Malaysia

1. Introduction

1.1 - State Party

Malaysia

1.2 - Date of ratification/accession/acceptance of the Convention concerning the Protection of the World Cultural and Natural Heritage 07/12/1988

1.3 - Groups and institutions involved in the preparation of Section I of the Periodic Report

Governmental institutions responsible for cultural and natural heritage
National Commission for UNESCO
Focal points of other international Conventions/programmes
World Heritage site managers/coordinators

2. Synergies with other Conventions

2.1. Multilateral Environmental Agreements

2.1.1 - According to the information available at the World Heritage Centre, in addition to the World Heritage Convention, your State is party to/not party to/in the process of adhering to the following agreements. Please check and amend as necessary.

		Not Party to	Party to	Adhesion in Progress
2.1.1.1	Convention Concerning the Protection of the World Cultural and Natural Heritage		×	
2.1.1.2	Convention on Biological Diversity (CBD)		×	
2.1.1.3	Convention on International Trade in Endangered Species in Wild Flora and Fauna (CITES)		×	
2.1.1.4	Convention on the Conservation of Migratory Species of Wild Animals (CMS)	×		
2.1.1.5	Convention on Wetlands of International Importance (Ramsar Convention)		×	
2.1.1.6	International Treaty on Plant Genetic Resources for Food and Agriculture (ITPGRFA)		×	
2.1.1.7	International Plant Protection Convention (IPPC)		×	

2.1.2 - According to the information available at the World Heritage Centre, the following World Heritage property(ies) in your State Party is/are also designated (in whole or in part) as (a) Ramsar site(s) under the List of Wetlands of International Importance (The Ramsar List). Please check and amend as necessary.

According to information available, no property in your State Party is currently listed.

2.1.3 - Does your State Party intend to designate any World Heritage property(ies) (in whole or in part) for inclusion in the List of Wetlands of International Importance in the next three years?

2.1.4 - Please indicate which World Heritage property(ies) your State Party intends to designate (in whole or in part) for inclusion in the List of Wetlands of International Importance in the next three years.

2.1.5 - Please list any other relevant global or regional multilateral environmental agreements (MEAs) on natural heritage which have been joined by your State Party.

ASEAN DECLARATION ON HERITAGE PARKS /

2.2. UNESCO Culture Conventions

2.2.1 - The table below indicates which of the UNESCO cultural Conventions your State is party to, not party to or in the process of adhering to. Please check and amend as necessary.

		Not Party to	Party to	Adhesion in Progress
2.2.	.1 Convention Concerning the Protection of the World Cultural and Natural Heritage		×	
2.2.	.2 1954 Hague Convention for the Protection of Cultural Property in the Event of Armed Conflict		×	

2.2.1.3	Second Protocol to the 1954 Hague Convention for the Protection of Cultural Property in the Event of Armed Conflict	×		
2.2.1.4	1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property	×		
2.2.1.5	2001 Convention on the Protection of the Underwater Cultural Heritage	×		
2.2.1.6	2003 Convention for the Safeguarding of the Intangible Cultural Heritage		×	
2.2.1.7	2005 Convention on the Protection and Promotion of the Diversity of Cultural Expressions	×		

2.2.2 - Please list any other relevant global or regional Conventions or agreements on cultural heritage to which your State Party is party to or in the process of adhering to.

2.2.3 - According to the information available at the World Heritage Centre the following World Heritage property(ies) located in your State Party have been included on the List of Cultural Property under Enhanced Protection under the Second Protocol to the 1954 Hague Convention for the Protection of Cultural Property in the Event of Armed Conflict.

According to information available, no property in your State Party is currently listed.

2.2.4 - Does your State Party intend to request the granting of Enhanced Protection for any of its World Heritage properties under the Second Protocol to the 1954 Hague Convention for the Protection of Cultural Property in the Event of Armed Conflict in the next three years?

No

2.2.5 - Please list any World Heritage properties for which your State Party intends to request the granting of Enhanced Protection. N/A

2.3. UNESCO Programmes

2.3.1 - The table below indicates which of the selected UNESCO programmes your State Party participates in. Please check and amend as necessary.

		No	Yes
2.3.1.1	Man and the Biosphere Programme		×
2.3.1.2	UNESCO Global Geoparks		×

2.3.2 - According to the information available at the World Heritage Centre, the following World Heritage property(ies) in your State Party is/are also designated (in whole or in part) as (a) Biosphere Reserve(s) under the intergovernmental Man and the Biosphere Programme.

According to information available, no property in your State Party is currently listed.

2.3.3 - Does your State Party intend to nominate any of its World Heritage properties (in whole or in part) as (a) Biosphere Reserve(s) under the intergovernmental Man and the Biosphere Programme?

2.3.4 - Please indicate which World Heritage property(ies), (or part(s) thereof), your State Party intends to nominate as (a) Biosphere Reserve(s) under the intergovernmental Man and the Biosphere Programme:

N/A /

2.3.5 - According to the information available at the World Heritage Centre, the following World Heritage property(ies) in your State Party are also designated (in whole or in part) as UNESCO Global Geopark(s)

According to information available, no property in your State Party is currently listed.

2.3.6 - Has your State Party applied for any of its World Heritage properties (or part(s) thereof) to be designated UNESCO Global Geopark(s)?

Yes

2.3.7 - Please indicate which World Heritage property(ies) (or part(s) thereof) is/are (a) UNESCO Global Geoparks applicant(s).

Kinabalu Park as part of Kinabalu Geopark /

2.4. Cooperation and synergies between the Conventions and programmes your State is party to/is associated with/intends to join

2.4.1 - Is there communication between the World Heritage Focal Point and the Focal Points of the Convention(s)/programme(s) listed below?

