

# SUSTAINABILITY BRIEF

## **BUILDING A CULTURE OF INCLUSION AND SAFER SPACES**

### Preventing Gender-Based Violence While Strengthening Gender Equality

At Wilmar, we are committed to fostering safe, respectful and equitable workplaces by actively preventing and addressing Gender-Based Violence (GBV), as well as promoting gender equality across our operations. Through strategic partnerships, robust training programmes and policy development, we are working to build a culture of respect and inclusion within our operations.

#### **STRENGTHENING GENDER EQUALITY THROUGH WORKPLACE INITIATIVES**

As part of Wilmar's broader sustainability and human rights initiatives, various programmes have been implemented to prevent GBV and promote gender-equitable attitudes in the workplace. One such initiative is our partnership with members of the [Action for Sustainable Derivatives](#) (ASD) under the Respect in Palm project, led by international non-profit, [Business for Social Responsibility](#) (BSR).



Building on Wilmar's ongoing efforts, this initiative strengthens workplace policies, enhances training programmes, and establishes grievance mechanisms to ensure a safe working environment for all employees.

Taking a proactive approach, we launched a pilot programme at PT Mustika Sembuluh, one of our operations in Central Kalimantan, Indonesia, in collaboration with members of the ASD. Running from September 2023 to August 2024, this initiative aimed to cultivate gender-equitable mindsets and foster respectful workplace relationships among men and women by equipping workers and supervisors with essential knowledge on effective communication, critical reflection on gender norms, as well as a clearer understanding of harassment in both professional and personal settings.



In addition, our management teams were guided on reinforcing anti-harassment policies, developing GBV-specific grievance mechanisms and strengthening partnerships with local support services.

The pilot was structured into several key phases:

- i. Baseline evaluation
- ii. Training sessions
- iii. Strengthening work systems
- iv. Joint discussions
- v. Endline evaluation

The pilot programme was supported by key partners, including [Ulula](#) and [Yayasan Care Peduli](#) (YCP). Ulula, a leader in digital compliance and stakeholder engagement, enhanced reporting mechanisms, while YCP, an Indonesian non-governmental organisation with expertise in gender justice, refined training modules and structured support systems to ensure a sustainable impact.



## BUILDING CAPACITY FOR CHANGE

One of Wilmar's key strategic approaches to advancing gender equality is capacity-building through targeted training initiatives. At PT Mustika Sembuluh, this approach was put into practice through a dedicated training programme featuring tailored modules addressing communication styles, gender norms and violence in the workplace and domestic settings. Interactive sessions, including group discussions and role-playing exercises, enabled workers to deepen their understanding of gender-related challenges and empower them as change agents within their communities.



Supervisors, who play a critical role in shaping workplace culture, received additional training focused on recognising different forms of harassment, supporting victims and cultivating a safer and more inclusive work environment. This leadership-oriented approach ensures that anti-harassment standards are upheld at all levels of the organisation.

To measure the training's impact, YCP team conducted baseline and endline surveys to track shifts in awareness and attitudes among participants. Survey results showed a positive shift in awareness and confidence levels among participants following the training. For example, those who felt a responsibility to prevent GBV when witnessing it rose by 19 percentage points, from 71% to 90%, while confidence in raising GBV-related concerns at the workplace with their superiors increased by 30 percentage points, from 50% to 80%.

## MANAGEMENT ENGAGEMENT AND REPORTING MECHANISMS

Wilmar recognises that addressing GBV requires systemic changes across all management levels. The pilot reached 148 participants, including 61 workers, 64 supervisors, and 23 management personnel who consisted of Plantation Head Kalimantan, General Managers, Human Resources staff, medical personnel and members of our Women's Working Groups. These sessions align management's understanding of GBV with legal requirements and company policies, ensuring consistent and effective responses to incidents.

A digital reporting platform, introduced through BSR's collaboration with Ulula, was also being piloted in this programme, allowing workers and their families to report GBV cases anonymously using toll-free numbers, by scanning a QR code, or online submission on the website. This platform enhances access to support systems and reinforces Wilmar's commitment to providing a safe space for workers to voice their concerns.

## EXPANDING EFFORTS ACROSS THE REGION

Wilmar's commitment to GBV prevention extends beyond Indonesia. Prior to the PT Mustika Sembuluh pilot, Wilmar conducted GBV prevention initiatives in Malaysia, collaborating with the [Women's Aid Organisation](#) (WAO).

Through a series of workshops, Wilmar raised awareness, built capacity and equipped management and plantation workers with the knowledge and skills to address instances of GBV effectively. These workshops covered critical topics such as sexual harassment, domestic violence and intervention strategies, which informed participants and prepared them to support survivors.

Notably, the screening of a video *Domestic Violence Survivors' Perspectives* during the training was an impactful moment. Through the sharing of firsthand accounts of abuse by survivors, participants were able to deepen their understanding of the harsh realities faced by victims.

Another essential component of the training focused on support systems and intervention strategies. In a dedicated session titled *Support in Handling Gender-Based Violence Cases: Referral Pathways*, participants received practical guidance on appropriate intervention methods, reporting mechanisms and the importance of confidentiality.

More information on our partnership with WAO can be found in our [Sustainability Brief: Prioritising and Protecting Women and Children in Plantations](#).

## A CONTINUOUS COMMITMENT

Wilmar's efforts to prevent GBV and promote gender equality is an ongoing journey. While the pilot programme at PT Mustika Sembuluh has provided valuable insights and strengthened our approach, we remain committed to embedding these best practices across our global operations.

By continuously refining policies, enhancing training efforts and leveraging technology to improve reporting channels, Wilmar is taking meaningful steps towards creating a safer, more equitable palm oil industry.

Through sustained investment in people and policies, Wilmar reaffirms our pledge to uphold dignity, respect and gender equality in all aspects of our business to create safer spaces and stronger communities.