SUSTAINABILITY BRIEF: HEALTH, SAFETY AND WELLBEING AT WORK
FY 2020/21

Our people play a fundamental role in business success and come from a diverse range of countries, cultures and ethnicities. Their health, safety and wellbeing is our utmost priority.

LABOR STANDARDS
Our labor management practices are conducted in line with international and local laws, statutory conditions and international standards and criteria including the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work and the ILO Fundamental Conventions; the Universal Declaration of Human Rights; the UN Guiding Principles on Business and Human Rights and the UN Convention on the Rights of Children. Working conditions are regularly monitored and meaningful action is taken to address any identified issues and improve labor practices to better support the welfare and wellbeing of employees and their families.

RECRUITMENT PROCESS
Individuals are selected for employment by evaluating skills, competencies, the capacity to fulfil the respective roles and responsibilities, and the ability to align with our Group culture. Employment opportunities are offered purely on merit, irrespective of gender, ethnicity, national origin, religion, political affiliation, union membership, age, social background, disability, sexual orientation or any other personal characteristics.

We are against child labor and adopt a minimum age policy requiring that all workers meet the minimum age of 18 years old at the time of recruitment. The Group does not employ staff who are below 18 years of age. The commitment to prevent child labor is extended to all business vendors with whom we work with as a standard clause in all contracts.

EMPLOYMENT CONTRACTS
Working conditions and employment benefits are detailed in written contracts provided to employees. The conditions meet the requirements of national and local laws and standards on working hours, minimum wage, overtime and annual leave.

STANDARD OF BUSINESS CONDUCT
Business is conducted with honesty, integrity and openness, and with respect for the human rights and interests of our employees. The Group’s Standard of Business Conduct underpins commitments to promote fair and ethical business practices while acknowledging the rights of our stakeholders. It sets clear expectations and principles to guide and inspire professional excellence among all employees of Goodhope.

New signboards serve as reminder for aspects of company policy and code of conduct, including the prohibition of bringing children to work, prohibition of sexual harassment, prohibition of domestic violence, and anti-corruption.

New light weight carbon fiber poles introduced for harvesting as part of efforts to continually improve safety.
Protecting the health of our workforce during the COVID-19 Pandemic

Our COVID-19 protocols are aligned with the guidelines of the national government and World Health Organization (WHO) and enable our operations to continue safely without any business disruption.

- Regular campaigns encourage effective preventative measures, including the critical importance of proper hand washing and hand sanitizing.
- Physical distancing measures, controlled entrance and exit to and from estates, and quarantine measures are enforced.
- Health screenings, including regular checks of body temperature, are conducted prior to entrance to estates and workplaces.
- Travel restrictions and remote working options were initiated and
- Procedures to deal with any suspected case of COVID-19, including providing guidelines for employees that display symptoms.

HEALTH AND SAFETY

Our operational activities are run in compliance with national health and safety laws and International Standards in Environmental and Occupational Health and Safety Management Systems. All our mature plantation sites in Central Kalimantan are certified for Environmental and Occupational Health and Safety Management Systems ISO 45001:2018 and ISO 14001:2015. Periodic external audits and internal audits are undertaken to ensure that we provide the necessary information, equipment and systems to protect against hazards and prevent accidents, injuries and illness related to work.

Safety Guidelines and Training

Our safety induction and training programs ensure that each individual has the necessary information and skills they need to safely carry out their tasks at work. Training programs are implemented across all our departments with a central training center based at PT Agro Indomas, Central Kalimantan. Topics of training are delivered according to identified risks and needs.

Personal Protective Equipment

It is mandatory for employees, contractors and visitors to use Personal Protective Equipment when working in or visiting our plantations, mills and manufacturing facilities. Safety Officers are appointed, and periodic audits and monitoring is undertaken to ensure that safety policies are adhered to by all.

Access to Medical Services

Free medical care is given to all workers and their families living on-site at our plantations. The polyclinics in our concessions are established to deal with the treatment of injuries, illnesses and medical emergencies and provide employees with services such as medical tests, immunizations and family planning. Our clinic at PT Agro Bukit, Central Kalimantan is equipped with a medical laboratory.

Signboards informing regional COVID-19 risk status.

Disinfection of offices at plantations.
Monitoring and Evaluation of Safety Performance

Across all plantations and mills we routinely measure and evaluate key health and safety indicators including the number of Lost Time Accidents; Lost Work Days; Total Reportable Incident Rate; Lost Time Accident Rate; and Severity Rate (Table 1 and Table 2).

In FY2020/21, lost time accident rate was maintained at 2.51 and accident severity rate was calculated as 3.30.

Evaluation of the causes of accidents allows us to take appropriate actions to address concerns and ensure the health and safety of our workforce.

### Accident / near miss hotline

Our accident / near miss hotline provides the means for employees to report any observed hazards and risky behavior or conditions. By improving risk identification through the system we can reduce the accident occurrence by implementing appropriate corrective actions to address identified hazards. To encourage the reporting of unsafe acts, unsafe conditions and near miss accidents, a reward program has been established to recognize contributions to near miss accident reporting.