2.4.1.1	Convention Concerning the Protection of the World Cultural and Natural Heritage			×
2.4.1.2	Convention on Biological Diversity (CBD)			×
2.4.1.3	Convention on International Trade in Endangered Species in Wild Flora and Fauna (CITES)			×
2.4.1.4	Convention on the Conservation of Migratory Species of Wild Animals (CMS)	×		
2.4.1.5	Convention on Wetlands of International Importance (Ramsar Convention)			×
2.4.1.6	International Treaty on Plant Genetic Resources for Food and Agriculture (ITPGRFA)		×	
2.4.1.7	International Plant Protection Convention (IPPC)		×	
2.4.1.8	1954 Hague Convention for the Protection of Cultural Property in the Event of Armed Conflict			×
2.4.1.9	Second Protocol to the 1954 Hague Convention for the Protection of Cultural Property in the Event of Armed Conflict	×		
2.4.1.10	1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property	×		
2.4.1.11	2001 Convention on the Protection of the Underwater Cultural Heritage	×		
2.4.1.12	2003 Convention for the Safeguarding of the Intangible Cultural Heritage			×
2.4.1.13	2005 Convention on the Protection and Promotion of the Diversity of Cultural Expressions	×		
2.4.1.14	Man and the Biosphere Programme			×
2.4.1.15	Global Geoparks			×

2.4.2 - Please comment, if applicable, on the communication between the World Heritage Focal Point and the Focal Points of the other Convention(s)/programme(s):

N/A

2.4.3 - Are World Heritage Focal Points involved in the revision and implementation of national natural heritage strategies, policies and action plans, beyond specific issues related to World Heritage? Yes

2.4.4 - Are World Heritage Focal Points involved in the revision and implementation of national cultural heritage strategies, policies and action plans, beyond specific issues related to World Heritage?

2.5. UNESCO Recommendations

2.5.1 - Is your State Party using the provisions of the 1972 Recommendation and the 2011 Recommendation to set policies or strategies for the protection of cultural and natural heritage?

		Yes	No
2.5.1.1	1972 Recommendation concerning the Protection, at the National level, of the Cultural and Natural Heritage	×	
2.5.1.2	2011 Recommendation on the Historic Urban Landscape	×	

2.5.2 - Please describe how effectively each of the Recommendations is used:

The 1972 Recommendation was one of the reference used in the drafting of the National Heritage Act 2005 (Act 645) which is the major legal instrument in Malaysia in protecting the wider spectrum of heritage including both cultural and natural heritage sites. In Malaysia the 2011 Recommendation is used in the planning documents such as the Local Plans and Special Area Plans as an integrated approach in the identification, assessment, conservation and management of historic urban landscapes in a locality within an overall development framework.

3. Tentative List

3.1 - In the process of preparing your Tentative List, did you use any of the following tools to make a preliminary assessment of the potential Outstanding Universal Value?

ICOMOS thematic studies
IUCN thematic studies
Filling the gaps – an Action Plan for the future by ICOMOS
The World Heritage List: Future priorities for a credible and complete list of natural and mixed sites by IUCN
Meetings to harmonize Tentative Lists within your region
UNESCO's Global Strategy for a representative, balanced and credible World Heritage List
Other global comparative analyses
World Heritage Resource Manual 'Preparing World Heritage Nominations'

3.2 - Have you used the Upstream Process in the revision of your Tentative List?

No

If you selected 'Yes', please comment on which forms of upstream guidance you have used and on their effectiveness of this guidance.

3.3 - Do you intend to use the Upstream Process during the next revision of your Tentative List? Yes

3.4 - Do any of the sites registered on your Tentative List have the potential to generate dialogue and cooperation among States Parties and different communities?

Yes, among States Parties and communities

3.5 - Please name the site(s) considered to have this potential

1. Royal Belum State Park 2. FRIM Selangor Forest Park 3. Sungai Buloh Leprosarium

3.6 - Please rate the level of involvement of the following (if applicable) in the preparation of the Tentative List

National government institution(s)	Good
Regional/provincial/state government(s)	Good
Local government(s)	Good
Other government departments	Good
UNESCO National Commission	Good
Local authorities within or adjacent to the property	Good
Local communities/residents	Fair
Indigenous peoples	Fair
Other specific groups (please specify below)	Not applicable
Landowners	Good
Local industries/tourism and other stakeholders	None
Non-Governmental Organization(s)	Fair
Consultants/experts	Good
Site manager(s)/coordinator(s)	Good
If 'Other specific groups' applies, please specify	

3.7 - Has a gender balanced contribution and participation been considered and implemented in the process of preparing the Tentative List?

Gender balance is explicitly considered and effectively implemented in the process.

3.8 - Do any sites on your Tentative List already benefit from other international designations either under other UNESCO Conventions/Programmes or under the Ramsar Convention on Wetlands?

No

If you selected 'Yes', please list the site(s), identify the other designation(s)/programme(s) from which it/they benefit(s), and state the additional benefits you expect to gain from inscription on the World Heritage List.

3.9 - Please provide any additional comments, conclusions and/or recommendations related to the Tentative List (Questions 3.1 to 3.8) The State Party Malaysia prepares the Tentative List in cooperation with all the relevant stakeholders of a potential property. We are also looking forward to use the Upstream Process in preparing the Tentative List in future as it would be great practice to improve the quality of the nomination of a potential site at the Tentative List

4. Nominations

preparation level.

4.1 - Please rate the level of involvement of the following entities in the preparation of the most recent nomination dossiers

National government institution(s)	Good
Regional/provincial/state government(s)	Good
Local government(s)	Good
Other government departments	Good
UNESCO National Commission	Good
Local authorities within or adjacent to the property	Good
Local communities/residents	Fair

Indigenous peoples	Fair
Other specific groups (please specify below)	Not applicable
Landowners	Good
Local industries/tourist sector and commercial stakeholders	Fair
Non-Governmental Organization(s)	Good
Consultants/experts	Good
Site manager(s)/coordinator(s)	Good
If 'Other specific groups' applies, please specify	

4.2 - Has a gender balanced contribution and participation been considered and implemented in the preparation of the most recent nomination dossiers?

Yes

4.3 - Please rate the perceived benefits in your country of inscribing properties on the World Heritage List

Promoted environmental sustainability, valuing places which are essential for human well-being	High
Enhanced inclusive social development, with full inclusion and equity for all stakeholders	Some
Strengthened protection and conservation of heritage (legislative, regulatory, institutional and/or traditional)	High
Enhanced conservation practices	High
Enhanced wider community appreciation and participation in heritage processes	Some
Improved presentation of sites	High
Enhanced honour/prestige	High
Increased funding	Some
Additional tool for lobbying/political influence	High
Fostered peace and security, including promotion of partnerships and conservation	Some
Increased number of tourists and visitors	High
Promoted inclusive economic development, including decent income and employment for communities	Some
Other(s)	Not applicable
If 'Other' applies, please specify	

4.4 - Please rate the extent to which the inscription of properties on the World Heritage List will contribute to achieving the objectives of the 2015 World Heritage and Sustainable Development Policy and the 2030 Agenda for Sustainable Development.

