## Engaging Stakeholders on Sustainability Issues

<table>
<thead>
<tr>
<th>Stakeholder groups</th>
<th>Interests and key concerns</th>
<th>Engagement Platforms</th>
<th>Frequency of engagement</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certification bodies: RSPO, ISCC, MSPO, ISPO, Bonsucro</td>
<td>▪ Compliance with certification standards</td>
<td>▪ Working groups ▪ Board meetings ▪ Steering committee meetings ▪ Committee meetings ▪ Taskforce meetings ▪ Multi-stakeholder forums and events</td>
<td>Ongoing/as and when required</td>
<td>▪ 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</td>
</tr>
<tr>
<td>Certification bodies: RSPO, ISCC, MSPO, ISPO, Bonsucro</td>
<td>▪ Disclosure requirements for certification bodies (e.g. ACOP, ISCC report, etc.)</td>
<td></td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Civil society organisations (CSOs)</td>
<td><strong>Environmental NGOs</strong> ▪ Deforestation ▪ Loss of wildlife and their habitat ▪ Contribution of agriculture to climate change ▪ Transparency of concession maps</td>
<td>▪ Multi-stakeholder forums and events ▪ Sustainability dashboard ▪ One-to-one meetings</td>
<td>Ongoing/as and when required</td>
<td>▪ Greater awareness of NDPE policy and commitments ▪ Improvements in NDPE policy implementation ▪ Implementation of programmes to benefit smallholders</td>
</tr>
<tr>
<td>Civil society organisations (CSOs)</td>
<td><strong>Social NGOs</strong> ▪ Livelihood of smallholders and local communities ▪ Respect of customary lands &amp; restitution ▪ Human Rights for communities and employees ▪ Women’s empowerment &amp; equitable employment ▪ Protecting Children’s Rights ▪ Protection of Human Rights Defenders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Civil society organisations (CSOs)</td>
<td><strong>Labour Unions</strong> ▪ Fair wages ▪ Human Rights for employees ▪ Safe working conditions ▪ Improvement of industrial relations</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Customers
- Traceability
- Transparency
- Responsible sourcing and supply chain monitoring
- Grievance Update
- Upholding NDPE commitments
- Quality of products
- Food safety
- One-to-one meetings
- Site visits
- Multi-stakeholder forums
- Sustainability dashboard
- Website
- Online Customer Response System
- Materiality assessments
- Annual reports
- Sustainability reports

### Employees
- Fair workplace practices
- Career advancement
- Learning and development
- Women empowerment & equitable employment
- Health and safety
- Welfare of families and children
- Education for children
- Women’s Committee meetings
- Learning and development programmes
- Health and wellness activities
- Social and team building activities
- Appraisals
- Collective labour agreements

### Financial institutions: investors, banks, analysts
- Operational and financial performance
- ESG performance
- One-to-one meetings
- Sustainability dashboard
- Website
- Field visits
- Investor briefings
- Questionnaires
- Annual reports
- Sustainability reports

### Government and regulators
- Compliance with national and local regulations
- Conservation and protection
- Fire and haze
- Social responsibility
- Trade missions and delegation trips
- One-to-one meetings
- Training and outreach programmes

### Updated: December 2019

- 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
- Improved understanding of company policies, standards and procedures
- Inclusiveness in the management decision making
- Two-way communication to address employees’ needs
- 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
- 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
| Industry bodies | 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  
| | Improve environmental and social practices towards responsible production  
| | Multi-stakeholder forums and events  
| | Industry coalitions  
| | Committee meetings  
| | Ongoing/ as and when required  
| | Joint contributions to improve industry tools and programmes  
| | Greater awareness of NDPE policy and commitments  
| Shareholders and the Investing Public | Accurate and timely updates on company’s strategy, business and financial performance  
| | Business outlook  
| | One-to-one meetings  
| | Investor conferences and meetings  
| | Sustainability dashboard  
| | Website  
| | Updates on financial results  
| | Quarterly  
| | Annual General Meeting  
| | Annual reports  
| | Sustainability reports  
| | Ongoing/ as and when required  
| | Build shareholders trust and confidence through open dialogue and two-way communication  
| | Strong emphasis on good corporate governance, transparency and disclosure  
| Smallholders and local communities | Agronomic support & sharing best practice  
| | Community engagement  
| | Land and customary rights  
| | Sustainability certification  
| | One-to-one meetings  
| | Social impact assessments  
| | Free, prior & informed consent (FPIC) processes  
| | Trainings and workshops  
| | Ongoing/as an when required  
| | 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 | NDPE compliance  
| | Traceability  
| | Grievances  
| | One-to-one meetings  
| | Trainings and workshops  
| | Ongoing/as an when required  
| | Raised awareness of NDPE policy and commitments  
| | Increased commitment from suppliers to Wilmar’s commitments  
| Sustainability collaborators | NDPE policy and supply chain compliance  
| | Labour rights and working conditions  
| | Biodiversity conservation and protection  
| | Smallholder support  
| | One-to-one meetings  
| | Sustainability dashboard  
| | Website  
| | Ongoing/as and when required  
| | 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
<table>
<thead>
<tr>
<th>▪ Biodiversity conservation and protection</th>
<th>▪ Framework to address human rights challenges within supply chain</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Partnership with India sugar operations to implement best management practice training programme for cane growers</td>
</tr>
<tr>
<td></td>
<td>▪ Implementation of Wilmar’s smallholder programmes in Latin America and Malaysia</td>
</tr>
<tr>
<td></td>
<td>▪ HCV and wildlife monitoring and awareness programme</td>
</tr>
<tr>
<td></td>
<td>▪ Establish baseline data on the diversity and abundance of flora and fauna species found in HCV areas within Wilmar’s estates</td>
</tr>
<tr>
<td></td>
<td>▪ Carry out research to identify impacts of sustainability practices within oil palm operations</td>
</tr>
</tbody>
</table>