

Stakeholder Concern Survey of Complaint and Grievances Report

Sofield Agrobio Resources Sdn. Bhd. (hereinafter referred to as the Company) would like to express our heartfelt gratitude for your continuous support. The purpose of this questionnaire is to understand your suggestions to the content of our Complaint and Grievances Report so that issues you concerned about in terms of economic, environmental and social aspects can be presented in the Report. You can visit our website at <http://sofertilizer.com> to know more about Sofield Agrobio Resources Sdn. Bhd. first before filling out this survey. Thank you for spending your precious time to complete this survey.

1. What is your relation to Sofield Agrobio Resources Sdn. Bhd.?

- employee
 shareholder
 B2B enterprise customer
 supplier/contractor (equipment, raw materials, labor)
 government/ competent authority
 local communities/non-government organizations

2. Please tick the box that best indicates the degree of your concern about the CSR issue.

Aspect	Topic	Description	Degree of Concern				
			Very Low	Low	Neutral	High	Very High
Economic	Economic Performance	To what degree do you feel concerned about the financial performance, impacts of climate change on the finances, reserve funds for the retirement pension scheme, and financial subsidies received from the government?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Market Presence	To what degree do you feel concerned about the proportion of management level hired from the local community at each of the Company's operating base and the ratio of the standard salary of the grassroots staff to the local minimum wage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Indirect Economic Impacts	To what degree do you feel concerned about the Company's investment in the community infrastructure, the development of services, public participation and significant indirect economic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Procurement Practices	To what degree do you feel concerned about the proportion of the expenditures to local suppliers at the operating bases?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Anti-corruption	To what degree do you feel concerned about the anti-corruption risk assessment, anti-corruption education and training, and actions taken against corruption?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Anti-competitive Behavior	To what degree do you feel concerned about whether the Company is involved in legal actions concerning unfair trade practice, anti-trust and monopoly behavior?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental	Materials	To what degree do you feel concerned about the weight or volume of the raw materials used during the production process and the proportion of biomass materials used as the raw materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Energy	To what degree do you feel concerned about the energy consumption, reduction in energy consumption, and reduction in the needs for energy demands for products and services inside and outside of the organization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Water	To what degree do you feel concerned about whether the total water withdrawal would have significant impact on the source of water and whether water is reclaimed for reuse during the manufacturing process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Biodiversity	To what degree do you feel concerned about whether the Company may have a significant impact on biodiversity because of the activities, products and services, and whether the Company is involved in ecological restoration activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Emissions	To what degree do you feel concerned about the Company's management of GHG emissions, reduction in GHG emissions, emissions of ozone depleting substances (ODS) or emissions of other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Effluents and Waste	To what degree do you feel concerned about the Company's wastewater and waste prevention and control management and whether there has been any incidence of serious leaks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Environmental Compliance	To what degree do you feel concerned about whether the Company is subject to significant fines or non-monetary penalties due to violations of environmental regulations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Supplier Environmental Assessment	To what degree do you feel concerned about the proportion of new suppliers screened in accordance with the Company's environmental standards and actions taken regarding suppliers with negative environmental impacts in accordance with the Company's management standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	Employment	To what degree do you feel concerned about the Company's changes in employment rate, turnover rate, benefits, and the reinstatement rate after taking the parental leave without pay?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Labor/Management Relations	To what degree do you feel concerned about the shortest notice of changes in the Company's operating conditions (such as shutdown and layoff) or the loss of working hours due to industrial disputes, strikes or closure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Occupational Health and Safety	To what degree do you feel concerned about the staff education and training hours, regular performance and career development check, and enhancement of staff competencies and transition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Training and Education	To what degree do you feel concerned about the diversification of the members of the governance unit and the employees, the basic salaries for male and female employees and the pay equality?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Diversity and Equal Opportunity	To what degree do you feel concerned about whether incidence of discrimination has happened in the Company and the actions taken for improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Non-discrimination	To what degree do you feel concerned about whether the Company as well as its suppliers are in the risk of breaching the right to freedom of association and the collective agreement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Freedom of Association and Collective Bargaining	To what degree do you feel concerned about the significant risk that the use of child labor exists in the operating bases of the Company and the suppliers and the contribution made and measures taken to effectively abolish child labor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Child Labor	To what degree do you feel concerned about the significant risk that forced labor is found in the operating bases of the Company and the suppliers and the contribution made and measures taken to effectively abolish forced labor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Forced or Compulsory Labor	To what degree do you feel concerned about the proportion of the security personnel to accept human rights education and training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Security Practices	To what degree do you feel concerned about whether there is violation of the human rights for the local aborigines and actions taken for improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Rights of Indigenous Peoples	To what degree do you feel concerned about whether the Company has been reviewed by other organizations for human rights, whether the staff members have received training of human rights policy and whether human rights provisions are included in major investment agreements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Human Rights Assessment	To what degree do you feel concerned about whether actions of communication in the local communities, development plans and negative impact assessment are taken in the operating bases of the Company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Local Communities	To what degree do you feel concerned about the Company's selection of the proportion of old and new suppliers with the use of labor conditions and the impact criteria for human rights and social impacts, and the actions taken regarding suppliers with negative impacts on labor, human rights and social conditions based on the management guidelines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Supplier Social Assessment	To what degree do you feel concerned about whether the Company is involved in political donation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Public Policy	To what degree do you feel concerned about whether the Company has assessed the impact of the products and services on health and safety, and whether there are violations of products and services regulations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Customer Health and Safety	To what degree do you feel concerned about whether the products and services are in line with the labelling and whether there are violations of labelling as well as marketing communication regulations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing and Labeling	To what degree do you feel concerned about whether there has been complaint from the customer for privacy infringement or loss of customer information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Customer Privacy	To what degree do you feel concerned about whether the Company has violations of major social and economic regulations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Socioeconomic Compliance	3. Please state other issues relates to our organization, service and products						