Protecting biological and cultural diversity and ecosystem services and benefits	High
Strengthening resilience to natural hazards and climate change	Some
Contributing to inclusion and equity	Some
Enhancing quality of life and well-being	Some
Respecting, protecting and promoting human rights	Not applicable
Respecting, consulting and involving indigenous peoples and local communities	High
Achieving gender equality	Not applicable
Ensuring growth, employment, income and livelihoods	High
Promoting economic investment and quality tourism	High
Strengthening capacity-building, innovation and local entrepreneurship	High
Ensuring conflict prevention	Not applicable
Protecting heritage during conflict	Not applicable
Promoting conflict resolution	Not applicable
Contributing to post-conflict recovery	Not applicable
Other(s)	Not applicable

4.5 - Please provide any additional comments and/or recommendations related to the nomination of properties (questions 4.1 to 4.4).

All the stakeholders involve such as the State Governments, Local Governments, business entities, developers, NGO's and local communities must be given enough information regarding the nomination of the respective property. All the issues that might affect these stakeholders must be taken into account and mitigated through a well funded and well planned program to make sure an holistic approach in the protection and preservation of the property is achieved after its inscription.

5. General Policy Development

5.1. Principal pieces of national cultural and/or natural heritage legislation

5.1.1 - Principal pieces of national legislation for the protection, conservation and presentation of the State Party's cultural and/or natural heritage

5.2. Comment on principal pieces of legislation

5.2.1 - Please comment, especially if prefilled legislation is no longer in force N/A

5.3. Other principal pieces of legislation

5.3.1 - If there are principal pieces of legislation for the protection, conservation and presentation of cultural and/or natural heritage not listed in the previous question, please add them here.

National Heritage Act 2005 (Act 645) / Both / National/Federal /

National Parks Act 1980 (Act 226) / Natural / National/Federal /

National Forestry Act 1984 (Act 313) / Natural / National/Federal /

Wildlife Conservation Act 2010 (Act 716) / Natural / National/Federal /

Town and Country Planning Act 1976 (Act 172) / Both / National/Federal /

5.4. Contribution of legislation and/or regulations at other levels to the identification, conservation and protection of the cultural and/or natural heritage

5.4.1 - Please describe briefly how legislation and/or regulations at other levels contribute to the identification, conservation and protection of the State Party's cultural and/or natural heritage.

Some states in Malaysia have their own State Enactments/Ordinance as state level legislation and regulations in the identification, conservation and protection of the cultural and natural heritage. There are also regulations for protection of heritage sites in some Local Governments.

5.5. Adequacy of the legal framework for the identification of the State Party's cultural and/or natural heritage

5.5.1 - Is the legal framework (i.e. legislation and/or regulations) adequate for the identification of the State Party's cultural and/or natural heritage?

	Culture	Nature
There is no legal framework for the identification of cultural and/or natural heritage.		
The legal framework is inadequate for the identification of cultural and/or natural heritage.		
The legal framework is partially adequate for the identification of cultural and/or natural heritage.		
The legal framework is adequate for the identification of cultural and/or natural heritage.	×	×

5.6. Adequacy of the legal framework for the conservation and protection of the State Party's cultural and/or natural heritage

5.6.1 - Is the legal framework (i.e. legislation and/or regulations) adequate for the conservation and protection of the State Party's cultural and/or natural heritage?

	Culture	Nature
There is no legal framework for the conservation and protection of cultural and/or natural heritage.		
The legal framework is inadequate for the conservation and protection of cultural and/or natural heritage.		
The legal framework is partially adequate for the conservation and protection of cultural and/or natural heritage.		
The legal framework is adequate for the conservation and protection of cultural and/or natural heritage.	×	×

5.7. Enforcement of the legal framework

5.7.1 - Can the legal framework (i.e. legislation and/or regulations) for the conservation and protection of the State Party's cultural and/or natural heritage be enforced?

		There is no legal framework.	There is no effective capacity/resources to enforce the legal framework.	Existing capacity/resources to enforce the legal framework could be strengthened.	Existing capacity/resources to enforce the legal framework are adequate.
5.7.1.1	Culture				×
5.7.1.2	Nature				×

5.8. Comments on the enforcement of the legal framework

5.8.1 - Please comment on particular problems of enforcement

The existing workforce, working space and resources in very limited for the enforcement related works. More funds and larger workforce is very much needed to enforce the related legislations in the entire country.

5.9. Policies giving cultural and natural heritage a function in the life of communities

5.9.1 - How effectively do the State Party's policies give cultural and natural heritage a function in the life of communities?

	Culture	Nature
There are no specific policies to give heritage a function in the life of communities.		
There are no specific policies to give heritage a function in the life of communities but this is being achieved on an ad hoc basis.		
There are specific policies to give heritage a function in the life of communities but there are some deficiencies in their implementation.		
There are specific policies to give heritage a function in the life of communities that are effectively implemented.	×	×

5.10. Examples of specific policies giving heritage a function in the life of communities

5.10.1 - Please provide examples of specific policies that give heritage a function in the life of communities

National Cultural Policy National Eco Tourism Plan 2016-2025 National Policy on Biological Diversity 2016 - 2025 National Forestry Policy Special Area Plans (specific for conservation area)

5.11. Integration of the conservation and protection of cultural and natural heritage as a strategic element in national sustainable development policies and strategies

5.11.1 - How effectively does your State Party integrate the conservation and protection of cultural and natural heritage as a strategic element in national sustainable development policies and strategies?

Protecting biological and cultural diversity and providing ecosystem services and benefits.	High
Strengthening resilience to natural hazards and climate change.	Some
Contributing to inclusion and equality.	High
Enhancing the quality of life and well-being.	High
Respecting, protecting and promoting human rights.	High
Respecting, consulting and involving indigenous peoples and local communities.	High
Achieving gender equality.	High
Ensuring growth, employment, income and livelihoods.	High
Promoting economic investment and quality tourism.	High
Strengthening capacity-building, innovation and local entrepreneurship.	High
Ensuring conflict prevention.	Not applicable
Protecting heritage during conflict.	Not applicable
Promoting conflict resolution.	Not applicable
Contributing to post-conflict recovery.	Not applicable
Other (please specify).	Not applicable
If 'Other' applies, please specify	

5.12. UNESCO Recommendation on the Historic Urban Landscape (HUL), adopted in 2011

5.12.1 - In relation to the UNESCO Recommendation on the Historic Urban Landscape (HUL), adopted in 2011, please indicate which of the following steps your State Party has taken (you can check multiple boxes):

Adapt the application of the Recommendation and its approach to the States Party's specific context

Encourage the HUL approach across its territory

5.13. Integration of the conservation and protection of cultural and natural heritage into comprehensive/larger scale planning programmes

5.13.1 - How effectively does the State Party integrate the conservation and protection of cultural and natural heritage into comprehensive/larger scale planning programmes?

