

Corporate Social Responsibility & Sustainability

In a world grappling with significant challenges, our unwavering commitment to Corporate Social Responsibility (“CSR”) and Sustainability shines as a beacon of hope and resilience. As a palm oil refiner, we understand the importance of transformation towards sustainability, not only as a moral obligation but also as a critical business strategy. We recognise the intricate web of connections in which we operate, acknowledging the profound impacts of our actions on the environment, local communities, and global society.

Sustainability is not merely a passing trend for us. It forms the foundation of our operations, ensuring they are economically viable, socially equitable, and environmentally responsible. Embracing this ethos, Mewah has taken concrete steps such as measuring Scope 3 greenhouse gas (“GHG”) emissions, addressing our carbon footprint, and charting a path towards decarbonisation. We are transitioning from reliance on non-renewable sources like fossil fuels to embracing greener alternatives like biomass,

solar energy, and natural gas. Our dedicated Strategic Sustainability Committee (“SSC”), led by the Deputy Chairperson & CEO and comprising senior leaders from major business segments, steers our decarbonisation efforts with their expertise.

MILESTONES IN ADVANCING HUMAN DEVELOPMENT: THE ASEAN HUMAN DEVELOPMENT AWARD

In 2023, we were honoured to receive international recognition for our steadfast dedication to sustainable business practices and social responsibility. The ASEAN Human Development Award acknowledges Mewah’s approach to human development across all facets of our operations. Presented by HRM Asia and the ASEAN Human Development Organization (“AHDO”), this accolade celebrates our proactive efforts aimed at prioritising and enriching the well-being of our employees, local communities, and society. This recognition serves as a humble testament to our unwavering dedication to creating a positive and lasting impact.

ALIGNING WITH GLOBAL ASPIRATIONS: THE SDGs AND ESG METRICS

Our dedication to sustainability is an ongoing pledge to ethical business practices that foster a positive and enduring impact on our global community. Aligned with international aspirations, our sustainability initiatives actively contribute to achieving the 17 Sustainable Development Goals (“SDGs”). From responsible production practices to community engagement, we address various dimensions of sustainable development. We firmly believe that our five focus areas and the contributing 19 core areas outlined in our Sustainability framework reinforce our commitment to the SDGs.

Furthermore, we have embraced the GRI framework, TCFD recommendations, and SGX’s 27 core ESG metrics to guide us in measuring our risks and opportunities, enhancing future returns, mitigate risks, fortifying our brand reputation, and contribute to the long-term well-being of the communities in which we operate.



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FOCUS AREA 1: ENVIRONMENTAL PROTECTION & STEWARDSHIP

 <p>I Environmental Protection and Stewardship</p>	 <p>II Responsible Supply Chain</p>	 <p>III Product Quality and Safety</p>	 <p>IV Valuing Our People</p>	 <p>V Community Support</p>
				
<ul style="list-style-type: none"> • Carbon Management • Water Management • Waste Management • Biodiversity Management • Fire Management • Pest Management 	<ul style="list-style-type: none"> • Sustainable Palm Oil Policy • Towards Full Traceability • Stakeholder Engagement • Grievance Mechanism 	<ul style="list-style-type: none"> • Our Commitment to Customers • Quality Management System • Quality & Sustainability Certification 	<ul style="list-style-type: none"> • Labour Policy & Code of Ethics • Training & Development • Safety, Health & Well-being 	<ul style="list-style-type: none"> • Active Volunteerism of Our Employee • Supporting the Next Generation • Disaster Relief

At Mewah, environmental responsibility is not just a pledge, it serves as the cornerstone of our long-term sustainability initiatives. As we continue to grow, we remain steadfastly committed to minimising our environmental footprint through impactful and innovative initiatives.

Our commitment is aligned with SDGs 6, 7, 11, and 13, focusing on sustainable energy utilisation, combating climate change, and the establishment of sustainable communities. We actively foster collaboration across our entire supply chain. By working with our partners, we reduce the climate impact of

our raw materials processing, from farm to final product. We believe that working together is crucial for achieving lasting change. Therefore, we partner with governments, NGOs, and local communities to share best practices and drive collective action towards a more sustainable future.



