



RICHTER RUBBER TECHNOLOGY SDN BHD

SUSTAINABILITY

REPORT

2024

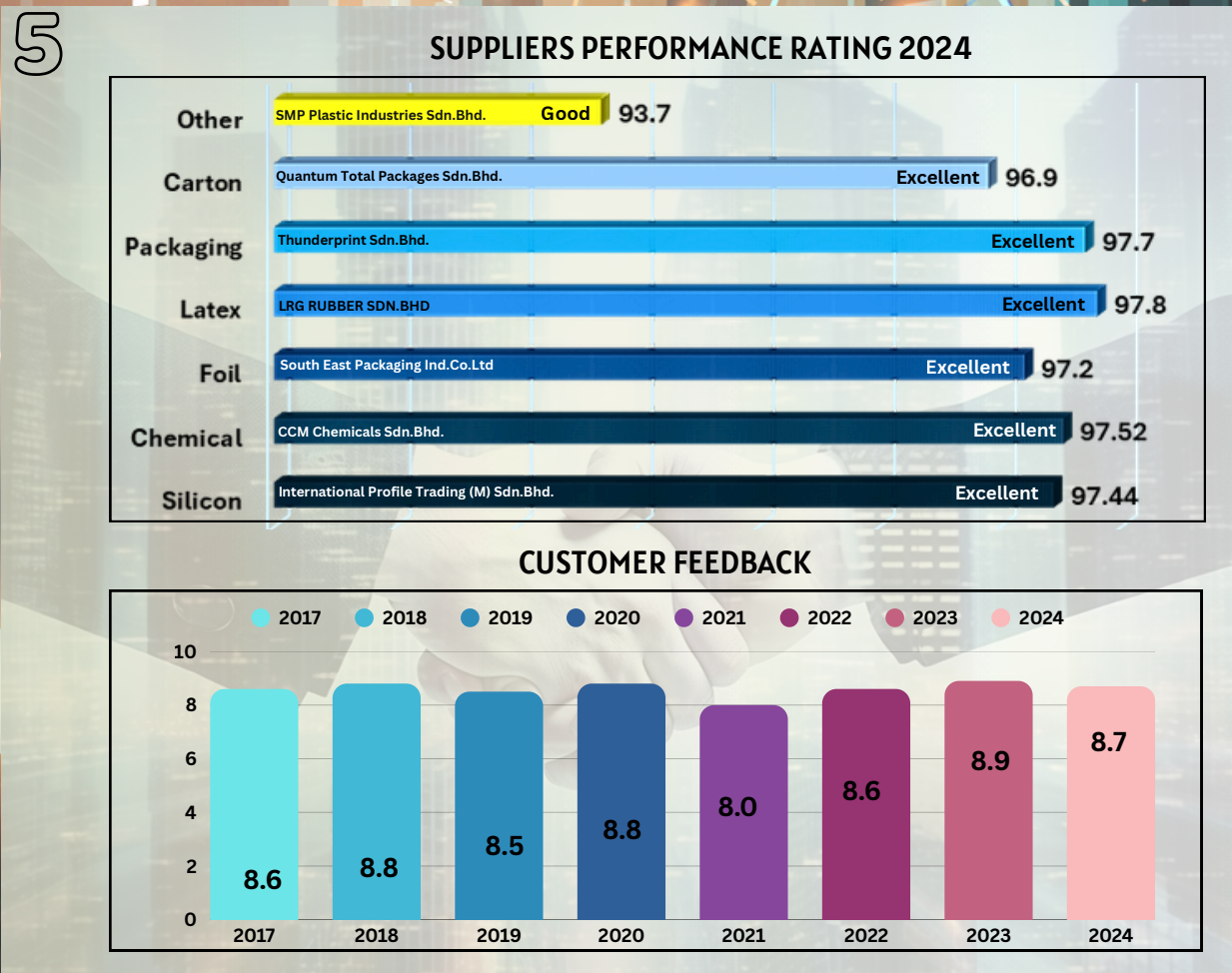
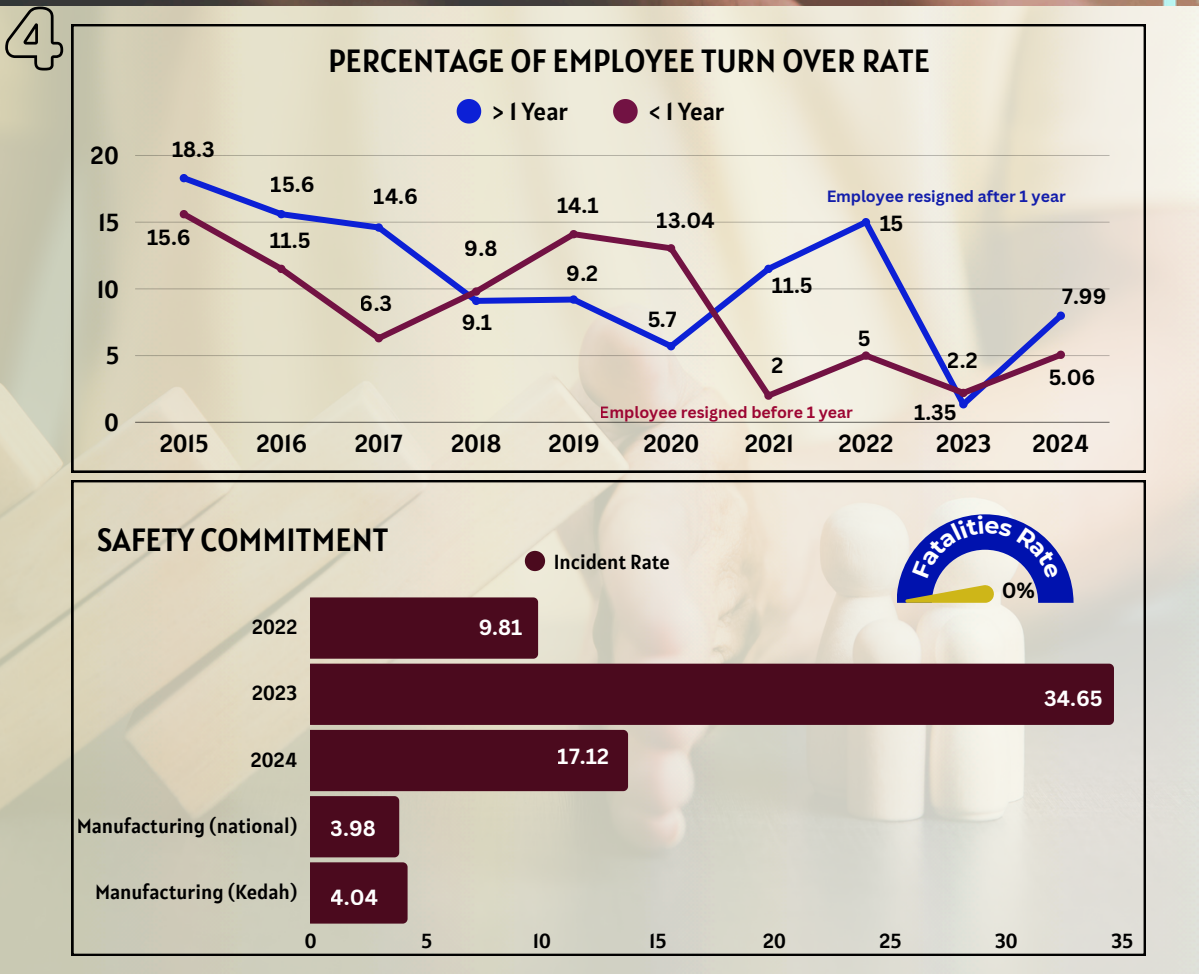
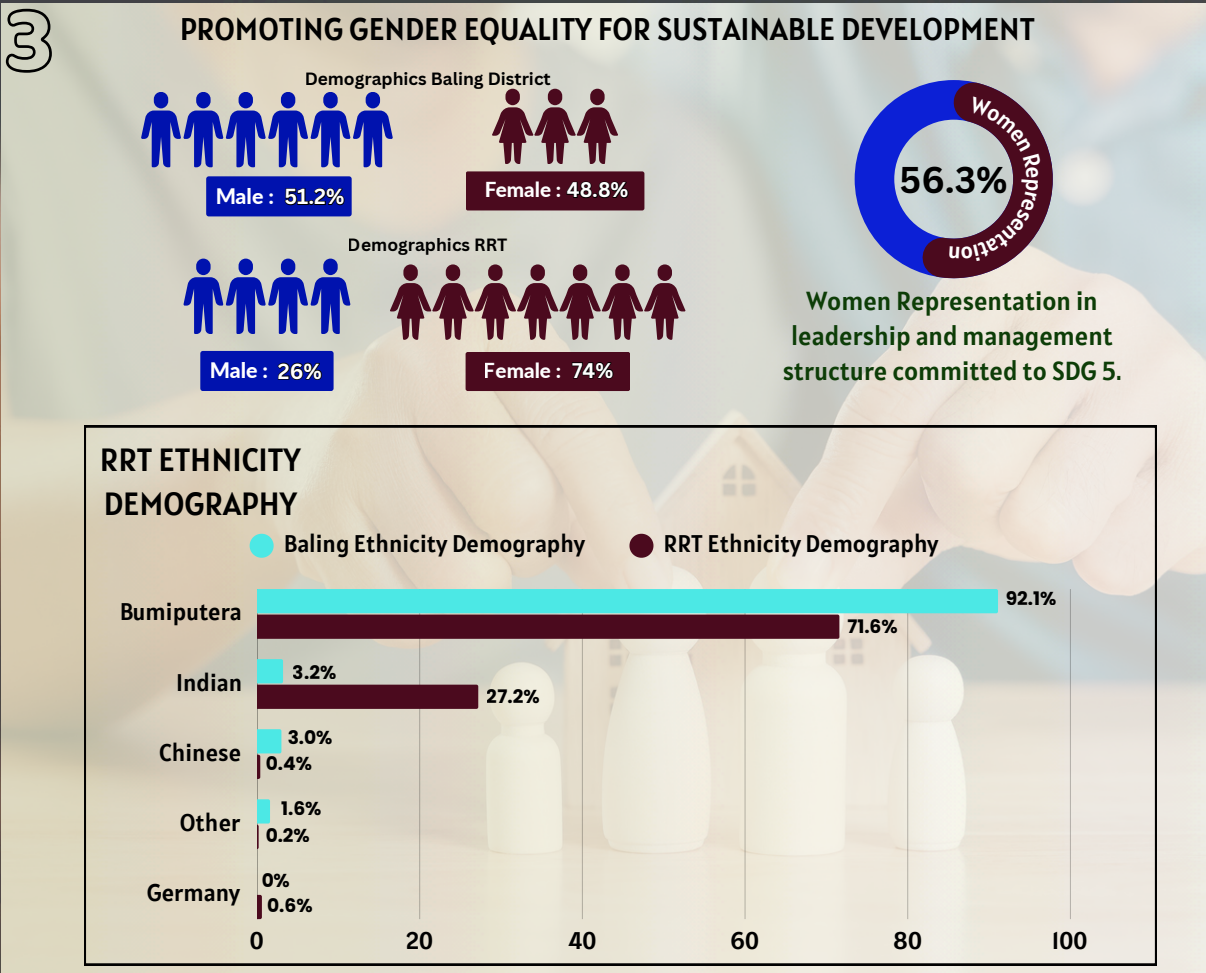
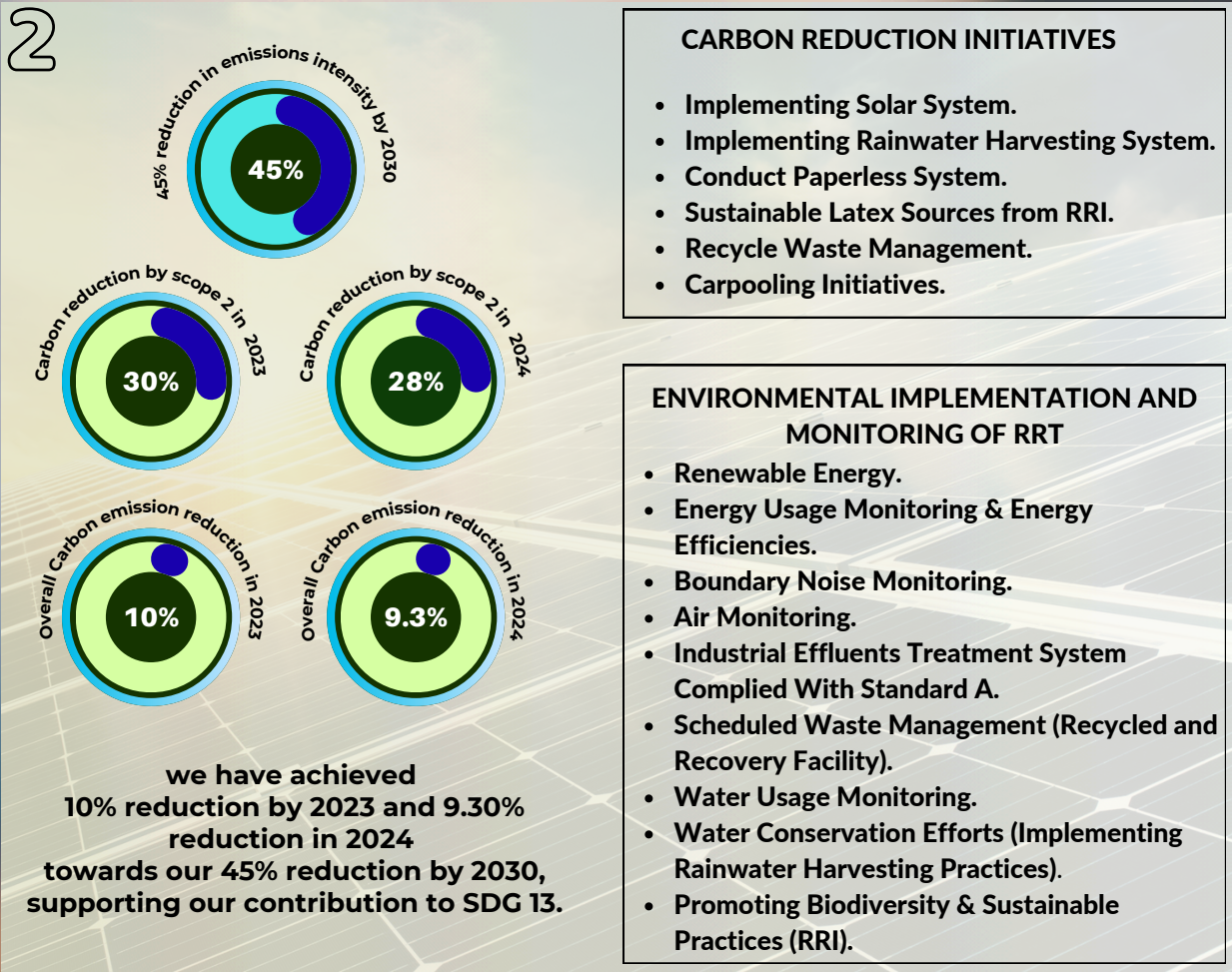
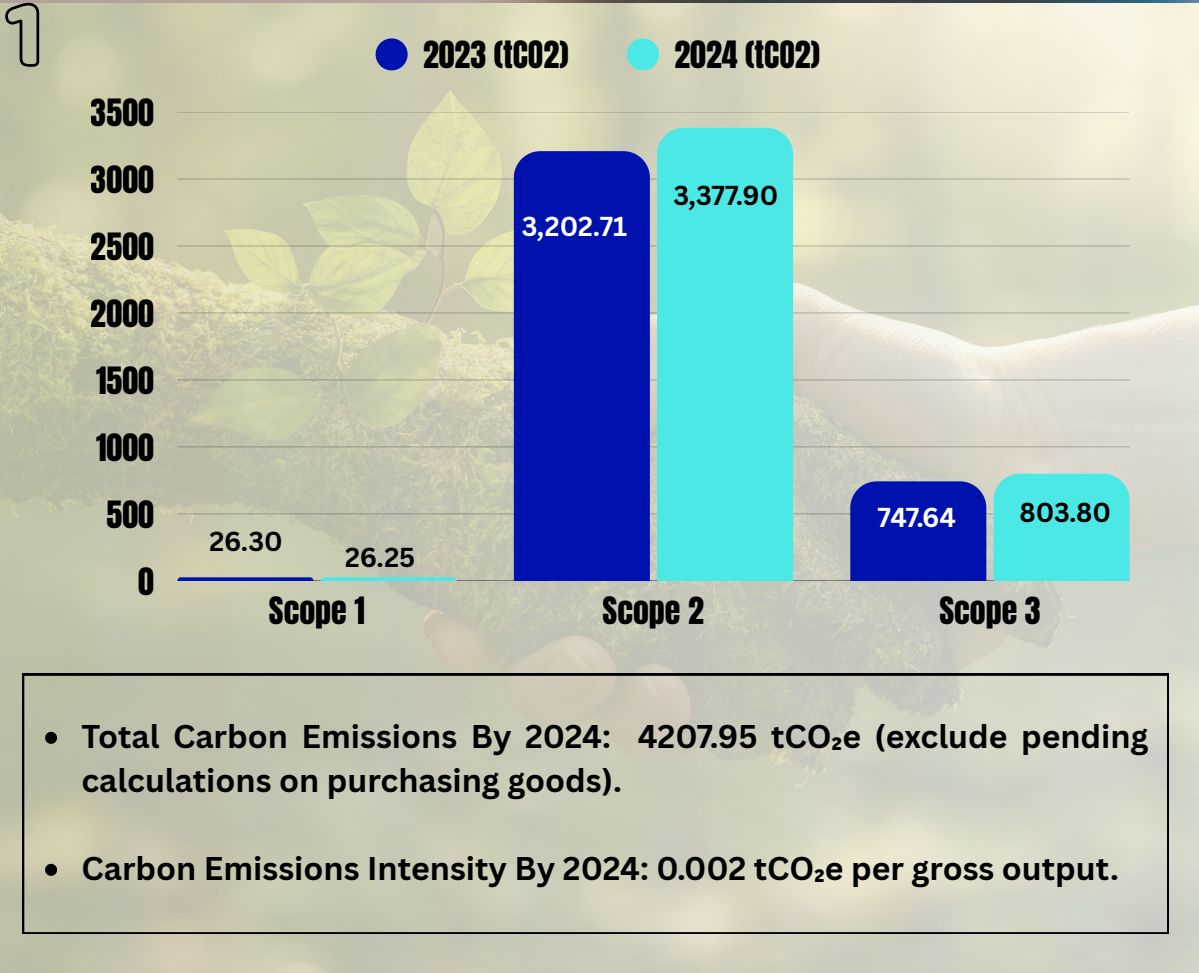