There are policies that are effectively implemented.

5.14. Use of policies and strategies agreed by the World Heritage Committee or the World Heritage General Assembly to set national policies or strategies for the protection of the cultural and natural heritage

5.14.1 - Is your State Party using policies and strategies agreed by the World Heritage Committee or the World Heritage General Assembly to set national policies or strategies for the protection of the cultural and natural heritage?

	UNESCO World Heritage Policy or Strategy	No	Yes
5.14.1.1	Policy Document on the Impacts of Climate Change on World Heritage Properties		×
5.14.1.2	Strategy for Reducing Risks from Disasters at World Heritage Properties		×
5.14.1.3	World Heritage Capacity Building Strategy		×
5.14.1.4	World Heritage Sustainable Development Policy		×

5.14.2 - Is the implementation of multilateral agreements, programmes and World Heritage policies and strategies coordinated and integrated into the development of national policies for the conservation, protection and presentation of cultural and natural heritage? There is adequate coordination and integration of the implementation of these multilateral agreements, Programmes and World Heritage policies and strategies into national policies.

5.15. Specific national policies developed using World Heritage policies and strategies

5.15.1 - Please give details of specific national policies developed using World Heritage policies and strategies

National Cultural Policy Fourth National Physical Plan

5.16. Comments on General Policy Development (Questions 5.1 to 5.15)

5.16.1 - Comments, conclusions and/or recommendations related to General Policy Development (Questions 5.1 to 5.15)

The State Party Malaysia has developed national policies for good conservation, protection and presentation of cultural and natural heritage. These policies also transpire in the Planning Policy Documents at the Federal (National Physical Plan), State Level (State Structural Plan) and at Local Level (Local Plan/Special Area Plan).

6. Inventories/Lists/Registers of Cultural and Natural Heritage

6.1 - If the State Party has already established inventories/lists/registers of cultural and natural heritage, at which level(s) are they compiled, and what is their current status?

	Cultural heritage	Natural heritage
National/federal	Process completed or continuously updated	Process completed or continuously updated
Regional/provincial/state	Process completed or continuously updated	Process completed or continuously updated
Local	Process completed or continuously updated	Process completed or continuously updated
Other	Process well-advanced	Process well-advanced

6.2 - Are inventories/lists/registers adequate to capture the diversity of cultural and natural heritage of your State Party?

	Culture	Nature
No inventories/lists/registers of heritage have been established.		
Inventories/lists/registers are inadequate to capture the diversity of heritage.		
Inventories/lists/registers capture some of the diversity of heritage.		
Inventories/lists/registers capture the full diversity of heritage.	×	×

6.3 - Are inventories/lists/registers used to protect the identified cultural and natural heritage?

	Culture	Nature
No inventories/lists/registers of heritage have been established.		
Inventories/lists/registers are not actively used for the protection of heritage.		
Inventories/lists/registers are sometimes used for the protection of heritage.		
Inventories/lists/registers are frequently used for the protection of heritage.	×	×

6.4 - In addition to heritage practitioners and academic institutions, does the State Party involve communities and indigenous peoples in the identification of natural and cultural heritage for inclusion in inventories/lists/registers?

	Culture	Nature
The State Party does not involve communities and indigenous peoples in the identification of natural and/or cultural heritage for inclusion in their inventories/lists/registers.		
The State Party plans to involve communities and indigenous peoples in the identification sites of natural and/or cultural heritage for inclusion in their inventories/lists/registers in the future.		
The State Party sometimes involves communities and indigenous peoples in the identification sites of natural and/or cultural heritage for inclusion in their inventories/lists/registers.		
The State Party regularly involves communities and indigenous peoples in the identification sites of natural and/or cultural heritage for inclusion in their inventories/lists/registers.	×	×

6.5 - Are inventories/lists/registers used for the identification of sites for the Tentative List?

	Culture	Nature	Mixed
No inventories/lists/registers of heritage have been established.			
Inventories/lists/registers are not actively used for the identification of sites for inclusion on the Tentative List.			
Inventories/lists/registers are sometimes used for the identification of sites for inclusion on the Tentative List.			
Inventories/lists/registers are frequently used for the identification of sites for inclusion on the Tentative List.	×	×	×

6.6 - Comments, conclusions and/or recommendations related to inventories/lists/registers of cultural and natural heritage (questions 6.1 to 6.5)

The National Heritage Register which was established under the provisions of the National Heritage Act 2005 (Act 645) is the federal level register for all heritage items gazetted under the Act 645. All the heritage items listed in the register are protected under Malaysian law. Heritage which is not being listed in the register will be kept in the Heritage Inventory List by the Department of National Heritage Malaysia. At the State or Local level heritage will be either gazetted under the respective State Heritage Enactment/Ordinance or listed under the State Structural Plans and Local Plans.

7. Status of Services for the Identification, Protection, Conservation and Presentation of Natural and Cultural Heritage

7.1 - How effectively do the principal agencies/institutions responsible for cultural and/or natural heritage cooperate in the identification, protection, conservation and presentation of this heritage?

There is effective cooperation between principal agencies/institutions for the identification, protection, conservation and presentation of cultural and/or natural heritage.

7.2 - How effectively do other government agencies (e.g. those responsible for tourism, defence, public works, fishery, etc.) cooperate in the identification, protection, conservation and presentation of cultural and/or natural heritage?

All principal agencies/institutions for the identification, protection, conservation and presentation of cultural and/or natural heritage are effectively cooperating with other government agencies.

7.3 - How effectively do different levels of government cooperate in the identification, protection, conservation and presentation of cultural and/or natural heritage?