Our Key Sustainability Efforts:

We make investments in providing infrastructure development and amenities such as bore well and providing clean drinking water for our employees and local. We work to ensure everyone within and in the surrounding of our business operation has access to clean water and safely managed sanitation services.



Our Key Sustainability Efforts:

We have put in place renewable energy resources in our major refineries as clean energy initiative to improve the use of renewable energy sources and reduce greenhouse gas emissions.



Our Key Sustainability Efforts:

We are committed to promoting a circular economy in all our manufacturing sites to help minimise the environmental impact from our operations.



Our Key Sustainability Efforts:

We have stringent monitoring against every aspect of our operations, which include GHG emission, efficient use of water, waste generation, fire, and peat management to minimise environmental impacts that are detrimental to the planet and people's health.

Our environmental focus encompasses six critical areas:

1. **Carbon Management:** Our proactive approach to carbon management involves the widespread adoption of renewable energy sources such as solar and biomass, replacing fossil fuels wherever possible. This strategy helps us lower our carbon footprint and also contributes to a reduced environmental impact.

Moreover, we are investing in energy-efficient technologies across our operations, from palm oil mills to processing facilities. Through the optimisation of our energy consumption, we can significantly reduce our GHG emissions without compromising operational productivity.

Central to our commitment is the systematic monitoring and assessment of our progress towards sustainability objectives. In pursuit of this objective, we adhere to internationally recognised GHG accounting standard, notably the GHG Protocol, ensuring accuracy and reliability in our GHG emissions measurements.

2. **Water Management:** Effective water management is crucial for both our operations and the communities in which we operate. Therefore, we conduct comprehensive water footprint assessments to meticulously map and regulate our freshwater usage. These assessments help us to ensure clean water access for both

our internal processes and the surrounding communities. Our commitment to water conservation is translated into actionable initiatives as follow:

- a) **Proactive Risk Management:** We consistently assess water-related impacts and risks across our entire supply chain, proactively identifying potential challenges and opportunities for enhancement.
- b) **Targeting Efficiency:** We actively identify areas within our factories where water usage can be optimised and establish measurable targets to reduce freshwater consumption. This targeted approach ensures that our efforts are focused on areas with the most significant potential for impact.
- c) **Continuous Enhancement:** We remain steadfast in our commitment to ongoing conservation efforts, including implementing water-saving technologies and practices throughout our factories. Through a continuous pursuit of improvement, we strive to maximise our contribution to water sustainability.

3. **Waste Management:** At Mewah, our commitment to sustainable waste management is encapsulated in our 5R action plan: Refuse, Reduce, Reuse, Recover, and Recycle. This comprehensive approach is designed to minimise waste generation and foster a circular economy.

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- a. **Refuse:** We say NO to unnecessary materials and actively seek reusable alternatives. This eliminates waste from the very beginning, reducing our environmental footprint.
- b. **Reduce:** We focus on enhancing efficiency by implementing practices aimed at minimising waste generation. This ensures responsible resource utilisation and environmental stewardship.
- c. **Reuse:** We actively extend the lifespan of materials by reusing them in their original form, diverting them from landfills. These materials are either utilised for their initial purpose or repurposed for alternative applications.
- d. **Recover:** We establish methods to recover the energy value contained within waste materials. This can involve thermal or bio-based processes, creating sustainable energy sources.
- e. **Recycle:** We recycle a wide range of materials we use daily. This process transforms old items into new products, reducing reliance on virgin resources and conserving energy.

4. **Biodiversity Management:** Mewah holds a steadfast commitment to forest conservation and biodiversity protection. We adhere to High Carbon Stock (“HCS”) and High Conservation Value (“HCV”) standards, ensuring the implementation of responsible land management practices.