Driving Impact, Sustaining Growth

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ENVIRONMENTAL SOCIAL AND GOVERNANCE DASHBOARD 2024





Klaus Richter
Chairman & CEO

Richter Rubber Technology Sdn.Bhd

Dear Stakeholders,

As we move forward into another year, I am pleased to present the 2024 Environmental, Social, and Governance (ESG) report of Richter Rubber Technology Sdn. Bhd. This report underscores our unwavering commitment to sustainability, ethical business practices, and social responsibility.

Richter Rubber Technology Sdn.bhd, we understand the critical role ESG principles play in shaping a resilient and responsible business. We have embedded sustainability into our strategy, operations, and decision-making to create long-term value for our stakeholders.

This report highlights our ESG performance, key initiatives, and progress toward our sustainability goals. From advancing carbon reduction efforts and strengthening our commitment to diversity and inclusion to enhancing community engagement and upholding strong governance standards, we continue to drive meaningful change.

I extend my gratitude to our employees, partners, and stakeholders for their dedication and collaboration in our sustainability journey. Together, we will continue to push boundaries, embrace new opportunities, and contribute to a more sustainable and responsible future.

As we face both challenges and possibilities, I invite you to explore this report and engage with us in shaping a greener and more ethical business landscape. Your support and feedback remain invaluable as we work towards our shared sustainability ambitions.

Thank you for your continued trust in Richter Rubber Technology Sdn. Bhd.

Sincerely,

A handwritten signature in black ink, appearing to read 'Klaus Richter'.

Klaus Richter
Chairman & CEO
Richter Rubber Technology Sdn. Bhd.



OUR SUSTAINABILITY JOURNEY

Environmental Initiatives:

- Build rooftop solar panel (renewable energy).
- Implemented EMS ISO 14001.
- Air monitoring (genset units, cyclone system).
- Conducted Environmental Day (tree planting, recycled fashion show, sports).
- Upgraded Industrial Effluent Treatment System (IETS).

Social Initiatives:

- Established the RRT International Guardians team.
- Created rest area (gazebo, stone chairs), reading corner, and improve cafe).
- Followed BSCI standards (working hours, wages, permits).
- Hold employee forums, training, team building, and yearly evaluations.
- Host company dinners and internship programs.
- Received "Pay Good Master" awards.

Environmental Initiatives:

- Implemented Regenerative Rubber Initiative.

Social Initiatives:

- Upgraded year of service awards.
- Introduced new uniform colors for leaders and supervisors.
- Offered skill allowances.
- Conducted police inspections and enhance safety during the pandemic.

Environmental Initiatives:

- Upgrade Scheduled Waste storage area.
- Develop energy efficiency planning.
- Enhance paperless system implementation.
- Conduct Environmental Day and Sports Day.

Social Initiatives:

- Increase community engagement donations.
- Provide attendance allowances.
- Implement payroll and HRMIS systems.
- Implement QR code grievance system.
- Upgrade supplier risk evaluation.
- Set safety reduction targets.

2016 -
2017

2018 -
2019

2020 -
2021

2022 -
2023

2024 -
2025

2026 -
2030

Environmental Initiatives:

- Improved Scheduled Waste Management.
- Upgraded Industrial Effluent Treatment System (IETS).
- Provided Environmental Mini Lab.

Social Initiatives:

- Community engagement (donations to schools and blood drives).
- Enhanced employee engagement (medical check-ups, EPF services, attendance rewards).
- Provided leadership allowances.
- Upgraded minimum wages annually.
- Conducted mission statement competitions.
- Received Recognition Export Awards.

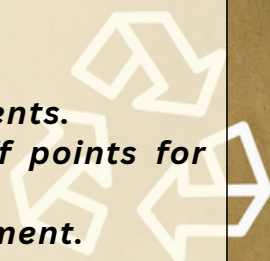


Environmental Initiatives:

- Build parking area with solar panels (renewable energy).
- Achieved 30% renewable energy use.
- Implemented sustainability enhancements.
- Utilized harvested rainwater for cleaning and backwash activities.

Social Initiatives:

- Upgraded skill allowances based on performance.
- Provided attendance allowances for selected departments.
- Build OKU parking & restroom, sick bay and drop-off points for employees.
- Implemented HIRARC Procedure and Noise Risk Assessment.
- Conducted ergonomic risk assessment.
- Implemented SGS ISO 13485 & MDD Surveillance Audit.
- Received Shared Prosperity Organizations Awards.



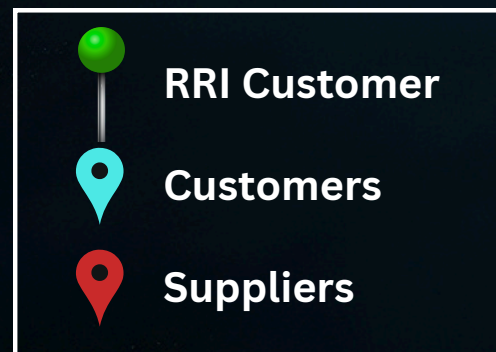
Environmental Initiatives:

- Target 40% solar energy use.
- Install solar panels on new buildings.
- Upgrade Industrial Effluent Treatment System (IETS).
- Utilize rainwater harvesting for toilet flushing and gardening.

Social Initiatives:

- Implement carpooling initiatives.
- Build multipurpose courts.
- Provide maternity dresses and T-shirts for employees.
- Minimize accidents according to targets.

Global Network of Suppliers, Customers & RRI Partners



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About RRT 

Our People, Our Principles

- In 2024, Richter Rubber Technology (RRT) is powered by a dedicated workforce of 497 individuals, united by a shared philosophy of responsibility, integrity, and sustainability. Guided by Environmental, Social, and Governance (ESG) principles, we cultivate a workplace culture built on transparency, fairness, and mutual respect.
- We believe that long-term success grows from trust with our employees, clients, suppliers, and the communities we serve. Through open communication and ethical practices, we strengthen the relationships that drive our growth and resilience.
- Sustainability remains at the heart of our journey. Every decision we make is anchored in our responsibility to protect the environment, empower people, and uphold good governance. As our Director often reminds us.
- In all we do, we strive not only to deliver excellence in our products and services but also to create lasting value for people, communities, and the planet.

“Strong relationships, built on reliability, openness, and honesty, are the soul of RRT.”

Our ESG Story at a Glance

The year 2024 marked another important chapter in RRT's journey toward sustainable growth. Guided by our commitment to Environmental, Social, and Governance (ESG) principles, we strengthened our foundations while advancing new initiatives that align with global sustainability goals and stakeholder expectations.



Looking forward, our strategy is clear: to deliver sustainable value through responsible production, ethical partnerships, and innovation. Aligned with the United Nations Sustainable Development Goals (SDGs), we aim to scale our impact on climate action, responsible consumption, decent work, and biodiversity protection.

On the environmental front, we deepened our commitment to biodiversity and sustainable latex sourcing through the Rubber Research Initiative (RRI). Agroforestry-based latex sourcing continued to expand, promoting traceability and land stewardship while reducing our environmental footprint. At the same time, our Environmental Management System (EMS – ISO 14001) re-certification reflected measurable improvements in waste reduction, energy efficiency, and compliance with international standards.



From a social perspective, our people and partnerships remained central to our progress. Customer satisfaction reached new heights, with proactive engagement, transparency, and consistent delivery driving stronger trust. Supplier performance evaluations reinforced accountability and strengthened the resilience of our supply chain. Meanwhile, employees benefited from training, workplace safety, and inclusive engagement initiatives that fostered loyalty and growth.

This report reflects not only our progress but also our unwavering belief that sustainability is the path to resilience and long-term success. By working together with employees, suppliers, customers, and communities. We are shaping a business that is responsible today and prepared for tomorrow.

On the governance side, we upheld the highest standards of integrity and compliance. With renewed MDR certification, a successful SMETA audit, and robust policies covering ethics, anti-bribery, human rights, and modern slavery, we demonstrated transparency and accountability across all operations. The oversight of our board and leadership ensured ESG principles remained embedded into our strategic decision-making.



Our ESG Strategy & Goals

At RRT, sustainability is not just a responsibility, it is our growth strategy. Our ESG framework is designed to balance environmental stewardship, social progress, and governance excellence, ensuring long-term value for all stakeholders. In 2024, our strategy centered on expanding sustainable latex sourcing, enhancing operational efficiency, and strengthening trust across our value chain.

Our goals are clear and measurable to reduce our environmental footprint through agroforestry partnerships, increase supplier accountability with structured performance reviews, improve customer satisfaction through continuous engagement, and foster a workplace where safety, inclusivity, and well-being are prioritized. These goals are supported by strong governance oversight, ensuring integrity and compliance in every aspect of our operations.





