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| cid:image001.jpg@01D170E1.A8351A60IOI is committed to safeguarding the rights and welfare of all our staff and workers. As mentioned in your report, we have appointed a Malaysian NGO, Tenaganita to review the labour and working conditions in our operations. Tenaganita will be visiting our operating units to conduct stakeholder engagements and to review our systems and processes. These visits are to follow up on our corrective measures and action plan that was published in December 2014 and also to conduct further investigations and verification with our workers to provide a gap analysis to allow IOI to identify areas for enhancement. Tenaganita’s review and visits are presently in progress and we expect some preliminary reports by May 2016.IOI welcome and appreciate all constructive feedback and comments especially when they are balanced and factual where all parties have been given an opportunity to response. We proactively strive to improve and enhance our systems and processes to raise our standards upon receiving valid information. As evident in our Sustainability Policy, IOI is fully committed to upholding the Universal Declaration of Human Rights, furthermore, as a founding member of the RSPO we are in compliance with all the ratified ILO Conventions. We would, specifically, like to highlight the following issues concerning the rights and welfare of our workers:* We do not tolerate Forced Labour in any form. Our workers have complete freedom of movement and choice of employment; workers go regularly to town after work and during their rest days, similarly they do take time off and return to their home country for holidays or to seek alternative employment. Travel documents, such as passports, when required to be sent to the relevant authorities for processing will be done so with our workers’ information and consent. Our workers are given the option, if they wish, for the management to safekeep their passports against theft or loss; and the workers have easy access to their documents as and when they require it by requesting it from the Management Office;
* The Employment contracts are sent to the workers country for their information as a pre-recruitment process and the Employment contract is in both English and translated into the workers’ native language. Where possible, the relevant recruitment personnel or recruitment agents are provided with a video featuring the nature of work and living conditions to ensure that workers are fully aware of the job and situations. Workers upon arrival will also be given an induction to provide orientation and understanding of Malaysia and Estate Life;
* The Malaysian Labour Laws mandates that all workers in Peninsula have the Right to Freedom of Association and this is also reiterated under RSPO Principles & Criteria. In addition, IOI, to ensure that all our workers are represented and have an recourse should there be any issues, problems and grievances, conducts regular ECCs which are Employee Consultative dialogue sessions. The workers democratically elect a representative amongst themselves to act as their spokesperson. Aside from these ECC session, workers can bring up issues through other means such as the Green Book which is a register for grievances or through direct communication with their supervisors at the morning rollcall sessions;
* IOI is in full compliance of the Malaysia Minimum Wage Order and the Malaysian Labour Laws where the working week consist of 48 hours and the overtime cannot exceed 104 hours each month. Workers are paid in accordance to the requirements of the Minimum Wage Order and payment for overtime or work on rest days are in accordance to the Malaysia Employment Act 265. These terms and conditions are clearly stated in our Employment Contract and also evidence in our payroll summaries and workers’ payslips.

IOI regularly undertakes stakeholder engagements and open dialogue to clarify our position concerning Human Rights and Worker’s welfare and benefits. This is to give assurance that we are committed to upholding human rights in our production of Sustainable Palm Oil.  |