INFORMATION TECHNOLOGY

In 2022, we continue to see the digital world being engulfed by data and emerging technologies that enable robust and agile business expansion as well as speed to scale. Our Information Technology (IT) team is responsible for the implementation of a well-integrated digital IT strategy to make the Group's digital transformation a success and to support our business growth plans globally.

ENHANCING SALES EFFECTIVENESS

As customers become more sophisticated and demanding, we are enhancing and integrating our ordering, logistics and payment solutions to provide more visibility throughout the sales cycle and find opportunities to continuously optimise our cost to serve different customer segments. Our sales teams are equipped and trained with technology tools and data to conduct sales more effectively, create new apps to engage end-consumers and support community group buy initiatives in China, Vietnam and rural India.

BUILDING AND PROMOTING A DATA-DRIVEN CULTURE

We continue to develop and strengthen our infrastructure and data governance to provide the right data access and data visualisation tools to our employees as we recognise the importance of data and how it can be used to derive insights and drive important business decisions at all levels of the Group. In India, we can tap on a wide talent pool of data science resources to develop an insights team to focus on advanced analytics initiatives, applying artificial intelligence (AI)/machine learning models and algorithms to our datasets to generate actionable insights for the business.

LEVERAGING TECHNOLOGY TO ACHIEVE ESG GOALS

Wilmar continues to leverage technology solutions to achieve our Environmental, Social and Governance (ESG) commitment to making a meaningful difference in the way our businesses operate and create sustained value while continuing to grow.

We use satellite imagery, internet of things (IOT), analytics and AI solutions to improve visibility into our sourcing and supply chain. Digital workspace collaboration and communication tools along with the adoption of digital signatures continue to gain traction post-pandemic, reducing our carbon footprint. We also apply the same ESG standards in assessing potential technology partners and evaluating their environmental impact during every stage of implementation.

GLOBAL TALENT POOL TRANSFORMATION & SOURCING

With the increased role of technology in Wilmar's global operations, having skilled IT talent to build and maintain our digital applications and infrastructure is important. In addition to collaborating with our technology partners for long-term sustainability, we increased our investment to develop and retain in-house technology delivery capabilities in Indonesia and Vietnam and identify new talent pools in India. Good talents are offered opportunities to be re-deployed to other countries to help replicate and accelerate the successful digital transformation initiatives locally.

PARTNERSHIP AND COLLECTIVE SECURITY

With increased cyber threats, the Group has deployed various technologies to protect the confidentiality, integrity and availability of our cyber assets. In addition to using industry leading cybersecurity framework to periodically evaluate and improve our cyber programmes, security controls, security awareness trainings and technical capabilities, we share and leverage information amongst our collective network of partnerships and joint ventures to further combat the constant and evolving cyber threats. Referencing published local guidelines and modelled after industry leading practices, the Group utilises scalable and standardised processes to collectively manage cyber threats. This unified defence helps the Group be more proactive, improves our overall cybersecurity maturity and increases our cyber resilience.