

RESEARCH & DEVELOPMENT

Evolving consumer trends and changing regulatory landscapes have resulted in a need for more customised solutions and differentiated products. Our customer first approach has allowed us to lead the way in providing healthier, premium quality products with no partially hydrogenated oils (PHOs) and healthier options that meet our customers' requirements.

At Mewah, our passion for innovation drives excellence in fulfilling customers' demand and expectations. Innovation is crucial for driving future growth and building a stronger business. Our approach is customer-centric with a clear focus on the customer, the market, quality, operations and cost control. R&D is a catalyst for change in product innovation and helps to fuel our customers' growth. We strive to develop value added products that are differentiated and deliver distinctive value.

This past year we have successfully developed products in line with global health trends, giving our customers a competitive edge in various markets. Increased customer support and engagement had also enabled our team to better understand our customers' needs and provide them with personalised service. The result was positive customer experience and business outcomes.

The development of R&D capacity and capability to support sustainable growth is integral to our long term strategic planning. Determined to set industry standards, in the past year we have expanded both our R&D capacity and capability through acquiring equipment to help in our development work as well as hiring personnel with industry and regulatory expertise.

Our Innovation and Knowledge Management Centre (IKMC) is an incubator for translating customer insights and needs into commercialised solutions. Our activities involve coming out with solutions which not only meet customer and market needs today, but also resilient to the changing world of tomorrow. This keeps Mewah at the forefront of consumer trends.

The cornerstone of our R&D activities is our highly dedicated team, our most valuable asset. Our team consists of scientists, engineers and technologists



with expertise in lipid science, dairy, bakery, frying, confectionary, pre-mix, non-food, biodiesel, as well as regulatory, analytical services, applications, sensory and pilot plants. We are committed to investing in our people. Motivated, well-trained and engaged employees are crucial for success. Developing future technical leaders is a high priority and we achieve this by providing rounded experience, personal development, mentoring and training opportunities. Continuous training is an important pillar of our people development manifesto.

State-of-the art facilities and latest equipment enable us to design products solutions that meet the dynamic landscape. The pilot plant allows development of solutions from raw ingredients to finished products – ready for our customers' evaluation. Additionally, we also run trials on our distinctive product formulations at the plant. In the past year we have added frying oils and fats, dairy, soap, shortening and margarines capabilities and other enhancements.

We have a well-equipped application and sensory facility to ensure that solutions provided meet their intended purposes. Our solutions are tested using industry standard food preparation equipment, currently used by many of our food customers. Qualified food practitioners staff the Application Centre.

Our R&D department for dairy products continues to develop products to widen our portfolio in line with other global dairy players. We are on track to extend our range of offerings to meet different consumer requirements across different consumer segments.

Customer-centric, we strive for excellence in delivering cost-effective and quality solutions through our passion for R&D, product innovations and good manufacturing practices. Our aim is to build technical relationships which empower lasting business results.