Regenerative Rubber Initiative (RRI)



RRT continues to play an active role in the Regenerative Rubber Initiative (RRI), an international collaboration focused on creating a rubber industry that goes beyond sustainability to actively restore ecosystems, improve livelihoods, and build long-term resilience. In 2024, we strengthened our engagement through field visits in Southern Thailand, where stakeholders including brands, NGOs, processors, and researchers were given first-hand insights into agroforestry farms, latex collection points, and processing facilities. These visits reinforced our commitment to regenerative land management, biodiversity protection, and fair pricing models, ensuring that natural rubber production not only reduces harm but actively contributes to ecosystem restoration and community well-being.

 [Regenerative Rubber Initiative](#)





RRT's initiatives contribute directly to the United Nations Sustainable Development Goals (SDGs), reinforcing our role in building a more sustainable future. In 2024, we advanced progress on goals such as:

SDG 3 (Good Health and Well-being)

Prioritizing employee health and safety through strict workplace safety measures, medical benefits, and well-being programs.

SDG 5 (Gender Equality)

Promoting equal opportunities, diversity, and inclusion across our workforce.

SDG 8 (Decent Work and Economic Growth)

Providing safe, fair, and inclusive opportunities for employees and suppliers, while supporting local communities.

SDG 12 (Responsible Consumption and Production)

Driving traceability and responsible sourcing of latex through agroforestry practices and sustainable supply chain management.

SDG 13 (Climate Action)

Reducing carbon emissions, improving energy efficiency, and enhancing resilience through sustainable land management practices.

SDG 15 (Life on Land)

Supporting biodiversity protection, ecosystem restoration, and sustainable agroforestry farming.

SDG 17 (Partnerships for the Goals)

Collaborating with stakeholders, suppliers, and customers to advance sustainability together.

SDG 16 (Peace, Justice, and Strong Institutions)

Upholding ethical business practices, anti-corruption measures, and transparent governance policies.

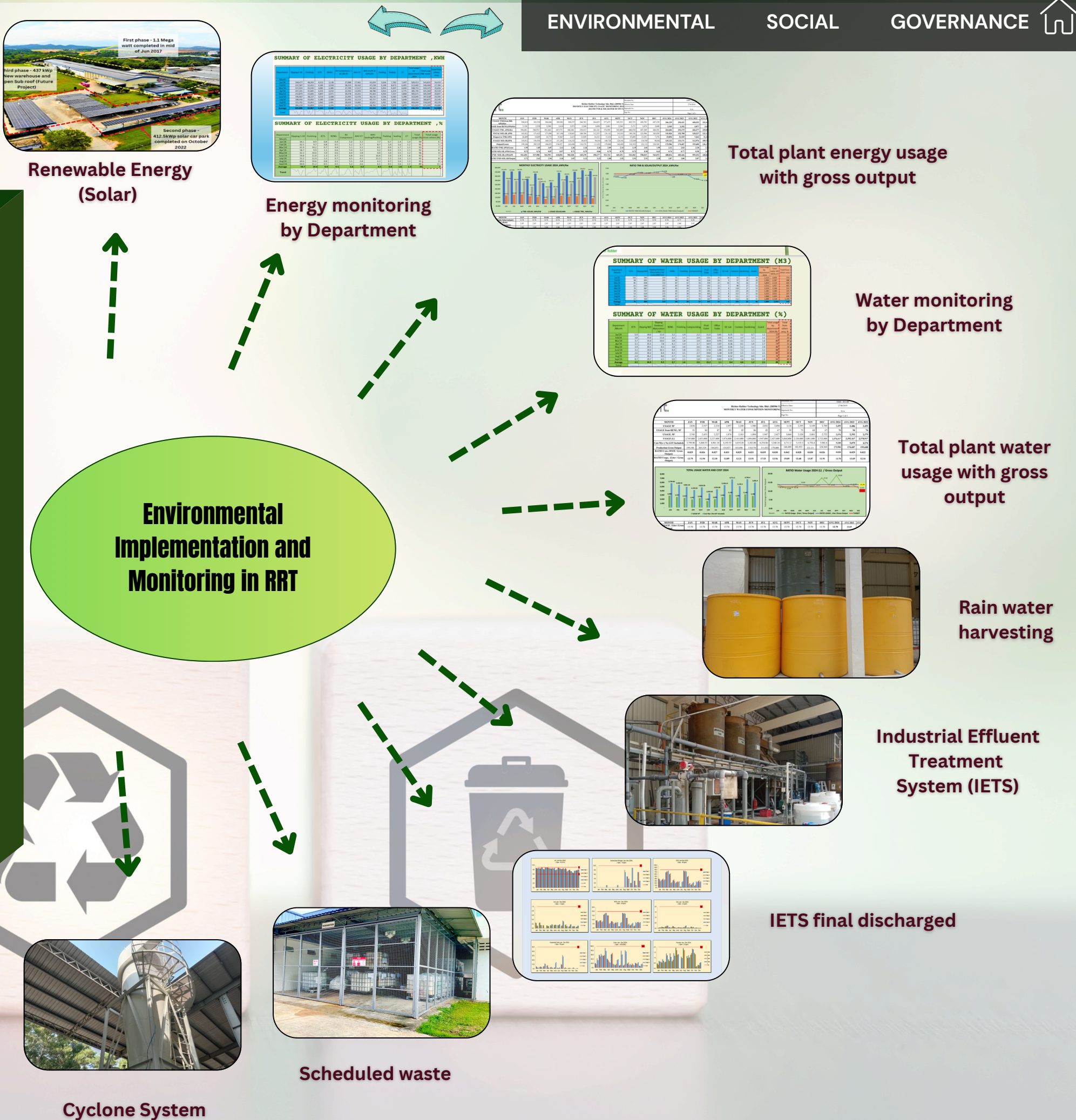
Environmental Management System (EMS - ISO 14001)

Our ISO 14001-certified Environmental Management System (EMS) provides a robust framework for monitoring, controlling, and improving environmental performance across our operations. In 2024, RRT successfully achieved re-certification, with auditors recognizing measurable progress in reducing waste, improving energy efficiency, and optimizing resource use. By embedding environmental awareness into our daily operations, we ensure that sustainability is not an afterthought, but a continuous process of improvement that drives both compliance and positive environmental outcomes.



ISO14001

Certificate of ISO-14001

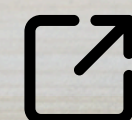
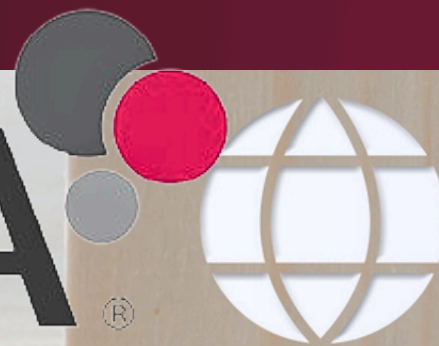




SMETA (Sedex Members Ethical Trade Audit)

RRT is committed to responsible and ethical business practices, with a strong focus on fair working conditions, employee welfare, human rights, health and safety, and ethical business conduct. Through our SMETA assessment, we continuously review our workplace practices against recognised ethical trade principles and identify opportunities for improvement. We promote a respectful, safe and inclusive working environment while maintaining responsible practices throughout our operations.

SMETA



SMETA Audit Rating

ES



ESG as the Foundation of Responsible Growth.



ENVIRONMENTAL

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GOVERNANCE



At RRT, Environmental, Social, and Governance (ESG) principles are not viewed as separate initiatives, but as the foundation of how we operate responsibly and sustainably. Guided by the Global Reporting Initiative (GRI) standards and aligned with the United Nations Sustainable Development Goals (SDGs).

We integrate ESG across every aspect of our business, from environmental protection and employee welfare to ethical sourcing and strong governance. This approach reflects our belief that long-term business growth can only be achieved when we create shared value for our stakeholders, society, and the environment.





PLANET

Advancing Our Environmental Commitments in 2024

At Richter Rubber Technology, sustainability continues to be a core pillar of how we operate and grow. In 2024, we are deepening our commitment to responsible environmental practices, focusing on long-term impact and meaningful change.

As a trusted innovator in condom and condom machinery production, we recognize the environmental responsibilities that come with our role. With German engineering driving precision at our facilities in Malaysia, we are advancing our environmental goals through smarter energy use, increased solar adoption, and sustainable design integration.

This year, our focus has expanded from reducing emissions and managing waste to strengthening biodiversity protection and accelerating our transition toward renewable energy. These efforts are not just actions; they represent our promise to the future.



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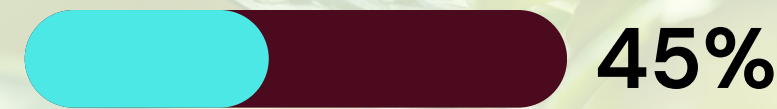


- Emission Reduction
- Energy Conservation
- Water Conservation
- Industrial Effluent Treatment System (IETS)
- Air Monitoring
- Boundary Noise Monitoring
- Waste Management System
- Biodiversity Conservation

***“Protecting today’s
resources is the
foundation for
tomorrow’s prosperity”***

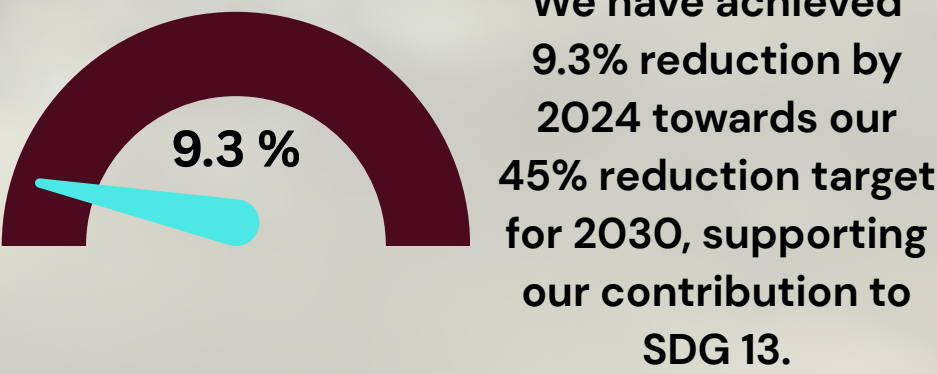
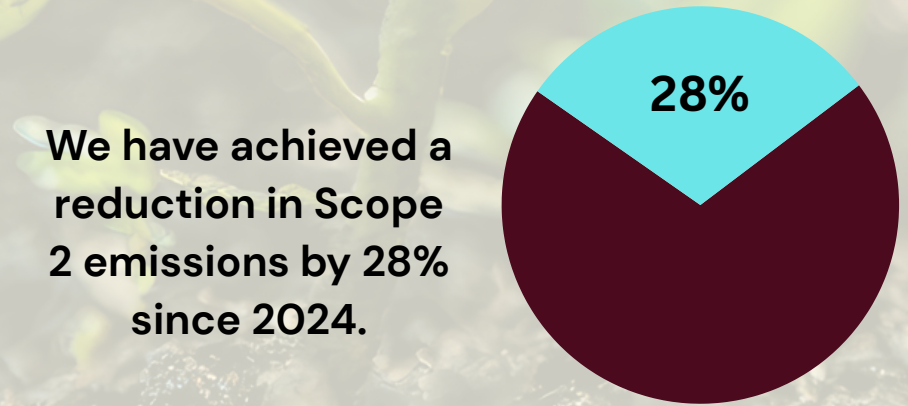
Our Path to Lower Emissions

Richter Rubber Technology is fully committed to **SDG 13: Climate Action**, with a clear emission reduction target of **45% by 2030 (baseline 2010)** and **Net Zero by 2050**.



Progress by Scopes

To date, we have achieved a 28% reduction in Scope 2 emissions through renewable energy initiatives and a 9.3% overall reduction across Scope 1, 2, and 3 emissions, demonstrating steady progress toward our 2030 goal.



Initiatives Implemented

Our key initiatives include the installation of solar panels in 2017, which continue to improve renewable energy usage, and the sourcing of sustainable natural latex under the Regenerative Rubber Initiative (RRI). These actions reduce both operational emissions and supply chain impacts.