	Culture	Nature
There is no cooperation between different levels of government for the identification, protection, conservation and presentation of cultural and/or natural heritage.		
There is limited cooperation between different levels of government for the identification, protection, conservation and presentation of cultural and/or natural heritage.		
In general, cooperation exists between different levels of government for identification, protection, conservation and presentation of cultural and/or natural heritage but there are still deficiencies.		
Different levels of government cooperate effectively for the identification, protection, conservation and presentation of cultural and/or natural heritage.	×	×

7.4 - How effectively do different levels of government cooperate with all segments of civil society in the identification, conservation, protection and presentation of cultural and natural heritage?

	Culture	Nature
There is no cooperation between different levels of government and all segments of civil society in the identification, protection, conservation and presentation of cultural and/or natural heritage.		
There is limited cooperation between different levels of government and all segments of civil society in the identification, protection, conservation and presentation of cultural and/or natural heritage.		
There is some cooperation between different levels of government and all segments of civil society in the identification, protection, conservation and presentation of cultural and/or natural heritagebut there are still deficiencies.		
Different levels of government cooperate effectively with all segments of civil society, in the identification, protection, conservation and presentation of cultural and/or natural heritage.	×	×

8. Financial Status and Human Resources

8.1 - Please assess the relative importance of the following sources of funding for the conservation and protection of cultural and natural heritage in your country.

National government funds	Major source of funding for running costs/maintenance
Other levels of government (provincial, state, local)	Major source of funding for running costs/maintenance
International assistance from the World Heritage Fund	No funding/Not applicable
Funds from other international conventions/programmes	No funding/Not applicable
International multilateral funding (e.g. World Bank, IDB, European Union, etc.)	No funding/Not applicable
International bilateral funding (e.g. AFD, GIZ, DGCS, GEF, etc.)	No funding/Not applicable
Non-Governmental Organizations (international and/or national)	Major source of project funding
Private sector funds	Minor source of project funding
Other	No funding/Not applicable
If 'Other' applies, please specify	N/A

8.2 - Does the State Party have policies to allocate site revenues for the conservation and protection of cultural and natural heritage?

		No	Yes
8.2.1	Culture		×
8.2.2	Nature		×

8.3 - Do you consider that the current budget is sufficient to conserve, protect and present cultural and natural heritage effectively?

	Culture	Nature
The available budget is inadequate for basic conservation, protection and presentation and is a serious constraint on the capacity to conserve and protect cultural and natural heritage.		
The available budget is acceptable but could be further improved to fully meet the conservation, protection and presentation needs.		
The available budget is adequate to meet the current conservation, protection and presentation needs.	×	×

8.4 - Please indicate the percentage of total annual public expenditure that is spent on the identification, conservation, protection and presentation of cultural and natural heritage

	Category	percentage %
8.4.1	Cultural	0.019
8.4.2	Natural	0.133

8.5 - Please estimate the percentage of the total annual public expenditure (as stated in 8.4) that is spent on cultural and natural heritage at each governmental level

Percentage		Cultural	Natural
8.5.1	National/Federal	60 %	60 %
8.5.2	Regional/Provincial	30 %	30 %
8.5.3	Local	10 %	10 %
		Total 100 %	Total 100 %

8.6 - Are available human resources adequate to conserve, protect and present cultural and natural heritage effectively?

Human resources	Culture	Nature
Human resources are inadequate for conservation, protection and presentation needs of cultural and/or natural heritage.		
A range of human resources exist, to conserve, protect and present cultural and/or natural heritage, but these are below optimum.		
Human resources are adequate to meet the current needs of cultural and/or natural heritage conservation, protection and presentation.	×	×

8.7 - Comments, conclusions and/or recommendations related to financial and human resources (Questions 8.1 to 8.6)

More funding and a larger human resource is needed to conserve, protect and present cultural and natural heritage effectively.

9. Capacity Development

9.1 - Please prioritise the capacity building needs in the following fields identified in your country for the conservation, protection and presentation of cultural and natural heritage.

	Culture	Nature
National/federal	High priority	High priority
Statutory processes: Tentative Lists	High priority	High priority
Statutory processes: Nominations	High priority	High priority
Statutory processes: Reporting and monitoring	High priority	High priority
Statutory processes: International assistance	High priority	High priority
Conservation and management of heritage sites	High priority	High priority
Technical and scientific issues	High priority	High priority
Traditional conservation processes	High priority	High priority
Sustainable resource utilisation and management	High priority	High priority
Interpretation/communication of World Heritage properties	High priority	High priority
Risk preparedness and disaster risk management	High priority	High priority
Impact assessment tools (environmental, heritage and social)	High priority	High priority
Sustainable tourism use and management	High priority	High priority
Management effectiveness assessment	High priority	High priority
Management approaches and methodologies (including HUL)	High priority	High priority
Awareness raising and outreach	High priority	High priority
Governance: legislative, institutional and financial frameworks and mechanisms	High priority	High priority
Sustainable development	High priority	High priority
Protection and integration of biological and cultural diversity in management systems	High priority	High priority
Strengthening resilience to natural hazards and climate change: adaptation and mitigation	High priority	High priority
Adoption of rights-based approaches to heritage management	High priority	High priority
Development of inclusive, equitable and effective management systems: enhancing quality of life and well-being through heritage	High priority	High priority
Inclusive social development in World Heritage management systems	High priority	High priority
Gender balance in management systems	High priority	High priority
Inclusive economic development in World Heritage management systems	High priority	High priority
World Heritage as an enabler and a driver of peace and security	High priority	High priority

9.2 - Please rate the priority for training target audiences for each of the specific topics/themes/capacity building needs identified below for conservation, protection and presentation of cultural and natural heritage.