This includes:

- **Maintaining & Restoring Riparian Buffer Zones:** Preserving and restoring natural vegetation along waterways, safeguarding water quality and preserving crucial wildlife habitats.
- **Collaborating on Landscape-Level Conservation:** We collaborate with external organisations to conserve larger ecological areas beyond our own concessions.
- **Identifying and Conserving HCV and HCS Areas:** Through landscape approaches, we work with communities to identify and protect valuable ecosystems extending beyond our immediate operations.

5. **Fire Management:** Safety remains our top priority at Mewah. We uphold stringent fire safety protocols and conduct regular awareness training sessions to foster a secure and healthy work environment for all.

In adherence to the ASEAN Zero Burning Policy, we are committed to employing environmentally conscious fire prevention

methods. This means strictly prohibiting traditional slash-and-burn practices throughout our operations.

One of our Indonesian Subsidiaries, PT Jambi Batanghari Plantation (“PT JBP”) actively monitors for fire hotspots and implements several physical precautions:

- **Fire Watchtowers:** These structures provide a strategic vantage point for early detection and response to potential fire incidents.
- **Portable Fire Pumps:** Immediate access to water is ensured for suppression efforts, facilitating swift and effective action in the event of a fire outbreak.
- **Water Conservation:** Responsible water management practices are integral to supporting our firefighting capabilities while also promoting sustainability.
- **Fire Patrols During the Dry Season:** Heightened vigilance is maintained during periods of heightened fire risk, enabling proactive measures to mitigate potential hazards.



6. Integrated Pest Management:

While traditional agrochemicals have historically played a role in protecting our crops and yields, we are committed to minimising their usage.

This commitment drives our prioritisation of Integrated Pest Management (“IPM”), a strategy that emphasises natural and biological methods for pest control.

Through the implementation of IPM, we cultivate a thriving ecosystem within our plantations that naturally regulates pest populations. This approach significantly reduces the necessity for chemical intervention, yielding several noteworthy benefits:

- **Reduced Reliance on Harmful Chemicals:** By minimising the usage of conventional pesticides, we safeguard the health and well-being of our workers, neighbour communities, and the broader environment.
- **Promotion of Beneficial Insects:** IPM fosters a balanced ecosystem that encourages the presence of natural predators, effectively regulating pest populations in a sustainable manner.
- **Long-Term Sustainability:** Embracing IPM principles promotes ecological resilience over long-term, reducing the risk of pests developing resistance to chemical solutions. All chemical applications within our plantations adhere strictly to established Standard Operating Procedures (“SOPs”)

and management plan in alignment with recommendations and guidelines set forth by the World Health Organisation (“WHO”).

FOCUS AREA 2: RESPONSIBLE SUPPLY CHAIN

A. Sustainability Policies

At Mewah, we have established comprehensive sustainability policies governing both palm oil and coconut oil supply chain, embodying our firm commitment to responsible practices throughout our operations.

Mewah’s Sustainable Palm Oil Policy is founded on a collaborative approach, aiming to:

1. Build a traceable, transparent, and sustainable supply chain.
2. Commit to no deforestation, no burning, and no development of HCV and HCS areas starting from 31 December 2015.
3. Commit to no new oil palm development on peatland regardless of depth and ensure that best management practices for existing plantations on peat, starting from 31 December 2015.
4. Respect and support internationally recognised human rights, including the rights of all workers, children, and indigenous local communities.
5. Respect the rights of indigenous people and local communities to give

or withhold free, prior, and informed consent (“FPIC”) where oil palm plantation development occurs.

6. Commit progressively reducing GHG emissions on existing operations.

Mewah’s Sustainable Coconut Oil Supply Chain Commitments encompass:

1. Improving smallholder’s livelihood and income.
2. Improving productivity.
3. Enhancing supply chain traceability.
4. Reducing deforestation and encroachment.
5. Respect rights of indigenous people and local communities to give or withhold FPIC where coconut plantation development takes place.
6. Respect human rights and ensure the protection of the rights of all workers.

