

# SUSTAINABILITY BRIEF

## HEALTH, SAFETY & WELLBEING

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 are 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 our supply chain with whom we work with.

### 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.

### 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 ISO 14001 Environmental and ISO 45001 Occupational Health and Safety Management Systems. 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 everyone 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.

### 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.

### 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.



## — 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 Reportable Incident; Lost Time Accidents; Lost Workdays; Lost Time Accident Rate; and Accident Severity Rate (Table 1 and Table 2).

In FY2023/24, the lost time accident rate was calculated as 2.70, and the safety index was calculated as 4.64. Evaluation of the causes of accidents allows us to take appropriate actions to address concerns and ensure the health and safety of our workforce.

**Table 1. Safety Performance**

Indicator	2021/22	2022/23	2023/24
Reportable Incident	1,008	1,542	1,052
Lost Time Accident	507	582	485
Minor Accident	489	569	465
Major Accident	17	11	19
Fatalities	1	1	1
Lost Workdays	681	504	1,040
Lost Time Accident Rate	3.66	3.61	2.70
Accident Severity Rate	4.91	3.13	5.80
Safety Index	5.61	5.52	4.64



**Table 2. Definitions For Safety Performance Indicators**

Indicator	Definition
Reportable Incident	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”
Lost Time Accident	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.
Minor Accident	Any lost time injury causing up to a maximum 2 (two) lost workdays.
Major Accident	Any lost time injury causing more than 2 (two) days lost workdays.
Fatalities	Any accident which causes death or total permanent disability.
Lost Workdays	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.
Total Reportable Incident Rate	= $\frac{\text{Total reportable incidents} \times 200,000}{\text{Total Hours Worked}}$
Lost Time Accident Rate	= $\frac{\text{Total Lost Time Accidents} \times 200,000}{\text{Total Hours Worked}}$
Accident Severity Rate	= $\frac{\text{Total Lost Workdays} \times 200,000}{\text{Total Hours Worked}}$



## Workforce Composition

More than 15,000 people work for the Group, 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. In FY23/24, there are no temporary workers in our operations.

**Table 3. Number of Employees**

Country	Men	Women	Total
Indonesia	11,514	3,795	15,309
Malaysia	262	79	341
<b>Total Group</b>	<b>11,776</b>	<b>3,874</b>	<b>15,650</b>

Job Category	Men	Women	Total
Workers	11,194	3,707	14,901
Middle Management	479	155	634
Senior Management	94	12	106
Board	9	0	9
<b>Total Group</b>	<b>11,776</b>	<b>3,874</b>	<b>15,650</b>

## Gender Equality

Currently women represent 25% 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.

## 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.

## 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.

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.

**Table 4. Minimum Wages and Starting Salaries\***

Location	Minimum Wage	Male Salary	Female Salary
Central Kalimantan – Seruyan	3,594,096	3,594,096	3,594,096
Central Kalimantan – Kotim	3,265,860	3,265,860	3,265,860
East Kalimantan – Penajam	3,561,020	3,561,020	3,561,020
West Kalimantan – Ketapang	3,085,615	3,085,615	3,085,615
West Kalimantan – Sintang	2,771,035	2,771,035	2,771,035
Papua – Nabire	3,864,696	3,864,696	3,864,696

\*Entry level wage (IDR) for male and female employees.

## 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 Environmental and Occupational Health and Safety, Certification Standards, Human Rights, Social Requirements, Agronomy, Local Laws and Regulations, Conservation and more.

## 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.



## 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 of the person who allegedly engaged in retaliation, subject to relevant policies and procedures.
-  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.

### — 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.