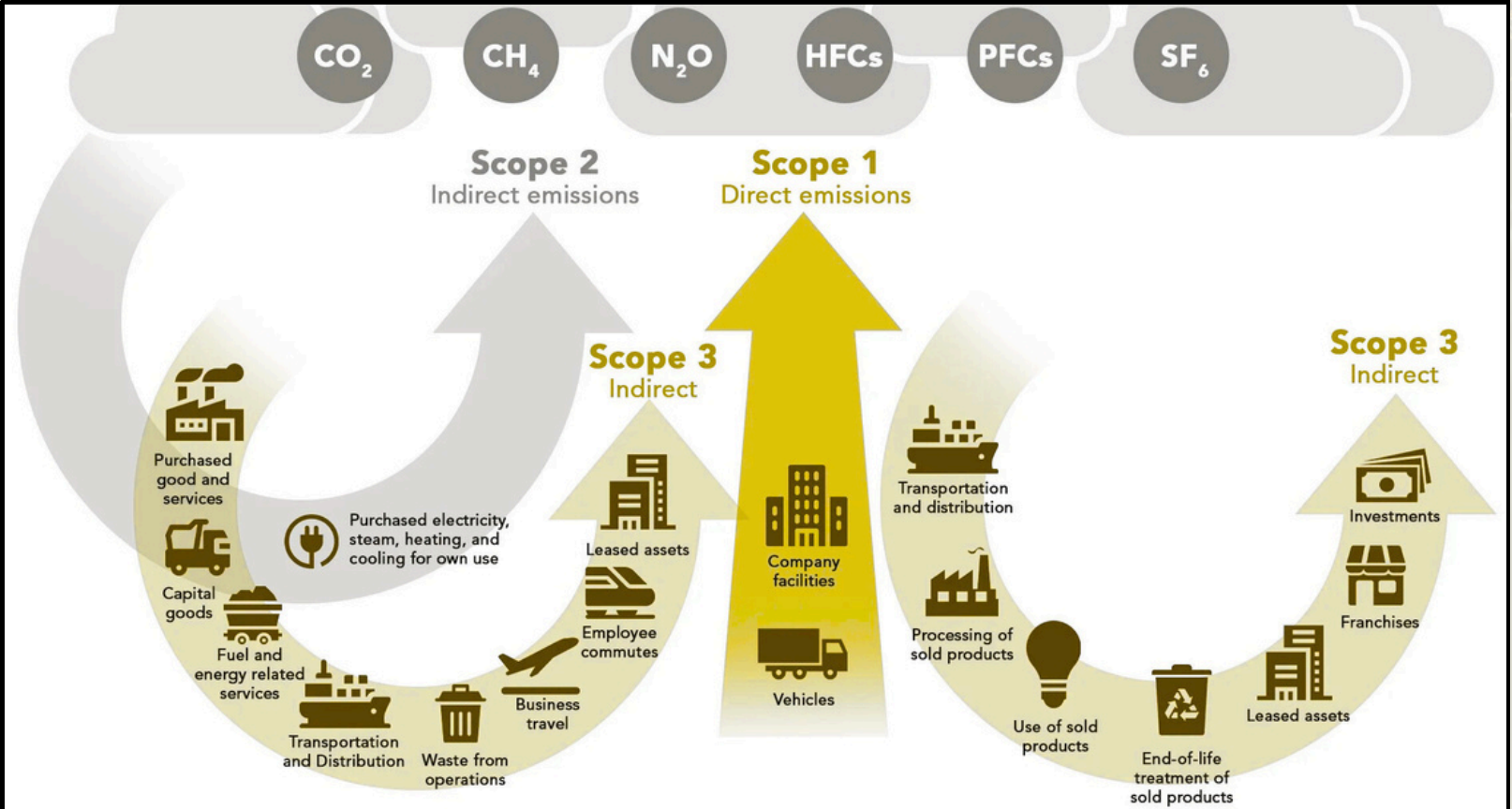
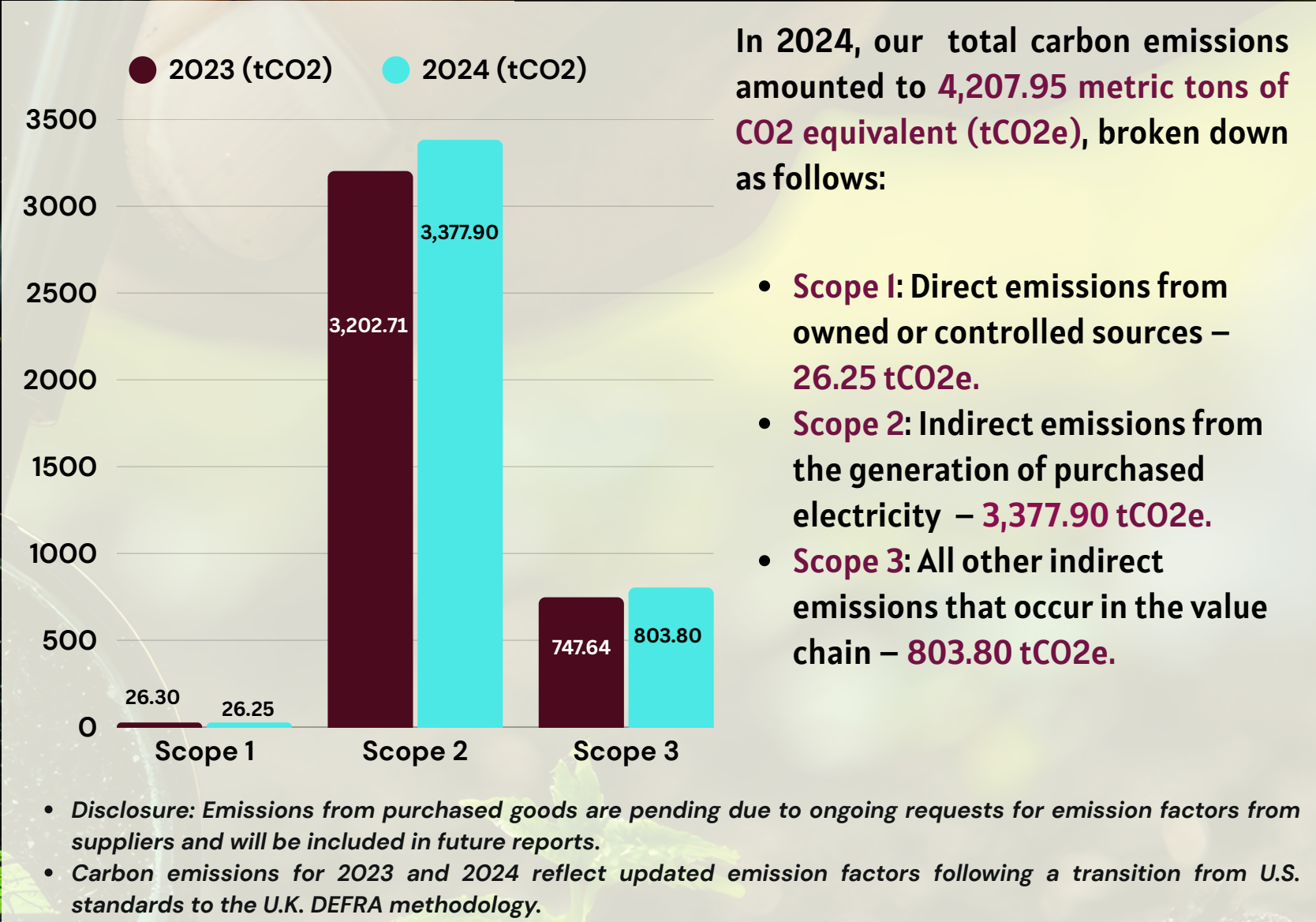
Scope 3 Future Plans

For Scope 3 emissions, we are preparing additional measures such as a carpooling initiative for employees, supplier risk assessments, and promoting sustainable logistics solutions. These initiatives are in progress and will be implemented gradually.

Customer Alignment

Furthermore, our customers increasingly recognize the value of RRI latex, which emphasizes sustainability, biodiversity, and fair income for farmers, reinforcing our low-carbon and responsible sourcing strategy.

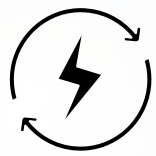
 [Our reporting on carbon emission](#)





Optimizing Energy for a Greener Future

Energy at the Core of Sustainability



The important of energy is sustainability

Energy plays a central role in our sustainability strategy



Energy efficiency efforts

We continuously improve how energy is used across our operation



Monitoring & Innovation

Advanced tracking systems allow us to monitor real-time energy usage



Team awareness & collaboration

Our success in energy management is a team effort



Planning for the future

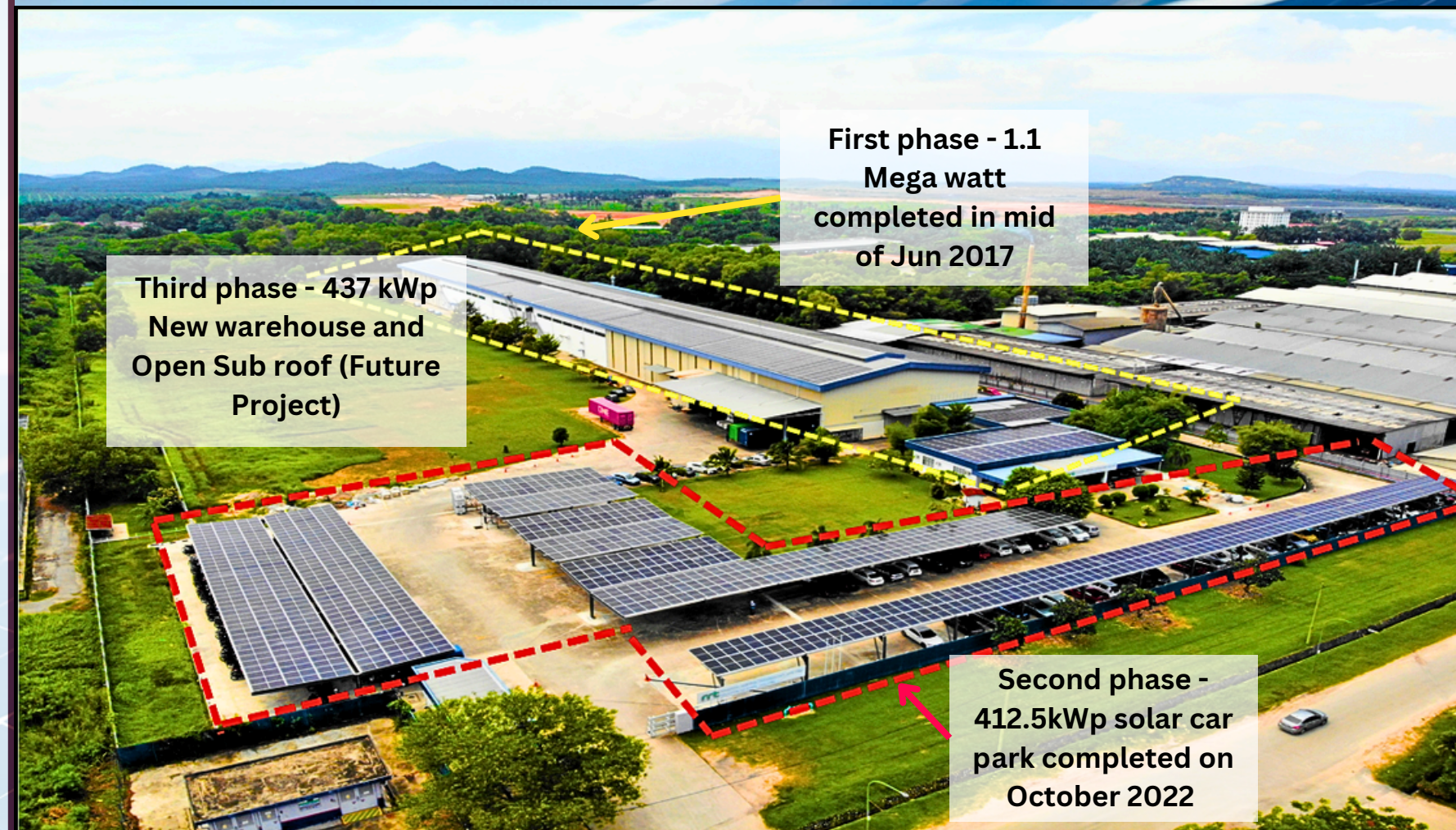
We are committed to long-term solutions



[Access to more on energy efficiency.](#)

Solar Energy for Sustainable Operations

At the core of our sustainability efforts this year is a continued commitment to renewable energy integration across our operations. Building on our progress, we've expanded our use of clean energy sources to further reduce emissions, improve efficiency, and support a resilient, low-carbon future.



[See more on solar energy.](#)



Responsible Water Management

We rely primarily on treated water supplied by SADA for our operational needs. To manage our consumption responsibly, we have installed water meters across key areas to monitor usage and identify efficiency opportunities.

In line with our sustainability goals, we have also implemented a rainwater harvesting system, currently used for backwashing activities and gardening. This initiative is being expanded gradually to reduce our reliance on treated freshwater and lower our water footprint over time.

 [Access details on our water conservation effort](#)



Water is the Source of Life and Responsibility



Industrial Effluent Treatment System

Our Industrial Effluent Treatment System (IETS) plays a critical role in ensuring all wastewater generated from our operations is treated in compliance with environmental regulations. The system is designed to remove pollutants effectively before discharge, and routine monitoring is conducted to maintain performance and regulatory standards.

Continuous improvement measures have been implemented to enhance treatment efficiency and ensure consistent water quality. This reflects our ongoing commitment to responsible wastewater management and environmental protection.

 [Access details on Industrial Effluent Treatment System \(IETS\)](#)





Clean Air, Clear Commitment



At Richter Rubber Technology Sdn. Bhd., we remain steadfast in our commitment to air quality management through continuous air emission monitoring. In line with our ESG goals, we uphold strict environmental compliance while actively minimizing our environmental footprint. Our air monitoring efforts target three key emission sources:

- Stack Emission (Cyclone Chimney).
- Genset (Standby Diesel Pump).
- Genset 350 KVA.

1. Stack Emission Monitoring

We utilize advanced stack emission monitoring systems, including cyclone chimneys, to accurately measure air pollutants emitted from stationary sources. This monitoring process is performed in accordance with:

- Malaysian Standard MS I596:2003.
- Department of Environment (DOE) requirements for the determination of particulate matter in flue gas.

2. Air Emission Monitoring for Genset Units

Air emission monitoring also covers standby equipment, such as diesel-powered generators and pumps. Although these units operate infrequently, we maintain strict adherence to the Environmental Quality (Clean Air) Regulations 2014.