B. Towards Full Traceability

We are actively engaging in tracing the flow of our raw materials supply from refineries back to the palm oil sources, with the aim of mapping our supply base, evaluating supplier performance against our Sustainable Palm Oil Policy, and initiating engagement with suppliers to drive improvements when necessary.

i. Traceable to Mill approach.

Utilising the Traceable to Mill (“TTM”) approach, we ensure that 100% of our Crude Palm Oil (“CPO”)

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and Crude Palm Kernel Oil (“CPKO”) are traceable to their respective mills. This entails meeting five traceability criteria:

1. Parent Company Name of Mill Party
2. Mill Name
3. Mill Address
4. GPS coordinates of Mill Party
5. Volume of CPO received into our refinery

All suppliers must fulfil these five conditions as fundamental entry requirements into our supply chain.

ii. Traceable to Plantation approach

Mewah remained committed to responsible sourcing practices throughout our supply chain. Through our Traceability to Plantation (“TTP”) programme, we ensure the ability to trace the origin of our palm oil back to the plantations where it is cultivated. This programme involves rigorous fieldwork, including:

- **Field Assessments:** Mewah conducts thorough assessments of supplier mills, evaluating their Fresh Fruit Bunch (“FFB”) supply base and adherence to our Sustainable Palm Oil Policy. These assessments use pre-defined guidelines to ensure responsible practices across the supply chain.

- **Education and Support for Suppliers:** The TTP programme serves as both an educational tool and a collaboration platform. We share best practices and support to our suppliers in implementing sustainable practices in their plantations.
- **Elevation of Sustainability Standards:** Our objective is to elevate sustainability standards throughout our supplier network. Through collaborative efforts, we aim to foster a more responsible and transparent palm oil industry.

Current Traceability Approach:

While the TTP programme offers a deeper level of engagement, we also rely on existing mechanisms for initial traceability, including:

- **MPOB Licensing:** We verify the availability and validity of Malaysia Palm Oil Board (“MPOB”) operating licenses for our FFB suppliers.
- **Legal Sourcing:** We ensure all FFBs supplied to mills are sourced legally and responsibly.

C. Stakeholder Engagement

We understand that effective communication and engagement are essential drivers of our sustainability journey. We recognise the pivotal role our suppliers play as key stakeholders within our ecosystem, and our commitment extends far beyond mere traceability exercise. We view them as valued partners

with whom we engage in meaningful dialogue regarding policy requirements, potential implications, and the business opportunities associated with embracing sustainable practices.

Through collaborative efforts, we aim to address challenges and seize opportunities within the palm oil industry, fostering collective progress. We openly share our Sustainable Palm Oil Policy with our direct suppliers, facilitating clear understanding and alignment of objectives. We believe that investing in our suppliers is an investment in the future of sustainability.

D. Grievance Mechanism

In alignment with our dedication to transparent communication and accountability across our supply chain, we have established a dedicated grievance mechanism. This mechanism welcomes stakeholders, including NGOs and buyers to express their concerns or register complaints related to potential breaches of our Sustainable Palm Oil Policy.

Our grievance mechanism is designed to be user-friendly, ensuring that stakeholders can easily articulate their concerns. The process, from submission to resolution, is clearly elucidated on our Sustainability Dashboard, accessible through our corporate website at www.mewahgroup.com. We are committed to actively share our responses and updates for each grievance case publicly. This practice underscores our commitment to transparency and accountability in all our endeavours.

FOCUS AREA 3: PRODUCT QUALITY & SAFETY

At Mewah, we take pride in our commitment to exceeding customer expectations by consistently delivering high-quality products that go beyond their needs. We achieve this by developing, producing, and marketing products that not only meet but surpass relevant food safety regulations and certification standards.

A. Our Commitment to Customers

We have adopted several initiatives to ensure the high quality and safety of our products:

- i. Quality assurance a group-wide objective
- ii. Implementing a Hazard Analysis and Critical Control Points (“HACCP”) system to identify potential hazards and critical control points in our production processes and sets up preventive measures to eliminate these risks.

