

**Malaysian Cocoa Board Client Charter's Achievement  
APRIL 2020**

| <b>Services</b>                         | <b>Achievement</b>   |
|---|--|
| 1. Distribution of Information          | Daily price – Every working day, by 3pm  |
| 2. R&D                                  | Analytical Services Laboratory (ISO17025). The lab received no sample in April due to the Movement Control Order.  |
| 3. Market Expansion for Malaysian Cocoa | <p>MCB participated 2 international trade expositions in 2020.</p> <p>1) WorldFood Istanbul 2020, Tuyap Convention &amp; Congress Centre, Istanbul, Turkey, 2-5 September 2020 (Tentative)</p> <p>2) The Event for Sweets and Snacks Professional (YUMMEX), Dubai International Convention and Exhibition Centre (DICEC), Dubai, UAE, 3-5 November 2020 (Tentative)</p>  |
| 4. Monitoring and Quality               | <p>1) Number of License approved and duration of approval:</p> <p style="padding-left: 20px;">i. New License – None</p> <p style="padding-left: 20px;">ii. License Renewal – <b>3</b> license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration:</p> <p style="padding-left: 20px;">i. Local – None</p> <p style="padding-left: 20px;">ii. Transfer – None</p> <p>There is no certificate issued in April 2020.</p>  |
| 5. Human Capital Development            | <p>Handmade Chocolate Making Courses and Demo:</p> <p style="padding-left: 20px;">i. Basic Course – None</p> <p style="padding-left: 20px;">ii. Hand-made Chocolate Demonstration – None</p> <p>Courses related to cocoa planting:</p> <p>Unit Meeting-Frequencies: 37, No of employees: 250</p> <p>Group meeting - Frequencies: 37 , No of farmers :371</p> <p>Meeting among agencies- Frequencies: 22, No of farmers: 207</p> <p>Group visit- Frequencies: 2, No of farmers: 8</p> <p>Road Show – Frequency: 1, No of farmers: 44</p> <p>Briefing– Frequencies: 10, No of farmers: 204</p> <p>Gerak Gempur –Frequencies: 8 ; No of farmers: 158</p> <p>Demo-Frequencies: 3, No of farmers: 73</p> <p>Farmers Meeting –Frequencies: 171, No of farmers: 1414</p> <p>Farm Inspection – Frequencies: 36, No of farmers : 96</p> |
| 6. Bill Payment                         | Bill payment is completed within 14 days from the date of completed  |

|                                   | <p>document received.</p> <table border="1" data-bbox="544 210 1274 394"> <thead> <tr> <th data-bbox="544 210 701 283"></th> <th data-bbox="701 210 930 283">Month</th> <th data-bbox="930 210 1060 283">No of bills</th> <th data-bbox="1060 210 1274 283">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="544 283 701 317">i.</td> <td data-bbox="701 283 930 317">February 2020</td> <td data-bbox="930 283 1060 317">431</td> <td data-bbox="1060 283 1274 317">4,839,483.36</td> </tr> <tr> <td data-bbox="544 317 701 352">ii.</td> <td data-bbox="701 317 930 352">March 2020</td> <td data-bbox="930 317 1060 352">381</td> <td data-bbox="1060 317 1274 352">26,333,583.32</td> </tr> <tr> <td data-bbox="544 352 701 394">iii.</td> <td data-bbox="701 352 930 394">April 2020</td> <td data-bbox="930 352 1060 394">322</td> <td data-bbox="1060 352 1274 394">3,855,946.77</td> </tr> </tbody> </table> |             | Month         | No of bills | Amount (RM) | i. | February 2020 | 431 | 4,839,483.36 | ii. | March 2020 | 381 | 26,333,583.32 | iii. | April 2020 | 322 | 3,855,946.77 |
|-----------------------------------|---|-------------|---------------|-------------|-------------|----|---------------|-----|--------------|-----|------------|-----|---------------|------|------------|-----|--------------|
|                                   | Month   | No of bills | Amount (RM)   |             |             |    |               |     |              |     |            |     |               |      |            |     |              |
| i.                                | February 2020   | 431         | 4,839,483.36  |             |             |    |               |     |              |     |            |     |               |      |            |     |              |
| ii.                               | March 2020  | 381         | 26,333,583.32 |             |             |    |               |     |              |     |            |     |               |      |            |     |              |
| iii.                              | April 2020  | 322         | 3,855,946.77  |             |             |    |               |     |              |     |            |     |               |      |            |     |              |
| 7. Client's Complaint and Enquiry | No enquiry  |             |               |             |             |    |               |     |              |     |            |     |               |      |            |     |              |