times over, reinforcing palm oil's status as the world's leading renewable source for food, fuel, chemicals and other applications.

## Community

We seek to build mutually beneficial relationships with the communities where we operate and with society at large through active engagement.

Our involvement in the enterprise of growing oil palm has brought us to the rural regions of Malaysia and Indonesia, placing us at the doorstep of often-isolated communities. We recognise that our presence in these remote localities have accorded us rare opportunities for substantive engagement with the local folks to improve their collective livelihoods.

Building a lasting spirit of mutual trust and understanding with the community comes with time and commitment, but a vital first step is in establishing a meaningful rapport through open communication.

Towards this end, our Group pursues ongoing consultations with local communities by holding regular meet-ups and dialogue sessions.

The development and operations of plantations are carried out, first of all, in accordance with prevailing local laws and regulations. Equally, due regard is given to local cultural norms and social customs. More importantly, procedures are in place to ensure the participation and consultation of relevant stakeholders and local communities in our development plans. These comprehensive procedures cover, among other things, the handling of land disputes and related resolution and compensation, native customary rights, as well as dispute settlement facility and mediation. The procedures also provide for complaints and grievances to be addressed in a systematic, timely and transparent manner.

For rural communities, our Group's investments and activities can bring positive spillover benefits that may not otherwise be available to them, such as opportunities to earn steady incomes. In filling job vacancies and offering contract works, priority is given to local area talents.

In Indonesia, our Group is fully committed to the development of plantations under the plasma scheme as the assistance programme has proven beneficial for the wellbeing of local small landholders. More plasma development was carried out by our Group in 2014, complemented by ongoing efforts to enhance goodwill and cooperation with plasma farmers through regular consultative meetings.

## SUSTAINABILITY REPORT (cont'd)

Our Group's presence in the rural interiors brings more than just jobs. Infrastructure and amenities such as roads and bridges that are built and maintained as part our Group's development help improve accessibility and connectivity of these remote areas.



Consultative session with stakeholders

Our engagement with local communities goes beyond merely economic facets, recognising that the practice of cultural traditions and spiritual beliefs are just as essential to the overall wellbeing of the community. Our Group frequently provides financial support and participates in the observance of festivals and religious celebrations at the local villages in areas where we operate.

The same goes for our Group's property townships. Celebration of cultural and religious festivals, sports tournament, carnivals and other family-oriented events are organised by our Group to forge greater community spirit among residents and promote healthy, balanced lifestyles.

Education is one element of community outreach that resonates especially strongly with us. As the primary enabler of socio-economic advancement, poverty alleviation and the empowerment of society, education is certainly deserving of added emphasis.

Our support for education is focused on Malaysia and Indonesia, reflecting the geographical spread of our operations. At the general level, assistance in cash and kind is regularly extended to local schools of all types and levels, from primary to secondary, as well as to deserving students as needs arise.

We agree with the declaration that every child has a fundamental right to education. Our efforts to bring educational opportunities to underprivileged children has seen us collaborating with the non-profit Borneo Child Aid Society through the provision of funds and assistance for the building, upkeep and running of Humana learning centres in

Sabah. Through the eight Humana schools we support, basic education has been made possible for hundreds of children who would have otherwise been denied access to due to distance, poverty or legal status.

Playing the crucial role as breeding grounds for the leaders of tomorrow, tertiary institutions are fittingly another focal point of our initiatives in education.



Tan Sri Lim Goh Tong Endowment Fund (TSLGT) 2014  
– Presentation of scholarship ceremony at Universiti Putra Malaysia

In Malaysia, our Group, through the Tan Sri (Dr.) Lim Goh Tong Endowment Fund, has been working with Universiti Putra Malaysia, one of the nation's premier universities reputed for its agriculture programme. The Fund grants scholarships to deserving undergraduates pursuing agriculture studies and provides funding for the university's research activities and other education programmes.

In Indonesia, our Group regularly extends scholarships to selected needy students for tertiary studies. Likewise, eligible students from the local areas where we operate are provided with financial support to pursue studies in agriculture and other related disciplines at leading institutions like Lembaga Pendidikan Perkebunan in Yogyakarta.

Philanthropy remains very much a fixture of our Group's corporate social responsibility undertakings as it remains an effective avenue to support worthy causes in an immediate, targeted manner. In 2014, our Group continued the practice of giving towards meeting the needs of the marginalised and less fortunate through a variety of charitable organisations and events, including participating alongside other Malaysian corporates for an 8th consecutive time in Bursa Malaysia's annual charity run.





Participants of Bursa Malaysia's annual charity run

## Workplace

Our people are our most important asset.

