

Engaging Stakeholders on Sustainability Issues

Stakeholder groups	Interests and key concerns	Engagement Platforms	Frequency of engagement	Outcome
<p>Certification bodies: RSPO, ISCC, MSPO, ISPO, Bonsucro</p>	<ul style="list-style-type: none"> ▪ Compliance with certification standards 	<ul style="list-style-type: none"> ▪ Working groups ▪ Board meetings ▪ Steering committee meetings ▪ Committee meetings ▪ Taskforce meetings ▪ Multi-stakeholder forums and events 	<p>Ongoing/as and when required</p>	<ul style="list-style-type: none"> ▪ Active participation in multi-stakeholder forum meetings to further sustainability practices ▪ Best practice sharing on implementation of certification requirements and improvement of standards across industry
<p>Civil society organisations (CSOs)</p>	<p>Environmental NGOs</p> <ul style="list-style-type: none"> ▪ Deforestation ▪ Loss of wildlife and their habitat ▪ Contribution of agriculture to climate change ▪ Transparency of concession maps <p>Social NGOs</p> <ul style="list-style-type: none"> ▪ Livelihood of smallholders and local communities ▪ Respect of customary lands & restitution ▪ Human Rights for communities and employees ▪ Women’s empowerment & equitable employment ▪ Protecting Children’s Rights ▪ Protection of Human Rights Defenders <p>Labour Unions</p> <ul style="list-style-type: none"> ▪ Fair wages ▪ Human Rights for employees ▪ Safe working conditions ▪ Improvement of industrial relations 	<ul style="list-style-type: none"> ▪ Multi-stakeholder forums and events ▪ Sustainability dashboard ▪ One-to-one meetings 	<p>Ongoing/as and when required</p>	<ul style="list-style-type: none"> ▪ Greater awareness of NDPE policy and commitments ▪ Improvements in NDPE policy implementation ▪ Implementation of programmes to benefit smallholders

Customers	<ul style="list-style-type: none"> ▪ Traceability ▪ Transparency ▪ Responsible sourcing and supply chain monitoring ▪ Grievance Update ▪ Upholding NDPE commitments ▪ Quality of products ▪ Food safety 	<ul style="list-style-type: none"> ▪ One-to-one meetings ▪ Site visits ▪ Multi-stakeholder forums ▪ Sustainability dashboard ▪ Website ▪ Online Customer Response System 	Ongoing/as and when required	<ul style="list-style-type: none"> ▪ Greater awareness of NDPE policy and commitments ▪ Better understanding of supply chain challenges ▪ Joint programmes to address systemic issues ▪ Regular direct engagement between Group Commercial and Sustainability teams and customers ▪ Integrated supply chain planning
		<ul style="list-style-type: none"> ▪ Materiality assessments ▪ Annual reports ▪ Sustainability reports 	Annually	
Employees	<ul style="list-style-type: none"> ▪ Fair workplace practices ▪ Career advancement ▪ Learning and development ▪ Women empowerment & equitable employment ▪ Health and safety ▪ Welfare of families and children ▪ Education for children 	<ul style="list-style-type: none"> ▪ Women’s Committee meetings 	Quarterly	<ul style="list-style-type: none"> ▪ Improved understanding of company policies, standards and procedures ▪ Inclusiveness in the management decision making ▪ Two-way communication to address employees’ needs
		<ul style="list-style-type: none"> ▪ Learning and development programmes ▪ Health and wellness activities ▪ Social and team building activities 	Ongoing/as and when required	
		<ul style="list-style-type: none"> ▪ Appraisals ▪ Collective labour agreements 	Annually	
Financial institutions: investors, banks, analysts	<ul style="list-style-type: none"> ▪ Operational and financial performance ▪ ESG performance 	<ul style="list-style-type: none"> ▪ One-to-one meetings ▪ Sustainability dashboard ▪ Website ▪ Field visits 	Ongoing/as and when required	<ul style="list-style-type: none"> ▪ Build trust and confidence through open dialogue and two-way communication ▪ Maintaining good reputation with investors, banks, analysts ▪ Sustainable financing products: sustainability metrics and performance pegged to the interest rate of loans to lower long-term capital cost
		<ul style="list-style-type: none"> ▪ Investor briefings 	Quarterly	
		<ul style="list-style-type: none"> ▪ Questionnaires ▪ Annual reports ▪ Sustainability reports 	Annually	
Government and regulators	<ul style="list-style-type: none"> ▪ Compliance with national and local regulations ▪ Conservation and protection ▪ Fire and haze ▪ Social responsibility 	<ul style="list-style-type: none"> ▪ Trade missions and delegation trips ▪ One-to-one meetings ▪ Training and outreach programmes 	Ongoing/as an when required	<ul style="list-style-type: none"> ▪ Facilitate peat restoration of two million hectares of peatland across seven Indonesian provinces with severely degraded lands by 2020 ▪ Support Wilmar’s Wildlife Outreach and Awareness Project with Sabah Wildlife Department (SWD) and Sarawak Forestry Corporation, HUTAN-Kinabatangan Orangutan Conservation Project and Bornean Sun Bear Conservation Centre (BSBCC) ▪ Honorary Wildlife Ranger and Wildlife Wardens

