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22 September 2025 – 6 March 2026

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EXECUTIVE SUMMARY

The report summarizes my industrial training at Cenviro Sdn. Bhd., Malaysia's leading waste management company, between 22nd September 2025 until 6th March 2026 at the Kualiti Alam Waste Management Centre in Negeri Sembilan. The internship provided valuable insight into the operations of an environmental services firm focused on sustainable waste solutions for hazardous, municipal solid, recycling, e-waste streams and many more. I was placed in the Human Resources department, where I handled recruitment activities, onboarding processes, compliance documentation, career fair coordination, and industrial relations support such as Domestic Inquiry minutes and PDPA-compliant record management. Also, learn to use HR system which is E-Care, SAP and HRDC in supporting Learning and Development (L&D) functions.

Office work and collaboration were part of the training. I personally handled the hiring process, including scheduling interviews, reviewing resumes, creating new materials for employees, and updating systems. I became familiar with Cenviro's national services via interacting with several departments and by attending recruiting events. The experiences helped me to understand more about the role of HR in facilitating sustainability operations and the significance of regulatory compliance in waste management.

A SWOT analysis was conducted in detail, analyzing the internal strengths, such as established infrastructure and good ownership of Cenviro, as well as the weaknesses such as reliance on manual labor and lack of awareness of the population. External opportunities were e-waste expansion and the policies of circular economy; threats were competition and the opposition of the population. Following these conclusions, specific recommendations were suggested with references to the latest scholarly sources, such as maximizing recycling potential, investing in automation, creating digital platforms, entering the ASEAN market, and enhancing community interaction.

These measures will help improve the efficiency of operations, market dominance, and sustainability influence of Cenviro. In short, the internship was transformative as it connected the theory and practice. It provided me, with practical skills in HR, knowledge in the industry, and professional maturity, a strong background in my future career of sustainability in business and the environment.

ACKNOWLEDGEMENT



To start with, I wish to say with a lot of gratitude that Allah SWT, The Merciful and The Provider, that has lent His help in giving me strength, patience and perseverance to complete this industrial training report. He guided and answered the prayers in the pursuit of knowledge and a brighter future. May Allah continuously shower His blessings upon me.

I would like to express my heartfelt gratitude to my academic advisor, Mrs. Khairunnisa binti Yussof, for her outstanding advice, mentorship, and supportive during this entire industrial training. Her time and undeterred dedication towards my academic development have been quite instrumental and I shall always thank her guidance and tutelage.

Furthermore, I would like to extend my appreciation to my industrial supervisor, Mrs. Piriya, together with her fellow members of the team at Cenviro Sdn. Bhd, because of giving me a chance to be included in her team. Her advice, belief in and openness of sharing knowledge and experiences has helped me a great deal in my understanding of what it means to be in the working environment. Her assistance enabled me to work better and fit easily in the workplace.

I also wish to thank all the personnel of Cenviro Sdn. Bhd. with warm welcome, co-operation and professional guidance. They were also helpful and cooperative and enhanced my internship experience. This is because my experiences and knowledge that I have obtained in this time has contributed a lot to my personal growth and my career.

Last but not least, I am grateful to my family and friends for their continuous support, motivation, and understanding during this period. This experience would not have been as fulfilling without the contribution and encouragement of everyone involved.

Thank you.

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