	Administrators and government bodies at all levels	Communities, indigenous peoples, landowners, local businesses, other social groups etc.	Universities, NGOs etc.	Heritage practitioners
Implementation of the Convention	High priority	Medium priority	Medium priority	High priority
Statutory processes: Tentative Lists process	High priority	Medium priority	High priority	Medium priority
Statutory processes: Nomination process	High priority	Medium priority	High priority	Medium priority
Statutory processes: Reporting and monitoring process	High priority	Medium priority	Low priority	Medium priority
Statutory processes: International assistance, etc.	High priority	No priority	No priority	Medium priority
Conservation and management of heritage sites	High priority	High priority	High priority	High priority

Technical and Scientific issues	High priority	Medium priority	High priority	Medium priority
Traditional conservation processes	High priority	High priority	High priority	High priority
Sustainable resource utilisation and management	High priority	High priority	Medium priority	Medium priority
Interpretation/communication of World Heritage properties	High priority	High priority	High priority	High priority
Risk preparedness and disaster risk management	High priority	High priority	High priority	High priority
Impact assessment tools (environmental, heritage and social)	High priority	High priority	High priority	Medium priority
Sustainable tourism use and management	High priority	High priority	Medium priority	Medium priority
Management effectiveness assessment	High priority	High priority	High priority	Medium priority
Management approaches and methodologies (including HUL)	High priority	High priority	High priority	Medium priority
Awareness raising and outreach	High priority	High priority	High priority	High priority
Governance: legislative, institutional and financial frameworks and mechanisms	High priority	Medium priority	Medium priority	Medium priority
Sustainable development	High priority	Medium priority	High priority	Medium priority
Building environmental and social resilience	High priority	Medium priority	High priority	Medium priority
Integration of eco-social diversity in management systems	High priority	Medium priority	Medium priority	Medium priority
Adoption of rights-based approaches to heritage management	High priority	Medium priority	Medium priority	Medium priority
Development of inclusive, equitable and effective management systems	High priority	Medium priority	Medium priority	Medium priority
Adaptation to and mitigation of climate change	High priority	Low priority	High priority	Medium priority

9.3 - Please indicate how the State Party is using the World Heritage Capacity Building Strategy (2011).

		No	Yes
9.3.1	The State Party is using the Capacity Building Strategy for the implementation of capacity building at the national level.		×
9.3.2	The State Party is using the Capacity Building Strategy for the implementation of capacity building at the regional/sub-regional level.		×
9.3.3	The State Party is using the Capacity Building Strategy to identify capacity building priorities.		×
9.3.4	The State Party is using the Capacity Building Strategy by fundraising to support capacity building programmes.		×
9.3.5	The State Party is using the Capacity Building Strategy by raising awareness about the need to conserve and manage cultural and natural heritage.		×

9.4 - Does the State Party have a national training/educational strategy to strengthen capacity development in the field of heritage conservation, protection, presentation and management?

There is a national strategy for capacity development in the field of heritage conservation, protection, presentation and management that is effectively implemented.

9.5 - Comments: Please provide any additional comments, conclusions and/or recommendations related to Capacity Development (Questions 9.1 to 9.4).

Capacity development is vital to build expertise and creating awareness in heritage conservation, protection, presentation and management. The World Heritage Centre together with the advisory bodies should conduct more capacity building training and workshops to help State Parties to better implement policies, strategies, SDG's and other relevant frameworks with regards to the 1972 World Heritage Convention.

10. Policy and Resourcing of World Heritage Properties

10.1 - If there are principal pieces of legislation specific to the protection, conservation, presentation and management of World Heritage not listed in 5.1 (which focuses on policy general to all heritage), please list them here.

N/A / N/A / N/A / N/A /

10.2 - Please describe briefly how legislation and/or regulations at other levels contribute to the identification, conservation and protection of the State's Party cultural and natural heritage. Please provide web links for the legislation listed above. N/A

10.3 - Are the services provided by agencies/institutions adequate for the protection, conservation, presentation and management of World Heritage properties in your country?

There is adequate capacity within services to protect, conserve, present and manage World Heritage properties.

10.4 - How does the State Party encourage and support World Heritage properties to manage and develop visitation/tourism sustainably?

By providing financial resources and incentives for sustainable tourism related activities

By developing policies and/or requiring sustainable tourism strategies to be developed

By providing capacity building for site managers

By facilitating network cooperation and stakeholder engagement through the development of governance structures or other mechanisms for cooperation

10.5 - Please indicate here any additional information or clarify how the State Party supports sustainable tourism planning and management at a property level.

The state party provides funding and expertise especially in developing the site specific Conservation Management Plan for each World Heritage Property for better tourism planning and proper management. The state through the Ministry of Tourism, Arts and Culture Malaysia and The Department of National Heritage conducts seminars, conferences, workshops, exhibitions, talks and national/regional level programs to introduce and implement the sustainable tourism agenda and good management practice.

10.6 - Does the State Party require the use of impact assessments for programmes (e.g. strategic environmental assessments) or development projects (e.g. environmental impact assessments, heritage impact assessments) that may have an impact on the World Heritage property, its buffer zone and the wider setting?

There is a regulatory framework that requires the use of impact assessments for programmes or development projects which is implemented but it needs improvement.

10.7 - Please list the different assessment methods used. Please provide weblinks to the guidance for the assessment methods. Heritage Impact Assessment Environmental Impact Assessment Social Impact Assessment

10.8 - Does the State Party have a national capacity building strategy for World Heritage conservation, protection, presentation and management?

There is a national capacity building strategy in relation to World Heritage conservation, protection, presentation and management that is effectively implemented

10.9 - Does the State Party have the institutional capacity to conduct research specifically for World Heritage issues? There **is capacity** at the institutional level to conduct research specifically for World Heritage issues **but it could be improved.**

10.10 - Has the State Party helped to establish national, public and private foundations or associations for raising funds and receiving donations for the protection of World Heritage? Yes

10.11 - Please add any additional comments, conclusions and/or recommendations related to World Heritage policies and resources Adequate World Heritage Policies need to be developed for the better Implementation of 1972 World Heritage Convention and its related recommendation, goals and strategies.

11. International Cooperation

11.1 - Has the State Party promoted international cooperation and the establishment of cooperation mechanisms for heritage since the last Periodic Report? If so, please indicate the type of cooperation that best describes your activities.

Participation in other UN programmes, including sustainable development programmes and human rights and gender equality programmes

Bilateral and multilateral agreements

Sharing expertise to promote equitable participation in heritage mechanisms for communities

Sharing expertise for capacity building

Hosting and/or attending international training courses/seminars

Distribution of material/information

11.2 - Do you have World Heritage properties that have been twinned with others at a national or international level? Yes

11.3 - Please add any additional comments, conclusions and/or recommendations related to International Cooperation (Questions 11.1 to 11.2). If you have twinned World Heritage properties, please list them along with their twins.

Malaysia is looking into the possibility of having more international cooperation in the field of cultural and natural heritage with other State Parties. The city of Melaka where the Melaka World Heritage Site is located, has established twinning relationship and cooperation with Lisbon, Portugal; Kuala Lumpur, Malaysia; Valparaiso, Chile; Nanjing and Jiangsu Province and Changsha, China; Sawah Lunto and Padang Panjang, Indonesia.