				<ul style="list-style-type: none"> Riparian Rehabilitation Project to enrich and enlarge riparian areas on state and company land and restore habitats for endangered species Assist Sabah government to achieve its vision of producing 100% certified sustainable palm oil under RSPO certification by 2025 Support local schools
Industry bodies	<ul style="list-style-type: none"> Improve environmental and social practices towards responsible production 	<ul style="list-style-type: none"> Multi-stakeholder forums and events Industry coalitions Committee meetings 	Ongoing/ as and when required	<ul style="list-style-type: none"> Joint contributions to improve industry tools and programmes Greater awareness of NDPE policy and commitments
Shareholders and the Investing Public	<ul style="list-style-type: none"> Accurate and timely updates on company's strategy, business and financial performance Business outlook 	<ul style="list-style-type: none"> One-to-one meetings Investor conferences and meetings Sustainability dashboard Website 	Ongoing/ as and when required	<ul style="list-style-type: none"> Build shareholders trust and confidence through open dialogue and two-way communication Strong emphasis on good corporate governance, transparency and disclosure
		<ul style="list-style-type: none"> Updates on financial results 	Quarterly	
		<ul style="list-style-type: none"> Annual General Meeting Annual reports Sustainability reports 	Annually	
Smallholders and local communities	<ul style="list-style-type: none"> Agronomic support & sharing best practice Community engagement Land and customary rights Sustainability certification 	<ul style="list-style-type: none"> One-to-one meetings Social impact assessments Free, prior & informed consent (FPIC) processes Trainings and workshops 	Ongoing/as an when required	<ul style="list-style-type: none"> Contribute to economic livelihoods of people and communities Assist smallholders in sustainable production to secure greater premiums for their FFB supply Implementation of the Pilot Outgrower Scheme in Nigeria
Suppliers	<ul style="list-style-type: none"> NDPE compliance Traceability Grievances 	<ul style="list-style-type: none"> One-to-one meetings Trainings and workshops 	Ongoing/as an when required	<ul style="list-style-type: none"> Raised awareness of NDPE policy and commitments Increased commitment from suppliers to Wilmar's commitments
Sustainability collaborators	<ul style="list-style-type: none"> NDPE policy and supply chain compliance Labour rights and working conditions Biodiversity conservation and protection Smallholder support 	<ul style="list-style-type: none"> One-to-one meetings Sustainability dashboard Website 	Ongoing/as and when required	<ul style="list-style-type: none"> Platform for supplier group mapping and engagement Verification systems of NDPE compliance Public consultation processes relating to sustainability policies and procedures Gibbon rehabilitation programme in Indonesia Addressing labour rights issues within Indonesia operations

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	<ul style="list-style-type: none"> ▪ Biodiversity conservation and protection 			<ul style="list-style-type: none"> ▪ Framework to address human rights challenges within supply chain ▪ Partnership with India sugar operations to implement best management practice training programme for cane growers ▪ Implementation of Wilmar’s smallholder programmes in Latin America and Malaysia ▪ HCV and wildlife monitoring and awareness programme ▪ Establish baseline data on the diversity and abundance of flora and fauna species found in HCV areas within Wilmar’s estates ▪ Carry out research to identify impacts of sustainability practices within oil palm operations
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