

RESEARCH & DEVELOPMENT

Evolving consumer trends have resulted in a need for more customised solutions and differentiated products. Our consumer first approach has allowed us to lead the way in providing healthier, premium quality products with healthier options that meet our customers' requirements.

At Mewah, our passion for innovation drives excellence in fulfilling customers' demands and expectations. We believe that innovation is crucial for driving future growth and building a stronger business. Our approach is customer-centric with a clear focus on the customer, market, quality, operations, and cost control. Research and development (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 such as non-hydrogenated puff pastry margarines and butter oil substitutes and non-hydrogenated confectionery product in cocoa butter replacer, giving our customers a competitive edge in various markets. Increased customer support and engagement also enabled our teams to better understand customers' needs and provide them with personalised service. The results were positive customer experience and improved business outcomes for us.

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 years, we have expanded both our R&D capacity and capability through acquiring new equipment to aid in our development and hired personnel with industry and regulatory expertise.

Our R&D department is incubators for translating customer insights into commercialised customer insights and needs into commercialised solutions. Our activities involve devising solutions, which not only meet customer and market needs today, but are also resilient to our changing world. This keeps Mewah at the forefront of consumer trends.

The cornerstone of our R&D activities is our highly dedicated team. They are our most valuable assets. Our team consists of scientists, engineers, and technologists with expertise in lipid science, dairy, bakery, frying, confectionary, pre-mix and seasoning, non-food, biodiesel,

as well as regulatory, analytical services, applications, and sensory and pilot plants. We are committed to investing in our people and believe that motivated, well-trained and engaged employees are crucial for success. Developing future technical leaders is a high priority and we achieve this by providing well-rounded experience, personal development, mentoring and training opportunities for all staff. Continuous training is an important pillar of our people development manifesto.

State-of-the art facilities and the 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 in our confectionery fats portfolio with cocoa butter equivalent and truffle chocolate fat.

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 and currently used by multiple food customers. The Application Centre is also staffed by qualified food practitioners. We are on track to extend our range of offerings to meet different consumer requirements across different consumer segments.

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