12. Education, Information and Awareness Building

12.1 - Does the State Party have a strategy to raise awareness among communities and different stakeholders about conservation, protection and presentation of World Heritage?

There are strategies to raise awareness about the conservation, protection and presentation of World Heritage but there are some deficiencies in its implementation.

12.2 - Please rate the level of general awareness of the following groups about World Heritage in your country

Communities living in/around heritage sites	Good
Indigenous peoples	Fair
Youth	Fair
General public	Fair
Decision makers and public officials	Fair
Private sector	Fair
Tourism industry	Good
Other specific groups	Good
If you selected 'Other specific groups', please describe	Non Governmental Organization

12.3 - Does the State Party have heritage education programmes for children and/or youth, that contribute to improving understanding of heritage, promoting diversity and fostering intercultural dialogue?

There are heritage education programmes to improve understanding of cultural and natural heritage, promote diversity, and foster intercultural dialogue that are effectively implemented.

12.4 - Please rate the level of frequency of the following activities to improve understanding of cultural and natural heritage, promote diversity and foster intercultural dialogue among children and/or youth

Teacher training courses on the use of the World Heritage in Young Hands Kit	None
Courses/activities for students within school programmes	Medium
Youth forums	Medium
Skills-training courses for students	Medium
Organized school visits to World Heritage properties/cultural and natural sites	High
Activities linked to heritage within the framework of UNESCO Clubs/Associations	Low
Other	Not applicable
If you selected 'Other', please specify	

12.5 - Does the State Party participate in UNESCO's World Heritage in Young Hands programme?

The State Party does not participate in UNESCO's World Heritage in Young Hands programme but intends to do so.

12.6 - Please add any additional comments, description of best practices in World Heritage Education, conclusions and/or

recommendations related to education, information and awareness building (Questions 12.3 to 12.5) Education and information sharing are important tools in awareness building on the importance of World Heritage. The State Party Malaysia has taken this as a

challenge to widespread heritage education process to various parts of the community through numerous heritage development programs organized by the Ministry of Tourism, Arts and Culture Malaysia, The Department of National Heritage, other government agencies and NGO's.

13. Conclusions and Recommended Actions

13.1. State Party's implementation of the World Heritage Convention

 Synergies with other relevant Conventions, Recommendations and Programmes

 Identification of heritage

 National inventories

 Tentative List

 Effectiveness of legal framework

 Function of cultural and natural heritage in the life of the community

 Contribution of heritage to sustainable development policies

- There is no integration of the conservation and protection of cultural and natural heritage as a strategic element in national sustainable development policies and strategies in:
- There is limited integration of the conservation and protection of cultural and natural heritage as a strategic element in national sustainable development policies and strategies in:
 - Strengthening resilience to natural hazards and climate change

Larger-scale planning

Status of services for protection, conservation and presentation

Financial status

Human resources

Capacity development

- The State Party is using the Capacity Building Strategy for the implementation of capacity building at the national level
- The State Party is using the Capacity Building Strategy for the implementation of capacity building at the regional/sub-regional level
- The State Party is using the Capacity Building Strategy to identify capacity building priorities
- The State Party is using the Capacity Building Strategy by fundraising to support capacity building programmes
- The State Party is using the Capacity Building Strategy by raising awareness about the need to conserve and manage cultural and natural heritage

Policy and resourcing of World Heritage properties

Research on World Heritage properties

International cooperation

Forms of international cooperation and cooperation mechanisms for heritage promoted by the State Party since the last Periodic Report:

- Participation in other UN programmes, including sustainable development programmes and human rights and gender equality programmes
- Bilateral and multilateral agreements
- Sharing expertise to promote equitable participation in heritage mechanisms for communities
- Sharing expertise for capacity building
- · Hosting and/or attending international training courses/seminars
- Distribution of material/information

Education, information and awareness building

13.2. Actions for the implementation of the World Heritage Convention (identified from table 13.1).

13.2.1 - Please select the top issues (up to ten)

9	Capacity Development	
9.3	 The State Party is using the Capacity Building Strategy for the implementation of capacity building at the national level The State Party is using the Capacity Building Strategy for the implementation of capacity building at the regional/sub-regional level The State Party is using the Capacity Building Strategy to identify capacity building priorities The State Party is using the Capacity Building Strategy by fundraising to support capacity building programmes The State Party is using the Capacity Building Strategy by raising awareness about the need to conserve and manage cultural and natural heritage 	×
11	International Cooperation	
11.1	 Forms of international cooperation and cooperation mechanisms for heritage promoted by the State Party since the last Periodic Report: Participation in other UN programmes, including sustainable development programmes and human rights and gender equality programmes Bilateral and multilateral agreements Sharing expertise to promote equitable participation in heritage mechanisms for communities Sharing expertise for capacity building Hosting and/or attending international training courses/seminars Distribution of material/information 	×
Ple	ase select 0 more issues.	
N F	Please save this question to reflect changes	

13.3. Priority Actions Assessment

13.3.1 - Please indicate priority actions to address items rated as poor

9	Capacity Development					
		Action	Short description	Authority(ies) responsible	Timeframe	May this action require International Assistance from the World Heritage Fund?

9.3	 The State Party is using the Capacity Building Strategy for the implementation of capacity building at the national level The State Party is using the Capacity Building Strategy for the implementation of capacity building at the regional/sub-regional level The State Party is using the Capacity Building Strategy to identify capacity building priorities The State Party is using the Capacity Building Strategy to identify capacity Building Strategy by fundraising to support capacity building programmes The State Party is using the Capacity Building Strategy by fundraising to support capacity Building Strategy by raising awareness about the need to conserve and manage cultural and natural heritage 	To develop a National Capacity Building Strategy for Heritage.	to develop a	capacity be used as tool a more sive capacity ategy and specific for tection & n with joint with all the	Department of Heritage Minis Tourism, Arts : Malaysia	stry of	5 Years		N/A	
11	International Cooperation									
11.1	Forms of international cooperation and cooperation mechanisms for heritage promoted by the State Party since the last Periodic Report: • Participation in other UN programmes, including sustainable development programmes and human rights and gender equality programmes • Bilateral and multilateral agreements • Sharing expertise to promote equitable participation in heritage mechanisms for communities • Sharing expertise for capacity building • Hosting and/or attending international training courses/seminars • Distribution of material/information	To form working re with more countries international herita the field of heritage conservation, resea promotion.	s and ge bodies in	The possibilities international part cooperation and participation in t conservation , re promotion of her always given up consideration to local practices to standards.	tnership, active he field of esearch and ritage will most enhance	Department of Heritage Mala of Tourism, A Culture Malay	aysia Ministry arts and	Ongoing	3	N/A

Please indicate priority actions to address items rated as poor completed

13.4. Additional actions for the implementation of the World Heritage Convention

13.4.1 - Please indicate any additional actions for the implementation of the World Heritage Convention $N\!/\!A$

14. Good Practice in the Implementation of the World Heritage Convention

14.1 - Example of good practice in World Heritage protection, identification, conservation or management at the State Party level.