Our Group is an equal opportunity employer that embraces diversity in the workplace. We strive to maintain an inclusive work culture that supports diverse talent to contribute positively to the growth and productivity in line with the Group's vision and mission. Employees form an integral part of our Group and we remain committed to human resource development. Our global workforce was about 20,947 as at 31 December 2014 with 9.4% Malaysians comprising Malay (6.5%), Chinese (1.57%), Indian (1.32%) and Others (0.01%) and the remaining 90.6% from other countries including but not limited to Indonesia, India, Korea, Bangladesh, Nepal, Sri Lanka, Pakistan and Myanmar. The male to female employee ratios is 8:2; with age below 30 (30%), between 30 to 55 (60%) and above 55 (10%).

We promote ethical behaviour through our code of conduct while striving to provide a working environment that is safe, healthy and conducive to continuous employee development.

Our aim is to consistently be the employer of choice, where our people can have fulfilling and rewarding careers. We seek to attract and retain the best talents by fostering a secure, enabling workplace where every individual is valued and empowered to realise his or her full potential.

The rights of employees are always respected. In engaging with our people, we exercise impartiality, consistency and transparency, mutually guided by the relevant Human Resources handbooks and manuals that clearly set out the relevant policies, procedures, responsibilities and benefits.

Any form of violence, harassment or discrimination against race, religion, national origin, disabilities, pregnancy, age and gender, is not tolerated at our Group. A formal grievance procedure ensures complaints, if any, are addressed



Company trips are organised annually to enhance interaction among employees

systematically and equitably, in accordance with established processes and procedures.

Fairness and respect characterise our engagement with our valued workforce. Their well-being is our concern. Accordingly, our Group offers competitive remuneration schemes that are in line with industry and market benchmarks and are consistent with all applicable collective agreements and minimum wage policies. As part of our commitment in providing a comfortable environment for our workers and their dependents to work and live in, a comprehensive range of amenities are made available at our Group's operating units. These include housing, water and electricity supply, healthcare, places of worship, childcare facilities and other recreational amenities.

To help new workers, particularly foreign nationals, adapt to conditions in our estates and oil mills, orientation programmes are organised while on-site induction programmes on job expectations, safety procedures and health aspects are also held upon their arrival.

Occupational safety and health ("OSH") is of utmost priority to us. We leave no room for compromise in providing and maintaining a safe and healthy working environment at all times for all employees, as well as contractors and visitors to our work sites. These commitments and values are being continuously embedded in our Group's daily work culture.

## SUSTAINABILITY REPORT (cont'd)

Our Group ensures that OSH standards are applied uniformly across all operating centres and consistency is guided by the industry-specific OSH Manual and Guidelines, which contain all relevant standards, safe work procedures and standard documentation used. Annual audits are undertaken to check on compliance and adherence to the procedures and standards that have been established through the years. Regular in-house training and workshops are held to share new developments or enhance knowledge on OSH-related matters.

We have established an OSH Master Plan that focuses on enhancing safety awareness and accident prevention with the aim of achieving 'zero' fatal accidents and reducing lost man days caused by accidents. Various initiatives and programmes have been implemented towards realizing these goals, including OSH Management Systems, enhancement of Safe Operating Procedures for key high-risk operational tasks, a contractor safety programme, safety awareness programmes, competency training and risk assessment training.

Our Group's commitment to the highest standards of OSH practice led to one of our estates winning the National OSH Excellence Award 2014 for the plantation category. This annual award represents the highest recognition by the Malaysian government for organizations that have demonstrated outstanding performance in the implementation of safety management systems. The certification of our Group's oil mills in Malaysia to the leading OSH standards, namely OSHAS 18001:2007 and MS 1722:2011, also demonstrate our adherence to the best practices in workplace safety.



Genting Indah Oil Mill won the Malaysian Palm Oil Industry Awards 2013/2014 - Highest OER category

The success of any organisation begins with the success of its people. Hence, our Group strives to nurture an organisational culture of inclusiveness, one that is conducive to building a team of people that while diverse in backgrounds, skills and expertise are united in their objectives. Through constructive employer-employee engagement, mutual understanding is strengthened, thus enabling our Group to help our people reach their full potential through well-defined career progression paths.

Employees are encouraged to participate in professionally-conducted training courses to enhance their competencies and deepen their knowledge of their respective specialisations. At the operating unit level, a variety of capacity-building and technical training courses are regularly held for managers and staff. Potential field supervisors have the opportunity undergo a structured training programme designed to develop their skills and competencies.