Monitored Equipment:

- Standby Diesel Pumps
- 350 kVA Genset

Emission Standard Applied:

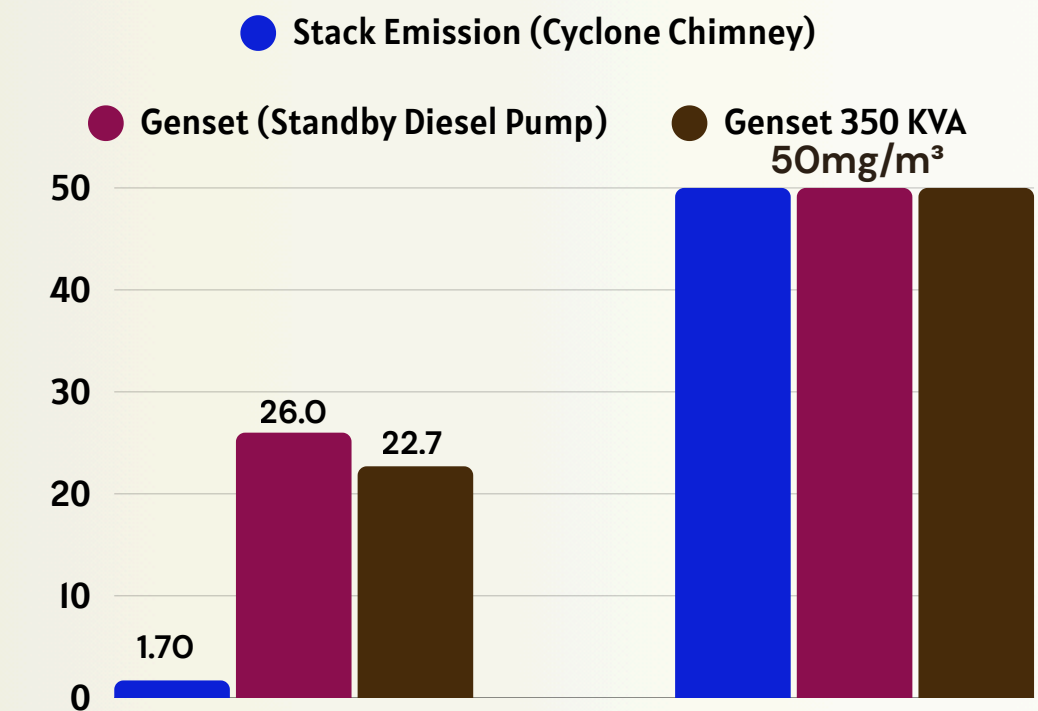
- Dark Smoke Emissions: Must not exceed Shade No. 1 on the Ringelmann Chart

3. Emission Performance

Our latest measurements show:

- Stack Emission: 1.70 mg/m³
- Genset (Standby Diesel Pump): 22.7 mg/m³
- Genset 350 KVA: 26.0 mg/m³

These results reflect our continued success in maintaining air quality performance significantly below the regulatory limit.



[Stack Emission Monitoring Report](#)

[Standby Diesel Pumps Report](#)

[350 KVA Genset Report](#)



Continued Compliance In Boundary Noise Monitoring

In 2024, we continued our proactive boundary noise monitoring to safeguard the health and well-being of surrounding communities and employees. By adhering to stringent environmental noise standards, we ensure that our operations remain in full compliance with DOE guidelines while minimizing potential impacts to the environment.

Regular monitoring not only demonstrates our compliance but also reinforces our commitment to responsible and sustainable business practices.

[Report: Boundary Noise Monitoring](#)



Objectives

The objective of the 2024 boundary noise monitoring was to measure on-site noise levels at factory boundaries during both daytime and nighttime. Monitoring was carried out at designated boundary locations in accordance with the Planning Guidelines for Environmental Noise Limit and Control (Scheduled 1 Specification).

Procedure

Noise levels were continuously measured over a 24-hour period at all monitoring points. The monitoring ensured that noise levels remained within the permissible limits, with consideration given to wind conditions not exceeding 5 m/s, in line with regulatory requirements.

Boundary Noise Monitoring.

- Daytime Limit: 70 dB(A) (7:00 am – 10:00 pm).
- Nighttime Limit: 60 dB(A) (10:00 pm – 7:00 am)
- Procedure: Noise levels measured at boundary points under DOE's Planning Guidelines for Environmental Noise Limit & Control.



Strengthening Circular Economy Practices in Waste Management

In 2024, Richter Rubber Technology Sdn. Bhd. continued to uphold stringent waste management practices across scheduled, non-scheduled, and solid waste streams. All procedures were conducted in strict compliance with DOE’s Environmental Quality (Scheduled Wastes) Regulations 2005 and ISO 14001:2015 requirements.

Regulatory Compliance

In 2024, Richter Rubber Technology Sdn. Bhd. upheld stringent waste management practices in line with DOE’s Environmental Quality (Scheduled Wastes) Regulations 2005 and ISO 14001:2015 requirements.



Scheduled Waste Management

All scheduled waste was stored for not more than 180 days or 20 metric tonnes, with extended storage requiring DOE approval, and containers were properly labelled with waste codes, dates, and generator details.



Transfer & Disposal

Handling was managed by trained personnel using PPE, with proper weighing and recording via EMS-062, and disposal only at DOE-approved premises supported by eSWIS consignment notes.



Non-Scheduled Waste Management

Recyclable, non-recyclable, and scrap materials were segregated by departments, labelled, documented (EMS-063 to EMS-066, EMS-080, EMS-081, RENG-001, EMS-004), and transferred to the warehouse for storage, contractor collection, or scrap arrangement.



Solid & Food Waste

Food waste from the canteen was segregated, weighed, and recorded in EMS-070 for handling by the canteen contractor, while solid waste from canteen and office pantries was disposed into dumpsters by cleaners, collected by vendors three times weekly, and reported monthly.



Training & Continuous Improvement

All personnel involved were trained in identification, segregation, handling, labelling, transportation, storage, and emergency response, ensuring traceability, compliance, and continuous improvement in environmental stewardship.



Procedure of
waste
management



Biodiversity conservation is central to our sustainability commitments. We recognize that healthy ecosystems are essential not only for climate stability but also for the long-term resilience of our supply chain and communities.

Regenerative Rubber Initiatives (RRI)

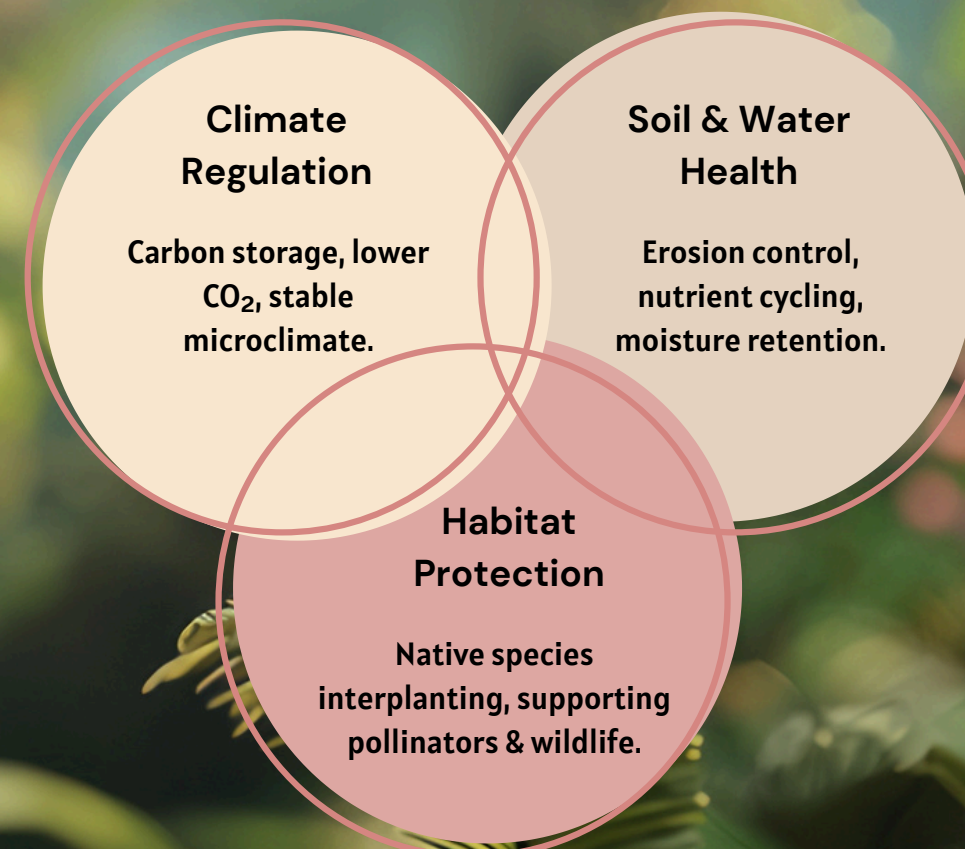
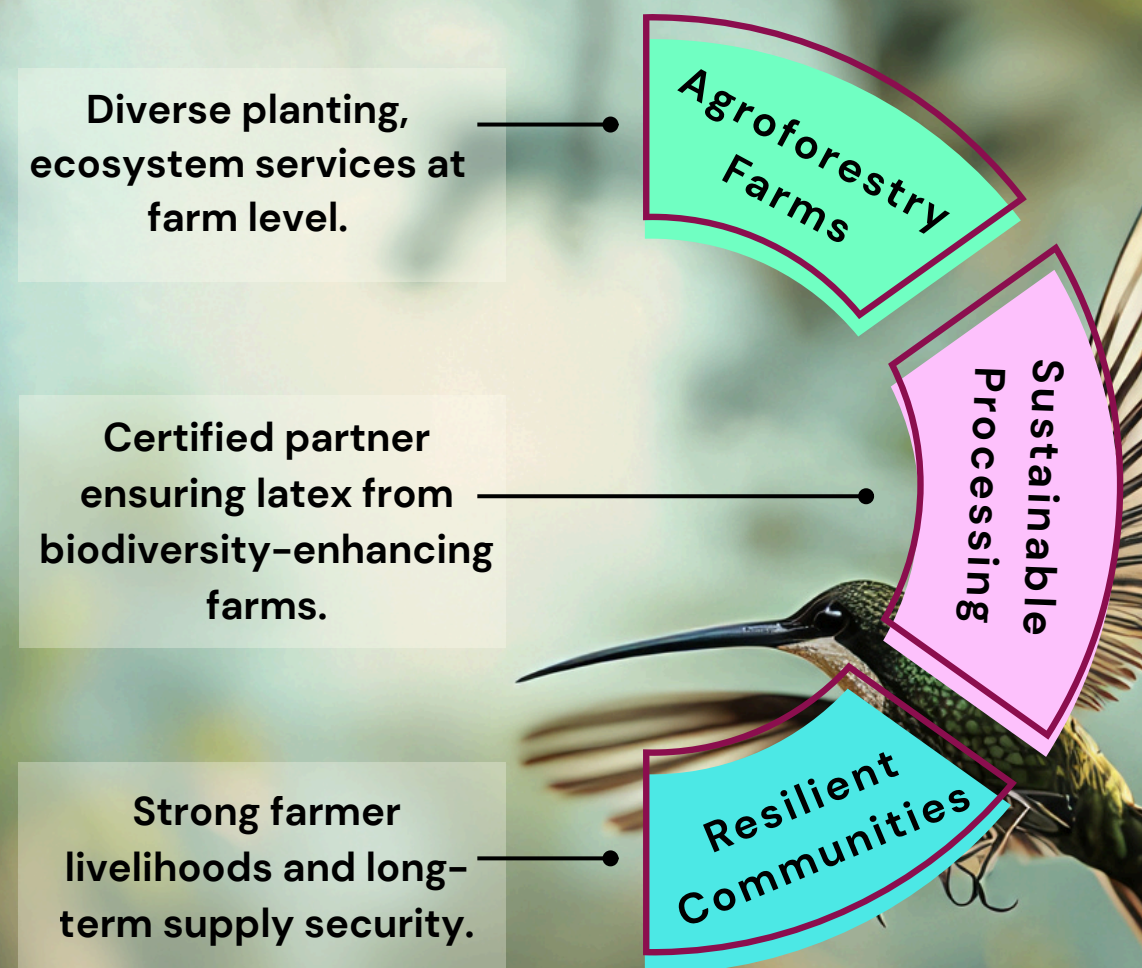
Richter Rubber Technology Sdn. Bhd. participates in the Regenerative Rubber Initiative, a pioneering program connecting farmers, processors, and brands to create a sustainable and biodiversity-positive latex supply chain. Latex is sourced from agroforestry-based rubber farms in Southern Thailand through our certified processing partner Phatthalung Paratex.

Biodiversity

Agroforestry rubber systems used in the RRI are designed to enhance biodiversity by mimicking natural forest ecosystems. Farmers interplant rubber trees with various native species, promoting habitat diversity and supporting soil health. These diverse systems contribute to:

- Lower CO₂ levels via increased carbon sequestration.
- Soil stability and erosion control through deep-rooted plants.
- Microclimate regulation, preserving moisture during dry seasons.
- Reduced need for chemical inputs, as natural decomposition recycles nutrients back into the soil.

[Learn more about biodiversity agroforestry RRI](#) 



Biodiversity at the Heart of Our Supply Chain





SOCIETY

Inspiring Growth, Driving Inclusion: Our Commitment to Human Capital

At Richter Rubber Technology, our commitment to social responsibility continues to evolve and deepen. In 2024, we reaffirm our dedication to cultivating a workplace where every individual regardless of background, identity, or role is valued, empowered, and inspired to grow.

Diversity, equity, and inclusion are not only values we uphold, but also drivers of innovation, resilience, and progress within our organization. Through strategic initiatives and people centered policies, we nurture an environment that supports well-being, promotes equal opportunity, and encourages collaborative excellence.

By celebrating differences and embracing inclusivity, we are building a workforce that reflects the strength of unity and the richness of varied perspectives. At RRT, we believe that when our people thrive, our communities flourish and that's the true measure of sustainable success.



