

SUGAR SUPPLIER REPORTING TOOL (SRT)

1. Reviewing Sugar SRT Questionnaire

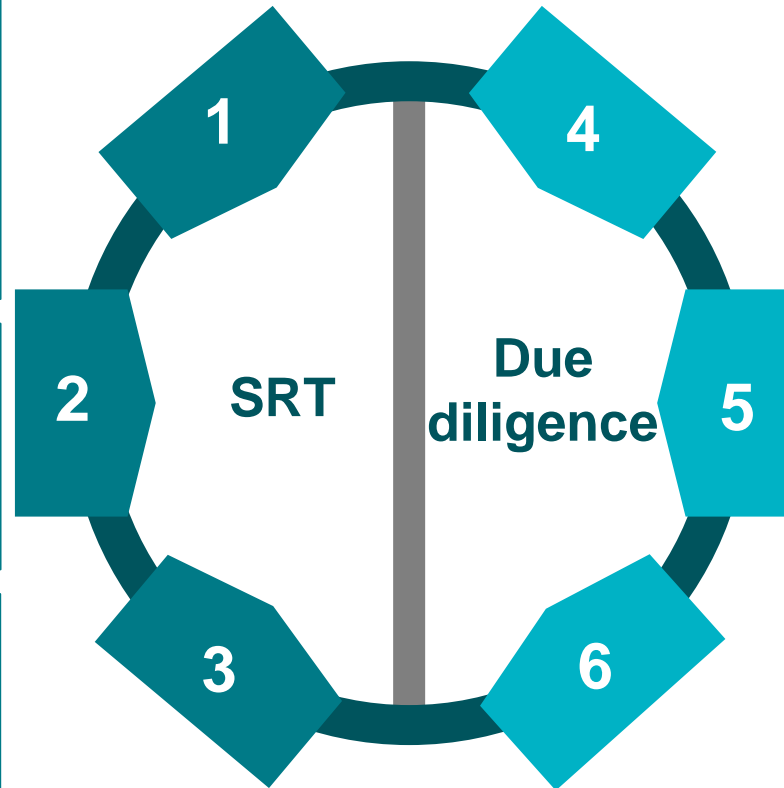
On an annual basis, the Wilmar Sugar Sustainability Team collaborates with our sustainability consultant, Proforest, to gather input, discuss and incorporate improvements, additions and/or amendments into the SRT questionnaire. The updated questionnaire undergoes several rounds of reviews, including incorporating feedback from the Wilmar Sugar Trading Team. Once finalised, the questionnaire is uploaded to the Sugar SRT Online Platform and trialled to ensure an error-free launch to suppliers.

2. Launching Sugar SRT Questionnaire

The SRT questionnaire is launched annually and sent to all suppliers for completion. The Wilmar Sugar Sustainability Team and Proforest, supported by the Trading team, actively follow up with suppliers via email, phone calls and messages, providing guidance and encouragement through to completion.

3. Completing Sugar SRT Questionnaire

Upon completion of supplier and farm level supply information on the SRT by suppliers, a report with action plans based on gaps identified through the SRT questionnaire is provided to suppliers. Individual action plans for each direct supplying mills are generated using the "Action Plan" feature within the Sugar SRT Online Platform. These system-generated action plans ensure consistent recommendations, clarity and timely completion of required follow up actions. The Wilmar Sugar Sustainability Team and Proforest maintain ongoing communication with suppliers to encourage the completion of action plans, thereby driving improvements in overall sustainability performance.



4. Supplier Due Diligence & Risk Prioritisation

Concurrently, Wilmar, with the assistance of Proforest, conducts a comprehensive review of mills' risk assessment using the analysis tool integrated within the Sugar SRT Online Platform. This automated process prioritises risks based on SRT data while also considering mills' certification status. Individual risk indicators are flagged and the overall risk level of mills are scored and ranked accordingly. Factors such as environmental risks and certification status contribute to determine the overall mill-based risk score. These risk scores are then integrated with the SRT results to determine the overall risk level. For mills classified as higher risk or "high-priority", site assessments and direct engagement are conducted as part of the NDPE Sugar policy implementation program.

5. Verification Site Assessment

Verification site assessments are conducted at the supplying mill and any directly managed farms to evaluate the accuracy of the SRT results, assess performance directly and obtain insights into sustainability challenges on the ground.

Site assessments are crucial in developing scalable approaches to ensure suppliers' adherence to our NDPE Sugar policy. These assessments encompass various activities, including:

- Reviewing relevant documentation
- Conducting physical observations of practices and conditions at the mill and farms, including workplaces and on-site shelters
- Interviewing mill/ farm management staff
- Conducting confidential interviews with mill/ farm workers, without the presence of management staff

Site assessments are conducted with the assistance of a digital mobile tool. This tool generates automated reports with time-bound action plans for the assessed mills and farms. This process ensures that our suppliers promptly receive assessment results and feedback, minimising any delays.

6. Developing Action Plans

Following the site assessment, action plans are developed on-site. Assessed suppliers are expected to review and clarify findings, and then sign-off on the suggested time-bound action plans. Wilmar conducts bi-annual monitoring of suppliers' progress in implementing these action plans. If social or labour issues are identified as potentially present during the monitoring process, Wilmar conducts further investigations to verify the situation on the ground and prescribe corrective actions. If environmental issues such as deforestation are identified, Wilmar verifies the findings by reviewing geospatial information and satellite imagery. Any cases that cannot be satisfactorily resolved through the regular action plan process are escalated to Wilmar's Grievance team for further action, following our Grievance Procedure and No Exploitation Protocol.