

# INFORMATION TECHNOLOGY

Wilmar's Information Technology (IT) team strives to deliver value-added services to all business functions through creating a secured yet flexible and agile IT landscape. We continue to build on the digital technologies adopted over the past few years by upgrading and enhancing our existing platforms. Concurrently we evaluate and implement new technologies to ensure the Group adapts quickly to the fast-evolving business landscape and requirements.

## STRATEGIC INTEGRATION OF IT AND BUSINESS

In line with the Group's integrated business model, the IT team works in close collaboration with global business teams to ensure there is an integrated planning platform across the entire supply chain from operations, production, sales and marketing, logistics to finance.

With the Group's international footprint, we recognise the importance of implementing holistic end-to-end solutions swiftly and securely across various platforms to protect the Group from IT security threats.

## IT GOVERNANCE

A robust IT governance framework plays a pivotal role in ensuring that IT investments and resources are effectively utilised to support the Group's business goals.

Leveraging technologies can yield potential benefits for businesses, however there are risks associated with new and disruptive technologies such as robotic process automation and As-a-Service architectures and solutions. We use Control Objectives for Information and Related Technology (COBIT), a globally recognised framework for IT governance and management, to deliver value to business units while adopting better risk management practices.

## BECOMING AN INTELLIGENT ENTERPRISE

With our products reaching billions of consumers globally, it is our priority to improve customer experience and be more responsive to market demand. We have developed key IT initiatives such as a central sourcing and procurement platform, digital sales dashboard, sales force automation and consumer ordering mobile applications, factory processes information systems and logistics digital platform to rapidly transform data into insights about our operations, market environment and customers.

As we move towards a data-driven economy, we will continue to focus on enhancing our core capabilities with

the right technologies, data, resources and mindset to deliver desired business outcomes and enable the Group to be more agile in a fast-evolving environment.

## BOOSTING OUR DIGITAL DEFENCE

As Wilmar progresses on the digitalisation journey, we are mindful of cybersecurity threats and vulnerabilities that have evolved from traditional viruses and malware to more sophisticated hacking, impersonation and phishing attacks. We continuously review and strengthen our cyber defence programmes to ensure their effectiveness in protecting our networks and systems.