ENVIRONMENTAL

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- Community Engagement
- Diversity, Inclusion and Equity (DEI)
- Human Right
- Safety
- Supply Chain
- Customer Engagement

***“Empowering
people.
Enriching
communities”***



Participation in the Harmony Survey (August 2024)

The organization will take part in the annual Harmony Survey to gauge employee satisfaction and engagement. Insights from the survey will guide improvements in the workplace environment and company culture.

Team Building for Management Team (December 2024)

A series of team-building exercises designed to strengthen collaboration and leadership within the management team. These activities will focus on improving communication, problem-solving, and team dynamics.



Visit our website to explore the full coverage of these activities.

Sport Day, Environmental Day, and Safety Day (November 2024)

These key events aim to foster wellness, sustainability, and safety awareness across the organization. The activities will include team sports, environmental initiatives, and safety protocols, contributing to both employee engagement and environmental responsibility.

Recognition Programs and Collaborative Initiatives 2024 Highlights

Awards Ceremony Year of Service Recognition (2024)

An awards ceremony will be held to honor employees for their years of dedicated service. This event serves as a moment of recognition and appreciation for long-standing contributions, reinforcing a culture of loyalty and respect within the organization.





Diversity, Inclusion and Equity (2024)

Our 2024 Focus

This year, our DEI efforts centered on strengthening belonging and fairness at every level of the company.

We expanded our recruitment outreach to more diverse talent pools, enhanced awareness training across departments, and created safe spaces for employee feedback.

Our commitment goes beyond policies. It's reflected in how we hire, develop, and support our people. We aim to foster a workplace that truly reflects the communities we serve.

Respecting Individual Identities

At Richter Rubber Technology Sdn. Bhd., we believe that diversity enriches our organization. We do not tolerate any form of discrimination based on race, ethnicity, gender, age, religion, disability, or any personal characteristic protected by law. Every individual deserves to be treated with dignity and fairness.

Nurturing an Inclusive Culture

In 2024, we reinforced our commitment to building an inclusive environment where every voice matters. By promoting open dialogue, empathy, and collaboration, we aim to ensure that all employees feel seen, valued, and empowered to grow.

Equal Opportunity in Growth

We are dedicated to fairness in career development and progression. In 2024, we introduced clearer pathways for promotion and mentorship, ensuring that all employees regardless of background and have the opportunity to learn, lead, and succeed.

Fostering Respect in the Workplace

A respectful culture is key to a healthy work environment. We actively encourage behavior rooted in kindness, professionalism, and mutual respect. Inappropriate conduct is not tolerated, and all concerns are addressed with care, confidentiality, and fairness.

Creating a workplace where everyone belongs, contributes, and thrives.

View Our DEI Insights

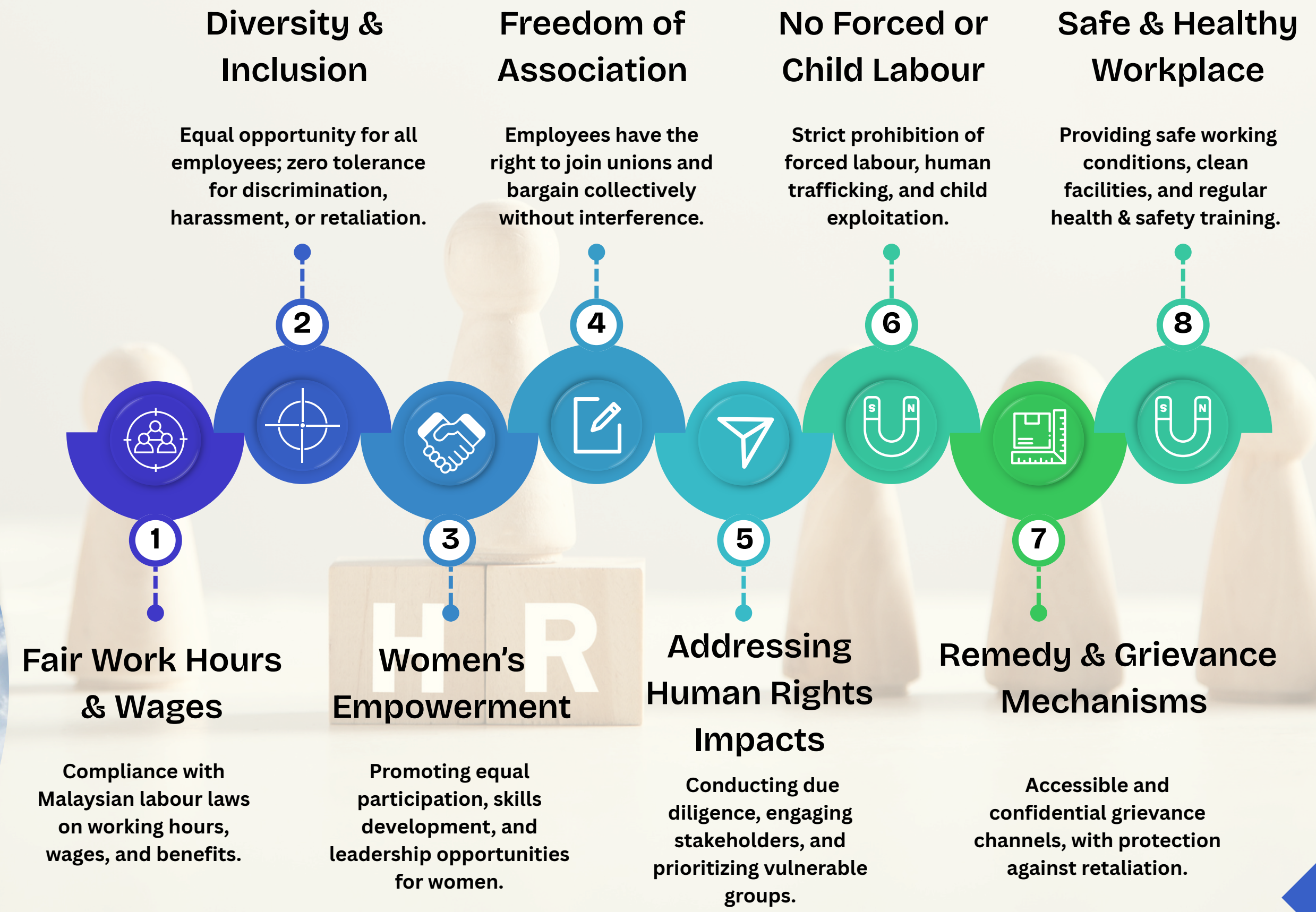
[Click here to explore our 2024 DEI metrics](#)

Dive into our interactive dashboard for gender, ethnicity, leadership diversity, and more.



Respecting and Upholding Human Rights

Human rights are the basic rights and freedoms that belong to every individual, regardless of race, gender, religion, nationality, or any other status. They include the right to be treated with dignity, fairness, equality, and respect, both in society and in the workplace.





Workforce Learning & Growth



Quality Management System (QMS)

Covers regulatory compliance, process improvement, and skill development to strengthen product quality, efficiency, and leadership.

Environmental Management System (EMS)

Focuses on sustainability practices, energy efficiency, environmental compliance, and continuous professional development for competent persons.

Safety

Ensures workplace safety through certifications, ergonomic practices, risk assessments, and compliance with safety standards.

ESG (Environmental, Social & Governance)

Builds awareness and capacity in ESG principles, framework, and reporting to align with responsible business practices.

Soft Skills & Technical Development

Enhances employee capabilities through leadership, communication, team building, project management, AI tools, and technical system training.

Our training programs are designed to enhance employee knowledge, skills, and competencies across key areas such as quality management, environmental practices, safety, ESG, and personal development. These initiatives support continuous improvement, compliance, and sustainable growth.



In accordance with the Occupational Safety and Health Act 1994, it is the policy of Richter Rubber Technology Sdn. Bhd. to ensure, as far as is reasonably practicable, the safety, health, and welfare of all employees as well as the general public while they are within our premises.



Commitment to a Safe and Healthy Workplace

 In fulfilling this commitment, we shall comply with the Occupational Safety and Health Act 1994, along with all applicable regulations, standards, and codes of practice.

 We are committed to giving priority to safety and health considerations in all aspects of our operations, services, and products.

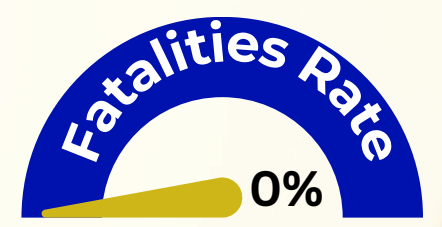
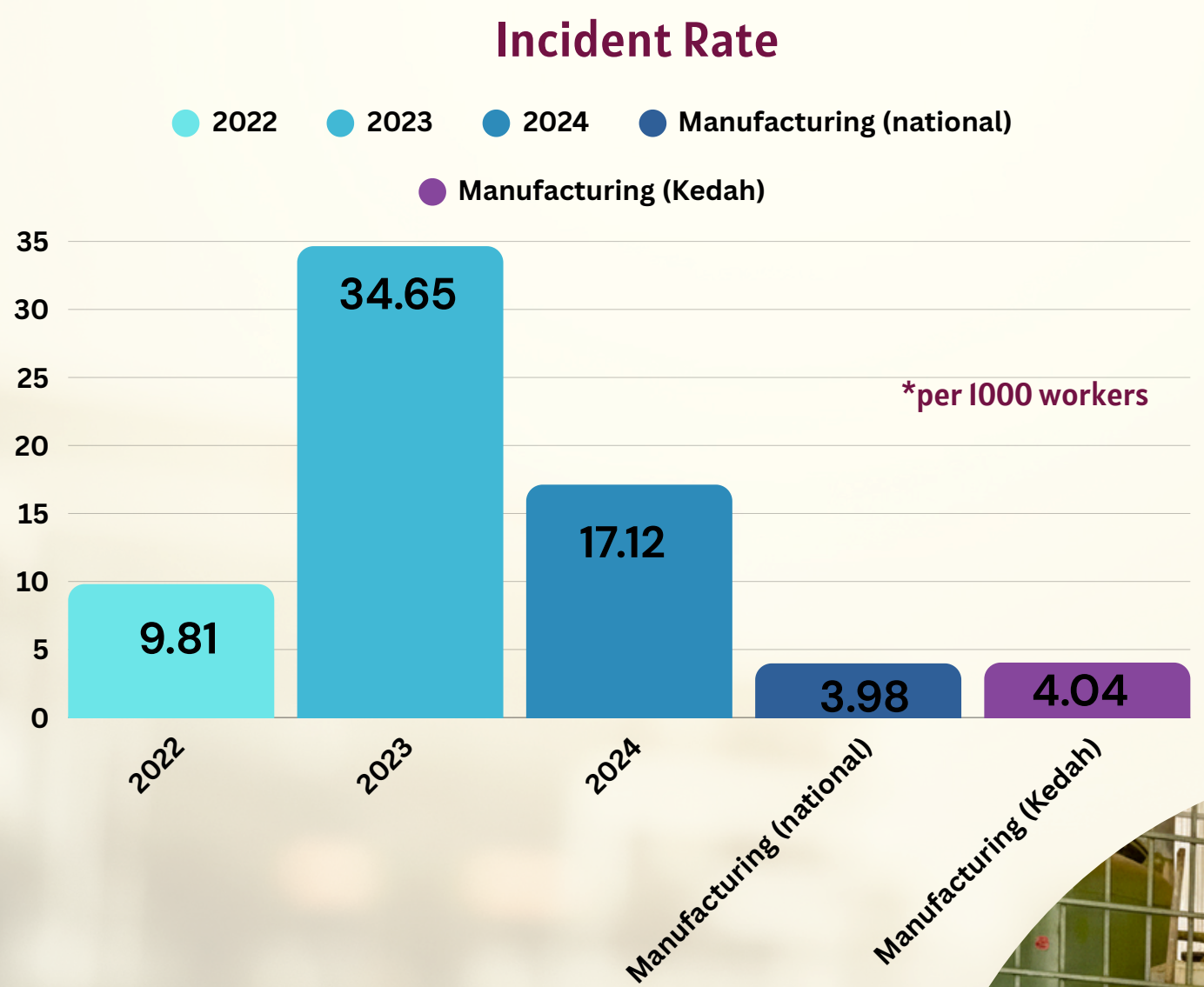
 Regular guidance, awareness programs, and training on safety and health will be conducted to cultivate and strengthen a safe working culture among our employees.

 We believe that all accidents are preventable, and it is the responsibility of every individual to work in a manner that does not endanger themselves or others.





Tracking Workplace Safety Outcomes



- Strengthen Safety Responsibility by Hierarchy**
 - Assign clear safety roles and responsibilities at all levels of the organization, from management to shop-floor employees.
 - Ensure supervisors actively monitor safe practices and lead by example.
- Continuous Safety Training & Awareness**
 - Conduct regular safety training sessions for all employees, focusing on hazard identification, safe work practices, and emergency response.
 - Refresh training programs periodically to address new risks, regulatory requirements, and lessons learned from past incidents.
- Promote a Proactive Safety Culture**
 - Encourage employees to report unsafe conditions and near misses without fear of reprisal.
 - Recognize and reward departments that demonstrate consistent safety compliance and improvements.
- Monitoring & Review**
 - Track incident trends regularly and compare them with industry benchmarks.
 - Review the effectiveness of safety measures and update action plans accordingly.

The company's incident rate recorded a significant improvement, decreasing from **34.65 in 2023 to 17.12 in 2024**. This marks a reduction of nearly half, reflecting stronger safety practices and preventive measures. However, the 2024 rate remains higher than the national manufacturing average (**3.98**) and the Kedah average (**4.04**), indicating that further improvements are still necessary.



