

INFORMATION TECHNOLOGY

In tandem with today's rapidly evolving digital landscape, Wilmar's Information Technology (IT) team has tapped into the power of Artificial Intelligence (AI) to modernise applications, enhance our IT security posture and IT infrastructure operations. By integrating AI technologies, we can streamline application development, enable faster deployment, monitor application performance and improve user experiences. We also use AI to bolster our IT security measures, providing real-time threat detection and response capabilities that safeguard our systems against potential vulnerabilities. This enhances our operational efficiency and fortifies our overall IT governance framework, paving the way for a more resilient and agile organisation.

GLOBAL IT GOVERNANCE AND COMPLIANCE

By leveraging insights from audit findings and industry best practices, we established a comprehensive IT governance and compliance framework to align our global IT operations. A set of robust management practices and a continuous improvement process have been put in place to ensure that our IT policies, standards and architecture are constantly updated, refined and enforced. We also stay informed on the latest global cyber and data security laws, and implement the necessary actions to ensure compliance.

MODERNISING APPLICATIONS AND HARNESSING AI

As digital technology and AI rapidly evolve, we constantly update, refresh and innovate our legacy applications to drive long-term business success in a competitive marketplace. AI features are being integrated into our solutions, and plug-and-play tools such as Microsoft Copilot are being trialled in the Singapore office to streamline tasks and enhance productivity. Meanwhile, our sugar unit in Australia is modernising legacy cane payment solutions, and adopting new mobility and automation solutions to digitalise operations.

MANAGING OUR DATA ASSETS TO SUPPORT SELF-SERVICE ANALYTICS

Data provides valuable insights into our operations, helping us identify inefficiencies and uncover new market opportunities. To fully leverage this data, we need an effective Data Asset Management (DAM) process that supports better decision-making, greater agility and improved operational efficiency. Key users across our operations in China, India, Australia and New Zealand have been trained to use data visualisation tools to generate important sales, finance and profitability dashboards for tracking, management reviews and trend analyses that guide operational actions.

MONITORING AND AUTOMATING SECURITY OPERATIONS

Cybersecurity Identity Governance and Administration (IGA) is a key component of our security framework. It enables us to automate and streamline identity management processes, thereby reducing the risk of unauthorised access and potential security breaches to our systems and networks. This area, which encompasses information security risk management, is overseen at the Board level by the Audit Committee, which is composed entirely of independent directors. We are also leveraging AI/Machine Learning technology to automate our cybersecurity operations, enabling us to detect and respond to threats around the clock. This enhances the efficiency and effectiveness of our security operations, while allowing our security team to focus on strategic, high-value tasks.