Implementation of the Special Area Plan (SAP) under the Town and Country Planning Act 1976 (Act 172) for World Heritage Sites (WHS) in Malaysia. The SAP is to ensure that the guidelines and recommendations of the Conservation Management Plan for a World Heritage Site in Malaysia are implemented under the Malaysian law. The SAP is a statutory plan, with legal backing, and would have a strong bearing on the impacted areas and the community within these areas. In addition, the SAP are made available for public review and objections before they are finally adopted. Therefore, their recommendations and guidelines for the WHS are open to public debate and scrutiny. It shall serve to guide the promotion of conservation, preservation, rehabilitation, restoration and reconstruction in the WHS. Its broad objective is to facilitate the proper management of the WHS including the use and development of all buildings and lands and measures that would enhance the integration of the physical environment with the sociocultural and economic well-being of its people, and the demands of growth. The plan also outlines the much needed strategies and guidance that would enable and allow changes to take place within a framework of conservation and protection. It would address threats and issues that would hamper heritage conservation of the heritage and identify emerging risks to enable monitoring.

14.2 - Define which topics are covered by this example of good practice at the State Party level.

Sustainable Development	
Synergies	
State of Conservation	
Management	
Governance	
Capacity Building	

15. Assessment of the Periodic Reporting Exercise

15.1. Primary institution responsible for communicating with UNESCO on the World Heritage Convention

15.1.1 - Which primary institution is responsible for communicating with UNESCO with regards to the World Heritage Convention? The Department of National Heritage, Ministry of Tourism, Arts and Culture Malaysia

15.2. Relevance and Objectives of Periodic Reporting

15.2.1 - Relevance and Objectives of Periodic Reporting

State Party	Good
Site Managers	Good
UNESCO World Heritage Centre	Good
Advisory Bodies	Good

15.3. The four Objectives of Periodic Reporting

15.3.1 - How well does the current questionnaire address each of the four Objectives of Periodic Reporting?

	Objective	Not at all	Partially	Adequately
15.3.1.1	Provide an assessment of the implementation of the World Heritage Convention by the State Party			×
15.3.1.2	Provide an assessment as to whether the values of World Heritage properties are being maintained over time			×
15.3.1.3	Provide updated information about World Heritage properties to record the changing circumstances and state of conservation of the property			×
15.3.1.4	Provide a mechanism for regional cooperation and exchange of information and experiences between States Parties about the implementation of the World Heritage Convention, and World Heritage conservation		×	

15.4. Please provide suggestions for improvement of the Periodic Reporting Exercise

15.4.1 -N/A

15.5. Use of Data

15.5.1 - How does your State Party plan to use the data?

Revision of priorities/strategies/policies for the protection, management and conservation of heritage
Updating management plans
Fundraising
Awareness raising
Advocacy
Reporting for other conventions/conservation mechanisms

Improve the States Party implementation on the Convention

15.6. Timing and resources

15.6.1 - Were your national authorities given adequate time (i.e. roughly ten months) to gather necessary information and to fill in the questionnaire during this cycle of Periodic Reporting?

Yes

15.6.2 - Please estimate the time (working hours) and the number of people involved in completing Section I of the questionnaire.

	Time & people	Number of hours worked	Number of people involved
15.6.2.1	Gathering data	1280	8
15.6.2.2	Consulting stakeholders	500	25
15.6.2.3	Filling in the questionnaire	100	1

15.6.3 - Has a gender balanced contribution and participation been considered and implemented in the filling out of this questionnaire? Gender balance is explicitly considered and effectively implemented in the process.

15.6.4 - Did your national authorities mobilise any additional resources to carry out this cycle of Periodic Reporting?

	Additional resources	No	Yes
15.6.4.1	Human resources	×	
15.6.4.2	Financial resources for organizing consultation meetings/training	×	

15.6.5 - Please provide details on any additional resources mobilised. N/A

15.7. Format and Content of the Periodic Reporting Questionnaire

15.7.1 - How accessible was the information required to complete the Periodic Report?

Most of the required information was accessible

15.7.2 - Was the questionnaire easy to use and clear to understand?

Using the questionnaire	good
Understanding the questions	good

15.7.3 - Please provide suggestions for improvement

N/A

15.8. Training and guidance

15.8.1 - Please rate the level of support received in terms of training and guidance from the following entities for the completion of the Periodic Reporting questionnaire

World Heritage Centre	Good
UNESCO (other sectors)	Good
UNESCO National Commission	Good
ICOMOS International	Good
IUCN International	Good
ICCROM International/regional	Good
ICOMOS national/regional	Good
IUCN national/regional	Good
Category 2 Centres	Good
Other	Not applicable
If 'Other' applies, please specify	

15.8.2 - Were the online training resources provided by the World Heritage Centre regarding Periodic Reporting adequate for your national authorities to complete the online questionnaire? Yes

15.8.3 - Please provide further comments on the online training resources

An effective and informative online training courses was conducted by the Asia Pacific Unit of the World Heritage Centre in cooperation with the Coordinator for Periodic Reporting, Advisory Bodies and C2C.

15.9. Comments

15.9.1 - Comments, conclusions and/or recommendations related to the Assessment of the Periodic Reporting Exercise

A good exercise for the assessment on implementation level of the 1972 World Heritage Convention and its related strategies/policies/recommendations in each State Party. The Periodic reporting is not only for the assessment of the World Heritage Centre but it also acts as a self assessment tool for every State Party to evaluate the overall framework for the identification, protection, conservation and management of the cultural and natural heritage in their respective countries.

15.9.2 - Thank you for having filled in all the questions.