Objective

To ensure compliance with the Occupational Safety and Health (Noise Exposure) Regulations 2019, noise risk assessments are conducted to identify and measure noise exposure levels in the workplace. Where noise levels exceed permissible limits, appropriate control measures will be implemented to safeguard employees' health and maintain safe working conditions.

Excessive Noise (EN)

- Daily noise exposure level exceeds 82.0 dB(A).. Daily personal noise dose exceeds 50%.

Daily Noise Exposure Level (DNEL)

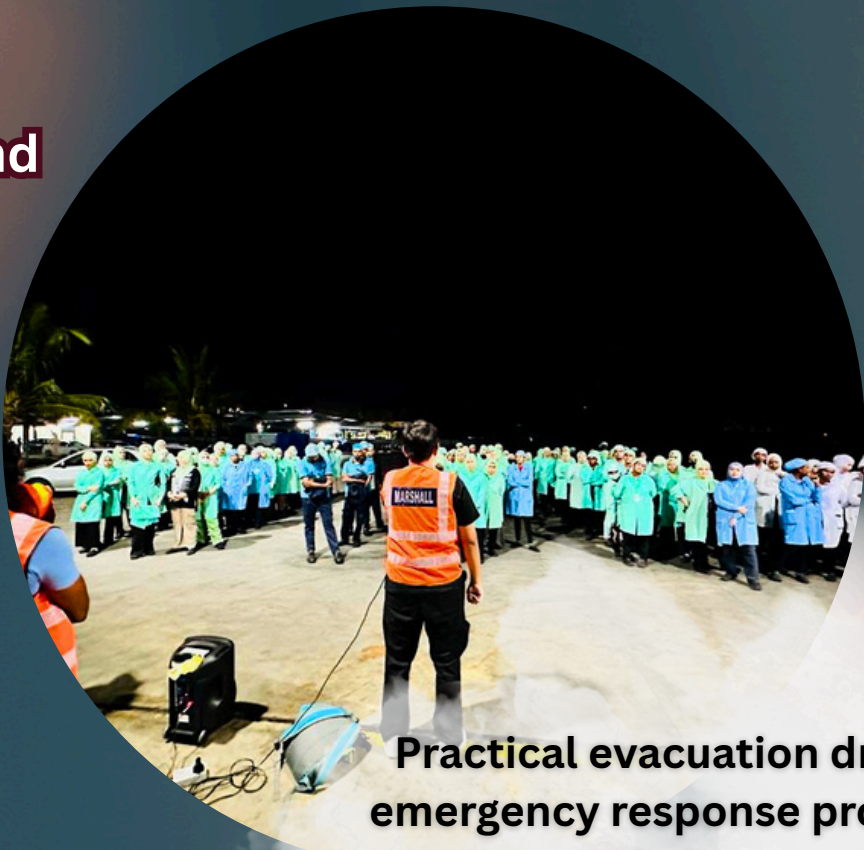
- Daily noise exposure level exceeds 85.0 dB(A).
- Daily personal noise dose exceeds 100%.
- Maximum sound pressure level (Max SPL) exceeds 115 dB(A).
- Peak sound pressure level (Peak SPL) exceeds 140 dB(C).

Assessment Details

- Date of Assessment: 13th & 18th September 2024
- Report No.: HQ/17/PEB/00/00006-2024/061



Fire Drill and Bomba Training



Practical evacuation drills and emergency response procedures were carried out, enabling employees to act quickly and safely in fire-related situations.

Confined Space Training

Specialized training sessions prepared employees to identify risks, follow entry protocols, and apply rescue procedures when working in confined spaces.



First Aid Training

Employees were trained to provide immediate and effective medical assistance during emergencies, ensuring timely response before professional help arrives.



Forklift Training

Operators were provided with hands-on guidance to handle forklifts responsibly, reducing operational hazards and promoting efficiency in material handling.



Chemical Spillage Training

This training enhanced employees understanding of safe chemical management, covering emergency containment, proper PPE application, and preventive measures to avoid exposure risks.



Sustainable Supply Chain

We are committed to fostering a sustainable and transparent supply chain by working closely with our suppliers. Our partnerships are built on ethical sourcing, environmental stewardship, and compliance with international standards. By collaborating with responsible suppliers, we ensure that the latex we use contributes to biodiversity protection, fair livelihoods, and long-term sustainability.

Supplier Performance Overview

To uphold quality and accountability, we conduct regular supplier performance evaluations covering product quality, delivery reliability, ethical compliance, and sustainability practices. These assessments help us identify strengths, address gaps, and promote continuous improvement across our supply chain.

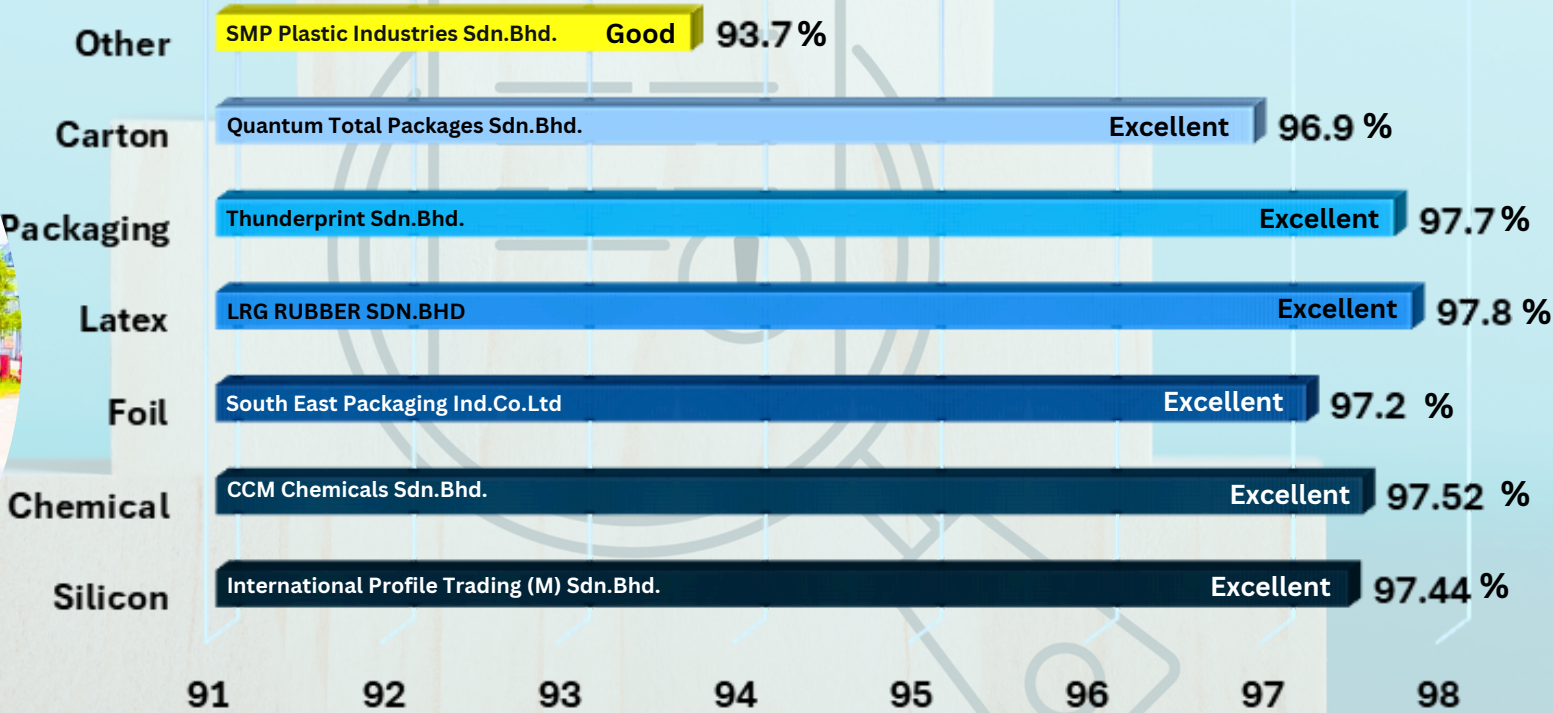


Supplier Performance Highlights 2024

To recognize outstanding contributions, we highlight the highest-rated supplier in each category. These suppliers demonstrated excellent performance in quality, sustainability, and service, strengthening our supply chain resilience.

Type of Supplier	Suppliers Name	Rating
Silicon Supplier	International Profile Trading (M) Sdn.Bhd	97.44 - (Excellent)
Chemical Supplier	CCM Chemicals Sdn.Bhd.	97.52 - (Excellent)
Foil Supplier	South East Pakaging Ind.Co.Ltd	97.2 - (Excellent)
Latex Supplier	LRG RUBBER SDN.BHD	97.8 - (Excellent)
Packaging Supplier	Thunderprint Sdn.Bhd.	97.7 - (Excellent)
Carton Supplier	Quantum Total Packages Sdn.Bhd.	96.9 - (Excellent)
Other Supplier	SMP Plastic Industries Sdn.Bhd.	93.7 - (Good)

Supplier Performance Ratings 2024



Sourcing with Responsibility, Delivering with Integrity

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From Agroforests to Industry Sustainable Latex Journey

Our natural latex is sourced from Phatthalung Paratex, a trusted supplier under the Regenerative Rubber Initiative (RRI) framework. This partnership ensures that our latex originates from agroforestry systems in Southern Thailand, verified for traceability, land use compliance, and fair farmer engagement. Certifications obtained through RRI provide assurance of responsible sourcing that aligns with both customer and regulatory expectations.

Behind our sustainable sourcing journey is a dedicated Supply Chain team, committed to quality, traceability, and responsible partnerships.

a. ISO Certificate - TH04-4861 (until 08062028) of Phatthalung Paratex Co.Ltd.

b. ISO Certificate - TH04-4862 (until 08062028) of Phatthalung Paratex Co.Ltd.



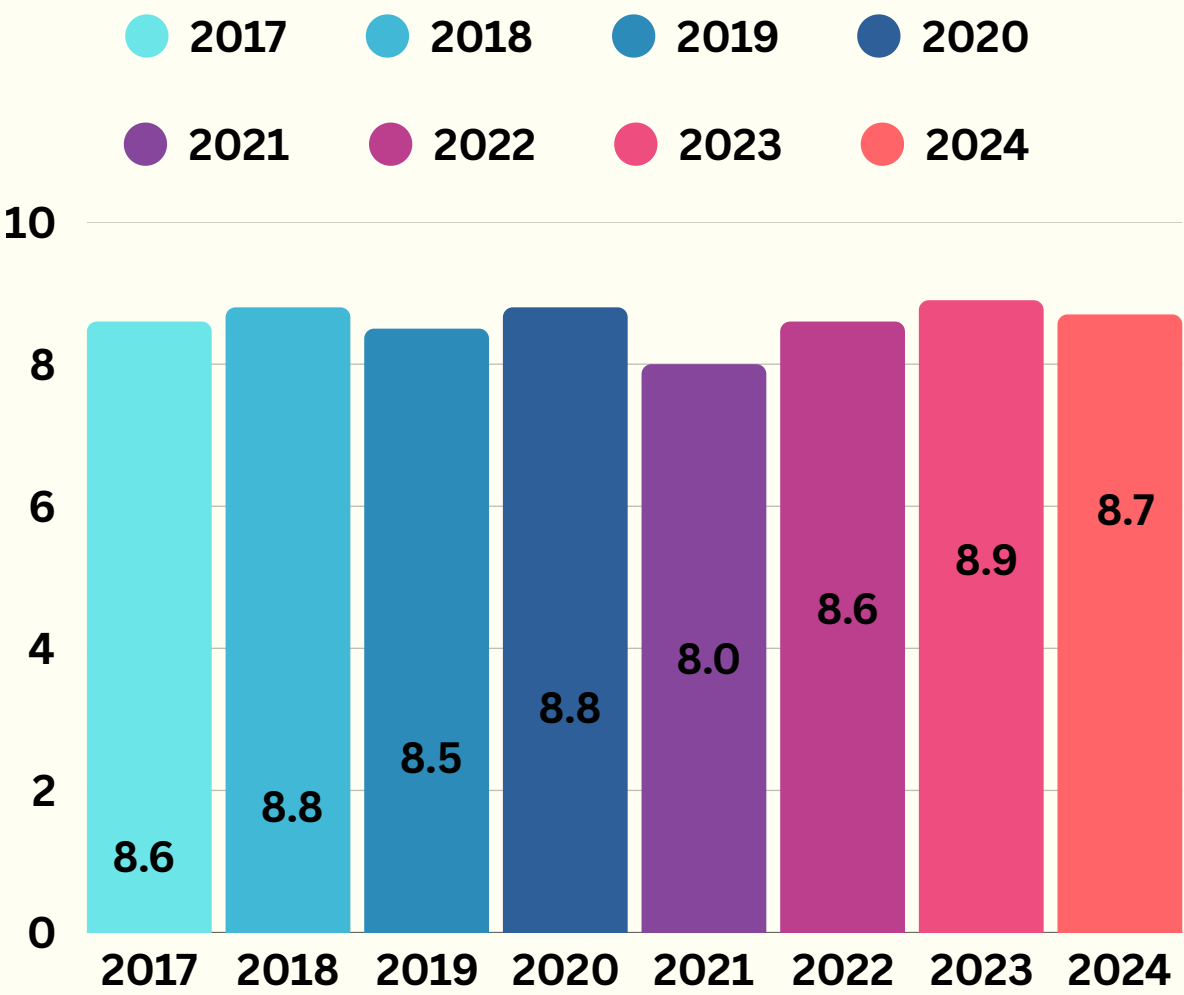
Customer-Centric Approach

Customer engagement continues to be at the heart of our business philosophy in 2024, reflecting our commitment to go beyond meeting expectations and deliver greater value to our customers. At RRT, we believe that nurturing long-term, trust-based partnerships is vital for sustainable growth and shared success. In 2024, we strengthened our engagement through enhanced feedback mechanisms, customer-focused innovations, and more rigorous quality and risk management practices. External assessments, including MDR and customer audits, provided valuable insights that guided our continuous improvements. These initiatives enabled us to refine our offerings, align with evolving customer needs, and reinforce our dedication to providing superior reliability, innovation, and satisfaction.