- iii. Conducting regular food safety and quality training for our employees to enhance the knowledge and skills to identify and manage potential risks.
- iv. Establishing and enforcing a supplier quality programme to ensure that raw materials and ingredients used in production meet the required quality and safety standards.
- v. Creating and maintaining a clean and hygienic production environment

B. Quality Management System

In all our manufacturing sites, we have implemented a robust Quality Management System aim at continuous improvement in various areas. This includes operations, processes, workforce development, raw material sourcing, transportation and delivery efficiency, prompt and responsive customer service, compliance to laws and regulations and ensuring a safe work environment.

Our Quality Management System Framework serves as a guiding principle, focusing on benchmarking best practices across different manufacturing sites. It also supports the capacity building of our people responsible for product development and innovation strategies.

Additionally, we prioritise setting priorities and goals through our Quality Management Approach Strategy to enable continuous development in our quality assurance functions.

Our QA Newsletter serves as a communication tool to promote transparency, collaboration, and continuous improvement within Mewah’s quality assurance processes.

Furthermore, we adhere to a standard operating procedure outlined in our Customer Experience framework, facilitating the process for initiating, receiving, resolving, and maintaining feedback and customer complaints regarding the quality or service of Mewah.

QA Management Approach Strategy



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C. Consumer Health & Well-being

We have collaborated with Singapore Health Promotion Board ("HPB") to develop healthier cooking oil with lower saturated fats, and Mewah's cooking oil is tagged with a Healthier Choice symbol approved by HPB is available in all major supermarkets, promoting consumer health and well-being.

D. Quality & Sustainability Certifications

Our certification provide evidence that our product conforms to applicable quality and certification standards. Regular inspections and audits of our factory operations ensure adherence to these standards, assuring our consumers and customers that our products are of high quality, safe and sustainable.



FOCUS AREA 4: VALUING OUR PEOPLE

At Mewah, we hold the health, safety, and well-being of our employees in the highest regard. We believe that a safe and healthy workforce is fundamental to individual happiness, enhanced productivity, and the attainment of our company objectives.

Unwavering Commitment to Safety:

We uphold a steadfast commitment to safety, operating under a zero-tolerance policy for unsafe behavior. At every level of our organisation, from top management to frontline workers, we share the collective responsibility for maintaining safety protocols. We believe that workplace accidents are preventable, and as

such, we actively promote safe work practices through comprehensive training, regular risk assessments, and continuous improvement initiatives.

Promise to Employees: Our commitment extends beyond physical safety. We strive to cultivate a work environment where employees feel valued, respected, and supported.

With this objective in view, we offer a range of resources and programs aimed at enhancing their overall well-being. These include:

- Comprehensive healthcare coverage
- Mental health support programs
- Ergonomic assessments and workplace improvements

- Opportunities for personal and professional development

Returning Home Safe and Sound:

At Mewah, we view our employees not merely as workers, but as individuals with unique needs and aspirations. It is our earnest desire that each member of our team leaves work every day feeling secure, healthy, and fulfilled.

Human Rights & Labour Policy:

In alignment with our dedication to upholding human rights, fostering a safe and respectful workplace culture, and ensuring ethical labour practices throughout our operations and supply chain, we have established Mewah Group Human Rights & Labour Policy: -

Mewah Group Human Rights & Labour Policy

1. No Forced Labour and Free Choice of Employment
<ul style="list-style-type: none"> • No forced, bonded (including debt bondage) or indentured labour and slave labour, or human trafficking. • Ethical recruitment.
2. Non-Discrimination in Employment
<ul style="list-style-type: none"> • No discrimination against our employees based on race, colour, age, gender, sexual orientation, ethnicity, disability, pregnancy, religion, political affiliation, union membership or marital status. • Any employment-related decisions must be based solely on lawful and non-discriminatory criteria.
3. Non-Exploitation of Child Labour and Protection of Children Rights
<ul style="list-style-type: none"> • No hiring of child labour under any circumstances. • Protection of children’s right and their welfare. • No working at night or exposure to hazards for young employee between ages of 16-18.
4. Freedom of Association and Collective Bargaining
<ul style="list-style-type: none"> • Respect our employees’ rights to form, join or not to join a trade/ labour union.
5. Compliance of Laws & Regulations in Working Hours, Benefits and Wages
<ul style="list-style-type: none"> • We commit to adhere to the stricter of applicable laws & regulations, industry standards, relating minimum wages, working hours, overtime, and employee benefits. • Provide a safe and healthy workplace. • Continuously developing employee skills and capabilities and providing opportunities for career advancement.

