

Update on our response to COVID-19

9 April 2020

Protecting the health of our people



Our **87,000** strong global team is working round the clock to navigate this crisis and to maintain the safe supply of the right quality products to our customers. In particular those across our farming operations, up-country buying stations and our manufacturing facilities are **the ones on the frontline every day**. I am always extremely grateful for their commitment, but especially during this challenging period.

We remain vigilant in our efforts to safeguard our workforce and we continue to **increase 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:

- Implementing additional **hygiene measures** and screening for drivers, and other business critical visitors, before entering the site
- **Restricting access** from non-business critical visitors to our facilities
- Introducing **staggered shift rotations**, **social distancing** practices, and **home-based working** where appropriate, at our facilities, estates, farms and offices
- 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
- Paying **medical bills** and setting up **support helplines**

Supporting our farmers and communities



Olam's global teams are on the frontline in the communities where we operate, We are working with our **partners and government authorities** to **provide support** and to address challenges facing local communities.

- Supporting **national education and awareness efforts** by government and health authorities in markets where we operate, sharing information and recommended guidance



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- Our extension workers have **reduced visits** as much as possible and have been **educating communities** on the facts and dispelling myths, as well as **ensuring safe distancing** is respected
- We have **utilised our technology** - disseminating information and advice via our Olam Direct and AgriCentral platforms to registered farmers on COVID-19
- We are paying our farmer suppliers via mobile apps wherever possible
- Through employee and Company contributions, we have **donated S\$ 1.2 million** to the **Courage Fund** in Singapore and in Spain food packages to frontline workers
- Our infrastructure and logistics joint venture, **ARISE**, has sourced and distributed **essential medical and health care** equipment including 50 ventilators; 24 thermal cameras; 10,000 electronic thermometers; 500,000 gloves; 230,000 disinfectant gels and 7 million masks, to communities in Africa
- Olam Nigeria is supporting state government relief efforts with a large **donation of food items** including Mama Pride rice, Tasty Tom noodles, OK biscuits, and Crown pasta, as well as a consignment of medical supplies to the Nigeria Centre for Disease Control (NCDC)



Maintaining business continuity

Even amidst such unprecedented disruption, the **demand for food remains a constant**, which makes Olam, as a global food and agri-business, better positioned than many companies in the world to navigate the crisis and most likely less affected by it. We were well prepared going into this, with business **continuity plans ready and now implemented** throughout our global operations.

- **Demand is still strong.** Our product portfolio meets the current spikes in consumer demand for essential food staples (e.g. rice and grains), home cooking using spices and herbs, healthy snacking on nuts, comfort foods like chocolate and coffee. We have yet to determine if this demand will last, or if this is a short-term effect of people stocking up on food items.
- Our **manufacturing facilities** are so far running smoothly in the majority of markets. In those countries with government enforced lockdowns, our facilities have been granted exemptions being deemed as essential food services.
- **Maintaining access to the capital to support our business is a primary focus.** We are working hard to have sufficient liquidity, protect our cashflows and meet all our re-financing requirements.



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