Participants at the 33rd Management Conference



President & COO Mr Yong Chee Kong receiving the National OSH Excellence Award 2014 from YB Dato' Sri Richard Riot Anak Jaem, Minister of Human Resources

As internal events are essential for the creation of a workforce that is motivated, skilled, effective and committed to realising common organisational objectives, these continued to be held on varying scales during the past year. The 33rd edition of the Management Conference was held in Surabaya, Indonesia from 14 to 17 August 2014. The conference serves as a platform for the sharing of ideas and the reinforcement of objectives, besides providing an opportunity for the recognition of our Group's top performing operating units and managers.

The next generation of talents are identified through recruitment drives and student engagement initiatives that cover a wide scope of public and private colleges and universities, with selected recruits subsequently undergoing intensive training and structured training programmes to prepare them thoroughly for employment.

The quality of life of our employees is important to us. Our Group seeks to promote a healthy work-life balance among employees, frequently organising recreational activities, including staff trips, sports days, celebrations of major religious and cultural festivals and annual dinners as well as health and wellness courses.



Training sessions are continuously conducted to enhance competencies

## Marketplace

Our business conduct shall be guided by honesty, integrity and a commitment to excellence. We are committed to promoting responsible practices among our business partners, showing care for the well-being of our customers and upholding good corporate governance to meet the expectations of our investors.

Good corporate governance represents the foundation of the overarching culture of excellence on which our business is being built. We believe truly sustainable value can be realized only when all our affairs are managed in accordance with the appropriate standards and best practices for good corporate governance.

Starting at the very top, we require our Board of Directors to be composed of the best-qualified individuals with the requisite knowledge, experience, independence, foresight and good judgment to effectively discharge their fiduciary duties in the best interest of all shareholders.

Throughout the organisation, strict standards of conduct are enforced to ensure all our business affairs are always carried out with utmost professionalism and integrity, free of any form of corrupt or unethical behaviour. This ethical code applies to all dealings with all parties, from our business partners to our vendors, contractors, customers and governing authorities.

As transparency and accountability are the essence of effective stakeholder engagement, we endeavour to disclose all material corporate information through the appropriate channels in a timely, accurate and complete manner. Our annual general meeting provides a meaningful, interactive forum for direct engagement with our valued shareholders.

Relations with investors and shareholders are managed systematically and professionally, guided by a commitment to openness and objectivity. Briefings, conference calls, face-to-face meetings and site visits are conducted regularly as part of our Group's investor education and relationship-building efforts. Our Group gained recognition as an exemplary performer in investor relations practice, picking up three awards at the Malaysia Investor Relations Awards 2013/2014 ceremony, namely Best Company for Investor Relations ("IR") – Mid Cap, Best IR Professional and Quality of One-on-One Meetings. The honours marked the second consecutive year that our Group has emerged as the top company for IR in the Mid-Cap category.

To us, being a responsible corporate citizen in the context of the marketplace also means being relevant in the industries

## SUSTAINABILITY REPORT (cont'd)



Our Group won the Best Company for Investor Relations award at Malaysia Investor Relations Awards 2013/2014

we are involved in by contributing towards their progress and development.

Our Group is an active member of the Malaysian Palm Oil Association and is represented in its Council. Leveraging our Group's capabilities in oil palm genomics, we are also involved in research and development collaborations for crop improvement with the likes of the Department of Agriculture, Sabah.

Our Group is also an active participant in International Sustainability and Carbon Certification events, with our representative being among the invited speakers who delivered presentations at the 5th ISCC Global Sustainability Conference and ISCC - European Union Members of Parliament lunch meeting.

In response to the human capital challenges faced by the plantation sector, our Group signed a Memorandum of Understanding with Tunku Abdul Rahman University College ("TARUC") in 2014 to further enhance the collaboration in



Our Group's downstream initiative was recognised as a Bioeconomy Malaysia Prime Mover

developing young talents with the passion and interest in plantation industry. GENP-TARUC are cooperating closely for the roll-out of an educational course related to oil palm plantation management. This course is unique as it adds value among the undergraduates through the exposure to palm oil milling.

Our Group is also providing internship opportunities to TARUC's undergraduates to experience the working environment of oil palm plantation. The qualified graduates will undergo our in-house structured training known as Genting Talent Resource Program ("GTRP") which produces trained and competent personnel in oil palm plantation management. The MOU is also opening doors to collaboration in terms of R&D, training and the sharing of resources. It is hoped that with such collaboration, we will continue to attract young talents with the relevant knowledge and interest in the business as these initiatives will address the shortage of human resources in the plantation sector besides meeting the requirement for the further expansion of our Group.



Genting Plantations Berhad's Annual General Meeting 2014