### Table 1. Safety Performance

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Reportable Incident</td>
<td>919</td>
<td>822</td>
<td>509</td>
<td>539</td>
<td>665</td>
</tr>
<tr>
<td>Lost Time Accident</td>
<td>360</td>
<td>389</td>
<td>193</td>
<td>174</td>
<td>252</td>
</tr>
<tr>
<td>Minor Accident</td>
<td>345</td>
<td>362</td>
<td>173</td>
<td>162</td>
<td>236</td>
</tr>
<tr>
<td>Major Accident</td>
<td>15</td>
<td>27</td>
<td>18</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>Fatalities</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Lost Work Days</td>
<td>473</td>
<td>517</td>
<td>620</td>
<td>252</td>
<td>341</td>
</tr>
<tr>
<td>Total Reportable Incident Rate</td>
<td>6.41</td>
<td>2.52</td>
<td>3.65</td>
<td>4.09</td>
<td>4.46</td>
</tr>
<tr>
<td>Lost Time Accident Rate</td>
<td>2.51</td>
<td>2.51</td>
<td>1.32</td>
<td>1.31</td>
<td>1.71</td>
</tr>
<tr>
<td>Accident Severity Rate</td>
<td>3.30</td>
<td>3.35</td>
<td>3.79</td>
<td>1.89</td>
<td>2.27</td>
</tr>
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</table>

### Table 2. Definitions for Safety Performance Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Reportable Incident</td>
<td>Any workplace-caused injury or illness that comes under one or more of the following categories: i) requires medical treatment; ii) results in “Lost Time” due to injury or illness; iii) results in “Restricted Duty” or “Job Transfer” due to injury or illness; iv) Cases of work-related hearing loss as defined by local regulations; v) Work related loss of consciousness or “Significant Diagnostic Injury or Illness”.</td>
</tr>
<tr>
<td>Lost Time Accident</td>
<td>Any work-related injury or illness that results in an employee’s inability to work one or more calendar days based upon a medical determination.</td>
</tr>
<tr>
<td>Minor Accident</td>
<td>Any lost time injury causing up to a maximum 2 (two) lost work-days.</td>
</tr>
<tr>
<td>Major Accident</td>
<td>Any lost time injury causing more than 2 (two) days lost work-days.</td>
</tr>
<tr>
<td>Fatalities</td>
<td>Any accident which causes death or total permanent disability.</td>
</tr>
<tr>
<td>Lost Work-Days</td>
<td>The number of calendar days that an employee is unable to work because of a work-related injury or illness. Days counted would include schedule workdays, nonscheduled workdays, weekends, vacation and holidays. Note: the count of days does not include the date of the injury or onset of illness.</td>
</tr>
</tbody>
</table>

### Total Reportable Incident Rate

\[
\text{Total Reportable Incident Rate} = \frac{\text{Total reportable incidents} \times 200,000}{\text{Total Hours Worked}}
\]

### Lost Time Accident Rate

\[
\text{Lost Time Accident Rate} = \frac{\text{Total Lost Time Accidents} \times 200,000}{\text{Total Hours Worked}}
\]

### Accident Severity Rate

\[
\text{Accident Severity Rate} = \frac{\text{Total Lost Work Days} \times 200,000}{\text{Total Hours Worked}}
\]
PAY EQUALITY
All employees and workers are paid equally based on the nature of their work. The remuneration is based on prescribed salary scales, taking into account various factors such as responsibilities, scope, skills and experience required to perform the role, criticality of the role, location etc. The scales are reviewed on a periodic basis to ensure parity with the market standards.

TOWARDS A DECENT LIVING WAGE
All employees and workers are paid at least the applicable local minimum wage prescribed by the statutory authorities. With the goal of providing a fair and decent living wage for all employees, we are committed to ensure that remuneration is sufficient for the worker and his/her family to afford a basic but decent lifestyle. In order to do so, we have begun to conduct living wage assessments using a credible methodology and will work towards closing any identified gaps.

For those employees living on site at our plantations, we provide housing and amenities: Housing meeting national legislation and ILO standards with provision to electricity, clean water.

GENDER EQUALITY
Currently women represent 24% of the Group’s workforce. Continuous efforts are being made to increase women’s representation and leadership in all levels of the workforce including progressively increasing number of women in management positions.

Gender Committees are in place to empower female members in the workforce, to raise awareness, identify and address issues of concern, as well as opportunities and improvements for women.

Through our Gender Committees and commitments, we are working to address key concerns and protect women’s rights in the workplace by:
- Providing training to employees to prevent gender-based harassment and discrimination.
- Ensuring access to a complaints system that specifically includes gender discrimination or harassment.
- Ensuring that the needs of new mothers are considered and that actions are taken to address the needs, e.g. providing nursing stations.
- Providing day care opportunities.

Outside of the workplace, we are making further endeavors to integrate gender equality concepts into our education programs and avoid gender bias and the introduction of stereotyping.