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6. Supply Chain Responsibility & Community Engagement

- To identify and address potential human rights risks within our supply chain and will work closely with our suppliers and partners to ensure that they also uphold human rights principles and comply with our requirements.

7. Human Treatment and Uphold Gender Equality

- Protect our employees from any acts of physical, verbal, sexual or psychological harassment, bullying, abuse or threats in the workplace.
- Form of threat and inhuman treatment including – discrimination, sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of our employee.

8. Implementation and Continuous Improvement

- Committed to providing ongoing training and awareness programmes for all employees to educate them on their rights.
- Established robust processes and systems to identify potential negative impacts on workers.

Our Performance in 2023



Average Training
Hours per Employee

31.9

(2022: 29.6 hours)

ZERO

Fatality
(2022: 0)



ZERO

Recordable Work –
Ill Health Cases
(2022: 0)



82

Recordable Work –
Related Injuries
(2022: 65)



2.38

Lost Time Injury Rate per
200,000 hours worked
(LITR)
(2022: 1.80)



* The figure is based on the total full-time employees where the Group has major shareholding only, subject to operational boundary set/scope of report.

FOCUS AREA 5: COMMUNITY SUPPORT



Our Key Sustainability Efforts:

We commit to fight hunger and eliminate food waste in the communities surrounding our operation. When we stop food waste, we take a big step toward ending hunger. We have put in concerted efforts primarily through community support programmes to instill good habits to reduce food waste. One example, our refinery in Pasir Gudang, Malaysia is working with local authority to recycle food waste from our factory by way of composting food waste scraps into organic soil nutrients.



Our Key Sustainability Efforts:

Education is an essential catalyst for positive change in society. We support local schools with educational materials as well as provide free tuition for children from underprivileged families. We are endeavour to do our best to enable all children in our communities for an opportunity to access to mainstream education.



Our Key Sustainability Efforts:

The Global Goals can only be met if we work together. Over the years, we built effective partnership with several local non-profit organisation to enable us to reach out more people in need and extend greater impact to the societies.

Our Commitment and Progress:

At Mewah, we are committed to building positive and collaborative relationships with the communities where we operate. This commitment is guided our robust CSR framework, we strive to achieve three fundamental objectives:

1. Supporting the Next Generation:

We believe every child deserves the opportunity to learn, grow, and thrive. With this aim in mind, we focus on enhancing access to inclusive and high-quality education in our neighbouring communities.

Our initiatives encompass:

- **Support Infrastructure Development** by building and enhancing schools and learning facilities.
- **Enhance Learning Experiences** through the provision of educational resources and tools for both teachers and students.
- **Empower Future Generations** by offering scholarships and facilitating career development opportunities.

2. Active Volunteerism of Our Employees:

We recognise the profound impact

each individual can make within their community. Therefore, we encourage and empower our employees to volunteer their time and expertise to address community needs. Through this commitment, we cultivate a culture of social responsibility and forge enduring connections.

3. Disaster Relief:

In times of crisis, we stand in solidarity with our communities, offering immediate relief and support to those affected by natural disasters or other emergencies. Our efforts include:

- Organising food and essential items drives.
- Raising funds for reconstruction and recovery endeavours.
- Volunteering our time and skills to aid recovery efforts.

Making a Tangible Difference:

In 2023, our CSR initiatives have positively impacted the lives of approximately 55,594 individuals. We remain committed to continuous improvement and collaborative action, working hand-in-hand with our communities to collectively build a brighter future for all.

