

Update on our response to COVID-19

May 2021



Our global team is working round the clock to navigate this pandemic and to maintain the safe supply of the right quality products to our customers.

Our number one priority is safeguarding and supporting people – our employees as well as those in our communities. Amidst the challenges that the global pandemic has posed, our team across the globe has come together to support each other, our customers, and our communities.

We are working with government authorities, health organisations, NGOs and rural communities to support the global fight against COVID-19, committing over US \$7 million of in-kind and financial aid to date, to support over 11.5 million people across 33 countries.

Protecting the health of our people

We remain vigilant in our efforts to safeguard our workforce and we continue to implement best practice health and hygiene measures across all our work sites in accordance with the guidelines provided by global agencies, as well as advisories from national health authorities. We have put in place steps across all our locations to safeguard our employees' health and wellbeing and mitigate impacts on our operations and our supply chains:

We have put in place steps across all of our locations to safeguard our employees' health and wellbeing and mitigate impacts on our operations and our supply chains:

- Introducing staggered shift rotations, social distancing practices, and home-based working where appropriate, at our facilities, estates, farms and offices
- Restricting access from non-business critical visitors to our facilities
- Implementing additional hygiene measures and screening for drivers, and other business critical visitors, before entering the site
- Any employee who is showing symptoms or has been in direct contact with someone showing symptoms is being asked not to come to our work sites
- Prohibiting all international travel and limiting all non-essential domestic travel
- Delivering awareness and sensitisation campaigns to educate employees and guidance for those working with farming communities to protect all concerned
- Paying medical bills, facilitating tests and treatment and setting up support helplines
- Supporting workers impacted by sudden national lockdown measures



Supporting farmers

We are finding ways to support farmers and communities in the regions where we operate, working with local authorities and partners to provide support and address challenges facing local communities. We are supporting national education and awareness efforts by government and health authorities in markets where we operate, sharing information and recommended guidance. We are limiting non-essential domestic travel, implementing enhanced personal hygiene and health practices.

- Sensitising rural communities on COVID-19; supporting national public awareness campaigns and supporting community outreach. For example, our cocoa business in Nigeria produced a film to broadcast to communities from trucks to convey health messages.
- Using our digital capabilities to send health and safety advice and agri-support. For example, in Indonesia we issued guidance on hygiene and social distancing to 20,000 cocoa and coffee farmers via the Olam Farmer Information System and Olam Direct platforms, and 1.2 million farming families in India via the AgriCentral app.
- Working with customers to ramp up sustainability programmes. Our coffee business launched a global intervention plan in partnership with customers to strengthen relief efforts to support 20,000 coffee households across 12 countries.

Providing assistance to communities

We are working with government authorities, health organisations, NGOs and rural communities to provide much needed healthcare, medical and food supplies.

- Securing and distributing essential medical equipment and PPE – including ventilators, masks, gloves, and hazmat suits for national health authorities and hospitals. Our infrastructure and logistics business ARISE sourced and distributed medical and healthcare equipment, including 50 ventilators, 24 thermal cameras, 10,000 electronic thermometers, 500,000 gloves, 230,000 disinfectant gels and 7 million masks to partner governments in Africa.
- Working with a coalition of private and public sector partners to provide crucial medical supplies to support India's response to COVID-19.
- Distributing food supplies including 50 tonnes of grains in Gabon, 150 bags of rice in Myanmar, 300 food hampers for the needy in South Africa, 30 tonnes for 3,000 cashew farming households in Burkina Faso
- Supporting frontline workers; for example employees of our soluble coffee business in Spain, 3D-printed face masks as well as donating 10,000 soluble coffee sticks to the hospital and emergency services.
- Providing health and hygiene support, for example in Côte d'Ivoire, our cotton team manufactured and distributed 35 handwashing pumps as part of a donation of medical and sanitation supplies to local authorities.
- Employee fundraising: over S\$1.2 million was raised for Singapore's Courage Fund through employee and Olam contributions to support local patients, healthcare and frontline workers.



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Maintaining business continuity

Even amidst such unprecedented pandemic, the demand for food has remained and we have adapted to new ways of working and to finding solutions to ensure business continuity, maintain our operations, continue to serve our customers and play our role in supplying quality, safe food ingredients and agricultural products.

- Through planning, staggered shifts and the vigilance of our workforce, we have kept supply chains and processing facilities open, even increasing production capacity in some instances by altering production plans
- Working with customers to minimise disruptions using our multi-origin capabilities. This has meant we have been able to support new customers when their usual suppliers faced restrictions.
- Maintaining product development with remote support from overseas hubs, including product formulation, packaging and design.
- Continuing to monitor and anticipate changes in supply and demand to support customer supply chains.



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