WORKER REPRESENTATION
The Group recognizes the rights of its employees to collectively bargain and to give input to management. Employees have the freedom of joining any form of association. The company does not intervene in any manner that is likely to inhibit workers from exercising their union rights. The Bipartite Communication Forum (LKS Bipartite) serves as a means of communication between Company management and employees towards achieving and maintaining a common platform for effective communication, transparency and a conducive work environment.

WORKFORCE COMPOSITION
More than 12,500 people work for the Group (Table 3) including at our estates and mills in Indonesia and our refinery and manufacturing facilities in Malaysia. Our workers and employees come from a diverse range of backgrounds and cultures. More than 35% of our plantation workers are hired from the local communities to support local community development.

<table>
<thead>
<tr>
<th>Table 3. Number of Workers and Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td>Indonesia</td>
</tr>
<tr>
<td>Malaysia</td>
</tr>
<tr>
<td>Total Group</td>
</tr>
</tbody>
</table>

*Casual daily workers and contract workers.

Table 4. Minimum Wages and Starting Salaries

<table>
<thead>
<tr>
<th>Location</th>
<th>Minimum Wage</th>
<th>Starting Salary</th>
<th>Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Kalimantan - Seruyan</td>
<td>3,193,750</td>
<td>3,193,750</td>
<td>1:1</td>
</tr>
<tr>
<td>Central Kalimantan - Kotim</td>
<td>2,991,946</td>
<td>2,991,946</td>
<td>1:1</td>
</tr>
<tr>
<td>East Kalimantan - Penajam</td>
<td>3,363,810</td>
<td>3,363,810</td>
<td>1:1</td>
</tr>
<tr>
<td>West Kalimantan - Ketapang</td>
<td>2,860,323</td>
<td>2,860,323</td>
<td>1:1</td>
</tr>
<tr>
<td>West Kalimantan - Sintang</td>
<td>2,596,644</td>
<td>2,596,644</td>
<td>1:1</td>
</tr>
<tr>
<td>Papua - Nabire</td>
<td>3,516,700</td>
<td>3,516,700</td>
<td>1:1</td>
</tr>
</tbody>
</table>

EMPLOYEE FEEDBACK
We regularly engage with our employees on matters affecting their work and wellbeing. This helps us to understand any difficulties faced and to provide support that will help employees deal with their problems that impact their job. Regular meetings with employees help the company to assist employees in resolving problems that may be adversely affecting the employee’s performance and to create solutions for increased employee wellbeing, productivity and work quality. Half yearly and annual performance reviews provide opportunities to discuss priorities and feedback for strengthening and improving performance.
LEARNING AND DEVELOPMENT
The Group has invested in creating its own learning academy “The Goodhope Academy for Management Excellence” (GAME) Centre. This academy provides training opportunities to enrich the knowledge and skills of our employees and enhance their outlook.

Categories of training include safety, technical skills, managerial skills and transferable skills such as problem solving and teamwork. A wide range of training topics provide learning opportunities that build skills and knowledge to help strengthen sustainability management, e.g., topics on Occupational and Environmental Health and Safety, Certification Standards, Human Rights, Social Requirements, Agronomy, Local Laws and Regulations, Conservation and more.

During the COVID-19 pandemic we have continued to provide training by remote methods.

EMPLOYEE GRIEVANCE MECHANISM
Grievances from employees are normally resolved at the immediate superior level. If the immediate superior fails to settle the issue, it can be then addressed to the higher levels including the HR Department. If required, the settlement of the complaint can be continued through Bipartite Cooperation Institution forums, can be escalated to the local manpower services office or can be settled in accordance with the applicable rules and regulations.

In FY 2020/21, we introduced a dedicated hotline designed specifically for female employees to report cases of harassment or any other issues of concern. The hotline number is publicized on signboards around the plantations. Through this system, workers can report grievances with confidence that the report will be handled confidential.

WHISTLEBLOWING
Any employee who suspects wrongdoing within the Group is strongly advised and encouraged to raise their concerns. We prohibit any form of intimidation and retaliation against whistleblowers and have established procedures to afford protection to employees who report misconduct.

Protection from Retaliation
The risk of retaliation is considered in each reported case of misconduct. If a risk is posed, the issue shall be raised with the HR Department, subject to the consent of the staff member who raised the case. Furthermore, if an employee that has reported misconduct is concerned about retaliation, they may submit a request for protection against retaliation in person, by phone or in writing. All communications received from staff members who request protection against retaliation are kept confidential.

Measures to protect the staff member from the risk of retaliation may include:

• Monitoring of the person’s workplace situation with a view to preventing any retaliatory action against the staff member.
• Transfer to another office and/or function and/or change in reporting lines, or placement of the complainant on special leave with full pay, with consent from the complainant / upon request by the complainant.
• Transfer of the person who allegedly engaged in retaliation, subject to relevant policies and procedures.

Disciplinary action against staff that engaged in retaliation
Retaliation constitutes misconduct and may result in disciplinary or other appropriate action. The case is referred to the Director of HR for consideration of appropriate disciplinary action.