Improved Customer Feedback

In 2024, our commitment to continuous improvement was reflected in an average customer satisfaction rating of 8.7, demonstrating consistent progress and strong performance across key areas of engagement. This achievement highlights our ability to anticipate evolving customer needs, uphold stringent quality standards, and strengthen long-term trust with our valued partners.



Quality Policy

We are committed to delivering products and services of the highest quality that meet customer expectations and comply with international standards. Our Quality Policy emphasizes continuous improvement, innovation, and customer satisfaction.



Sustainability Initiatives

We collaborate with customers to align with their sustainability goals, offering environmentally responsible solutions that reduce waste and minimize environmental impact. This includes eco-friendly processes and responsible sourcing practices that support our customers' ESG commitments.

Innovative and Responsible Packaging

Our packaging is designed not only to protect product integrity but also to reflect our commitment to sustainability. By introducing optimized packaging solutions, we reduce material use, enhance recyclability, and ensure safe delivery to customers worldwide.



Commitment to Customer Satisfaction

At RRT, customer satisfaction is more than a business objective. It is the foundation of our success and long-term partnerships. We continuously strive to understand and fulfill the evolving needs of our customers by integrating sustainability, quality, and efficiency into every stage of our operations.

By combining sustainability, quality, and efficiency, RRT reaffirms its dedication to customer satisfaction by ensuring that our products and services create lasting value while strengthening long-term partnerships.



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Product Quality and Satisfaction

Delivering high-quality products is at the core of our value proposition. Through stringent quality assurance, continuous monitoring, and rigorous testing, we ensure that every product meets international standards and exceeds customer expectations. Customer feedback plays a vital role in shaping ongoing improvements, ensuring satisfaction remains consistently high.

On-Time Delivery

We recognize the importance of reliability in supply chains. Our robust planning, monitoring, and logistics processes ensure timely deliveries, allowing customers to operate efficiently without disruption. Meeting delivery commitments builds confidence and reinforces trust with every customer interaction.

The Regenerative Rubber Initiative (RRI) is a collaborative program that promotes sustainable latex production through agroforestry systems in Southern Thailand. It focuses on biodiversity protection, fair income for smallholder farmers, and full traceability of natural rubber. By sourcing RRI-certified latex, our customers support a responsible supply chain that balances environmental stewardship with social and economic benefits.

RRI Customers Driving Sustainability Together

Our customers play a vital role in advancing the goals of the Regenerative Rubber Initiative (RRI). By choosing RRI-certified latex, they support biodiversity, agroforestry systems, and sustainable livelihoods for smallholder farmers in Southern Thailand. This collaboration reflects a shared commitment to building a transparent, responsible, and resilient supply chain.

The growing number of RRI customers demonstrates strong market confidence in the value of regenerative practices. Their partnership not only accelerates the transition to sustainable sourcing but also strengthens the global movement toward ethical and environmentally responsible products.

RRI Field Visit 2024

In April 2024, RRI organized its first stakeholder field visit to agroforestry farms and processing facilities in Southern Thailand. The visit provided direct insights into land management, traceability, and fair pricing practices, fostering transparency and strengthening stakeholder confidence in RRI's governance model.



Through these partnerships, we reaffirm our commitment to delivering products that embody sustainability, traceability, and uncompromising quality, we creating value for both our customers and the planet.



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Fostering Integrity, Accountability, and Responsible Leadership

At Richter Rubber Technology, we uphold the highest standards of corporate governance to ensure transparency, ethical conduct, and long-term stakeholder trust. Our governance framework is designed to guide decision making, manage risk effectively, and align our operations with our values and sustainability commitments.

In 2024, we continued to strengthen our governance structure by enhancing internal controls, improving data integrity, and increasing board and management oversight across ESG related areas. We are committed to compliance with regulatory requirements, including international certifications such as SMETA, RRI, and EMS, which reflect our dedication to ethical business practices and responsible production.

By promoting diversity within leadership and maintaining clear accountability channels, we ensure that strategic decisions are inclusive and well informed. Our governance practices not only support business resilience but also reinforce the trust placed in us by customers, partners, and the wider community.



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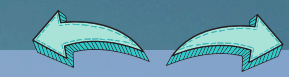


- Cooperate Governances
- Business Conducts
- Policy Commitment
- Risk Management

***“Integrity
and
transparency
are the
cornerstones
of
sustainable
growth”***

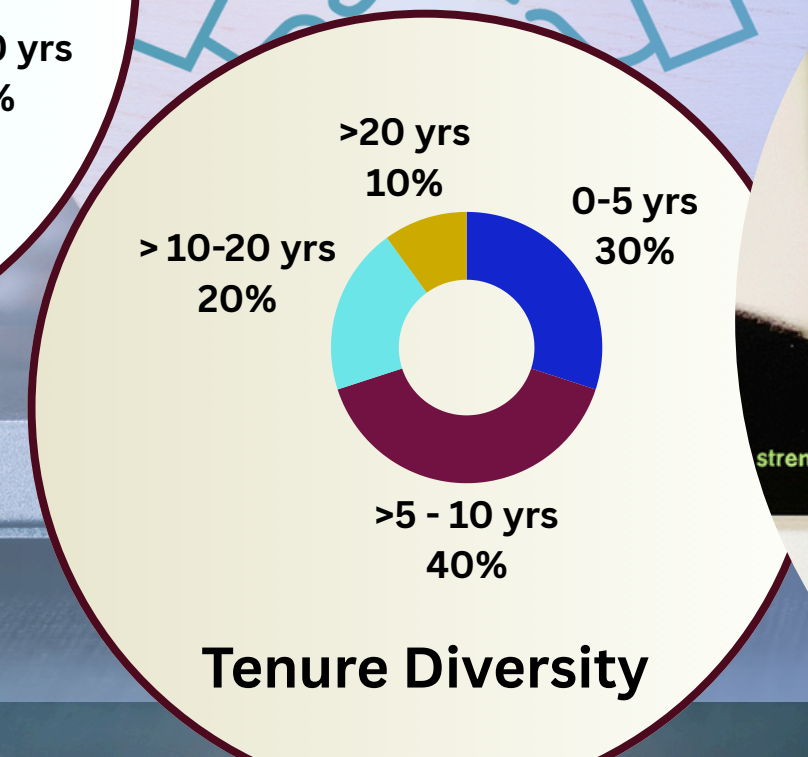
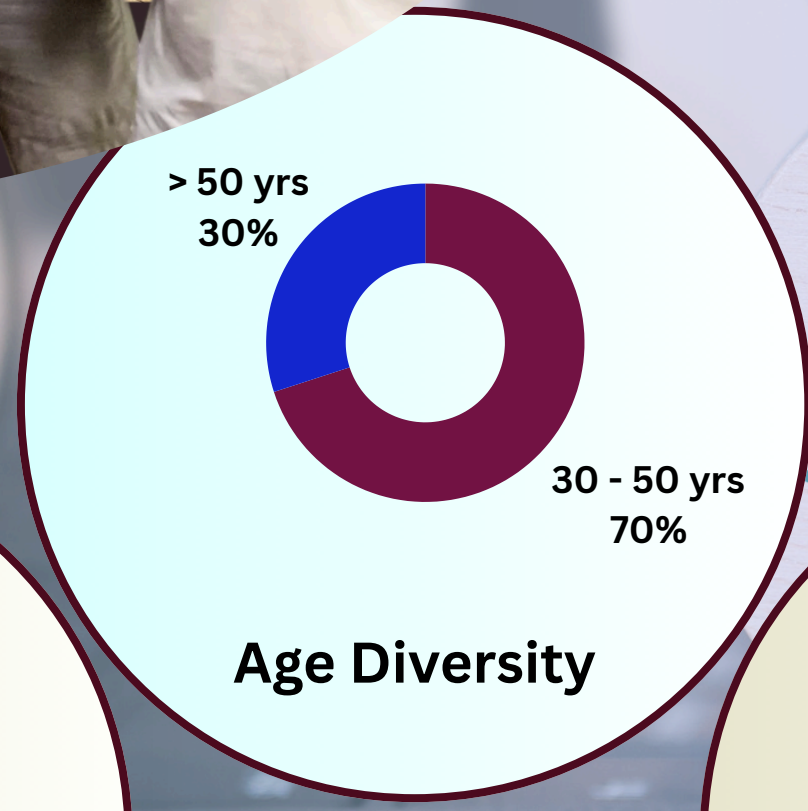
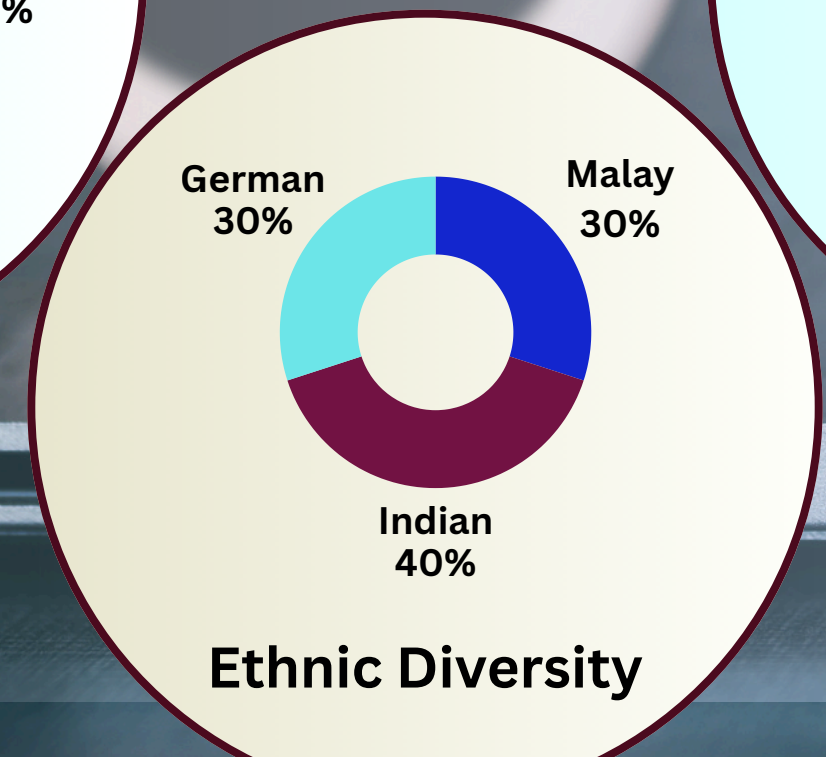
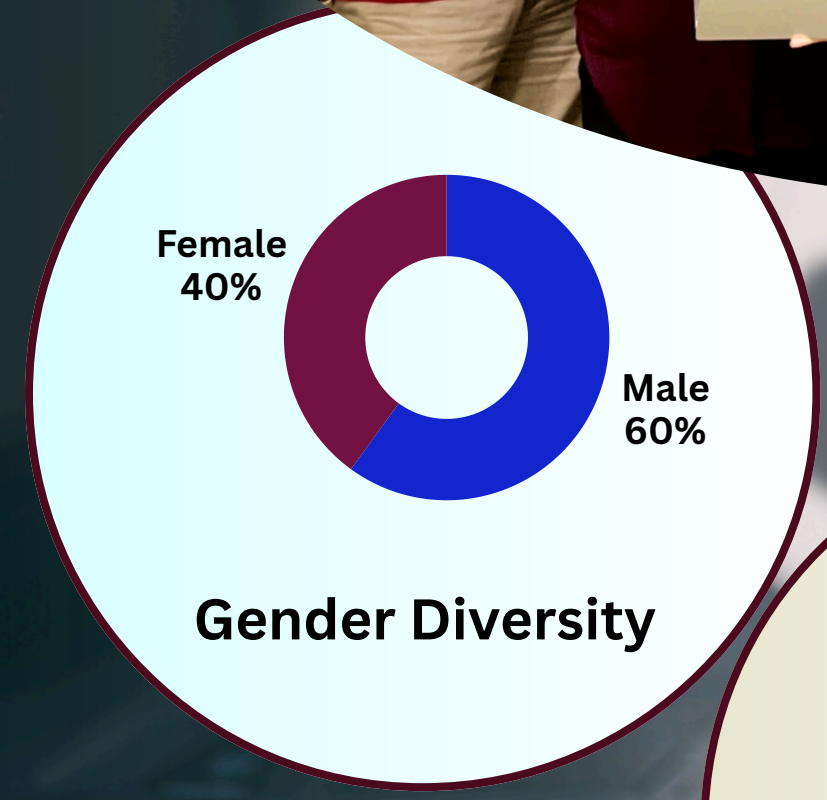


Directors and Management Oversight



Our leadership, represented by directors and management, is entrusted with guiding the company's strategic direction, monitoring operational performance, and upholding high standards of governance. Their responsibilities extend to ensuring compliance with regulations, managing risks, and maintaining ethical business conduct that aligns with our corporate values. The leadership team also plays a key role in driving sustainability initiatives and fostering transparent communication with stakeholders

In addition, oversight is carried out with attention to diversity and inclusivity across gender, age, ethnicity, and years of service. This approach promotes balanced representation and a wide range of perspectives in decision-making. By embracing diversity within leadership, the company strengthens innovation, accountability, and long-term resilience while ensuring that our practices reflect fairness and inclusivity at every level.



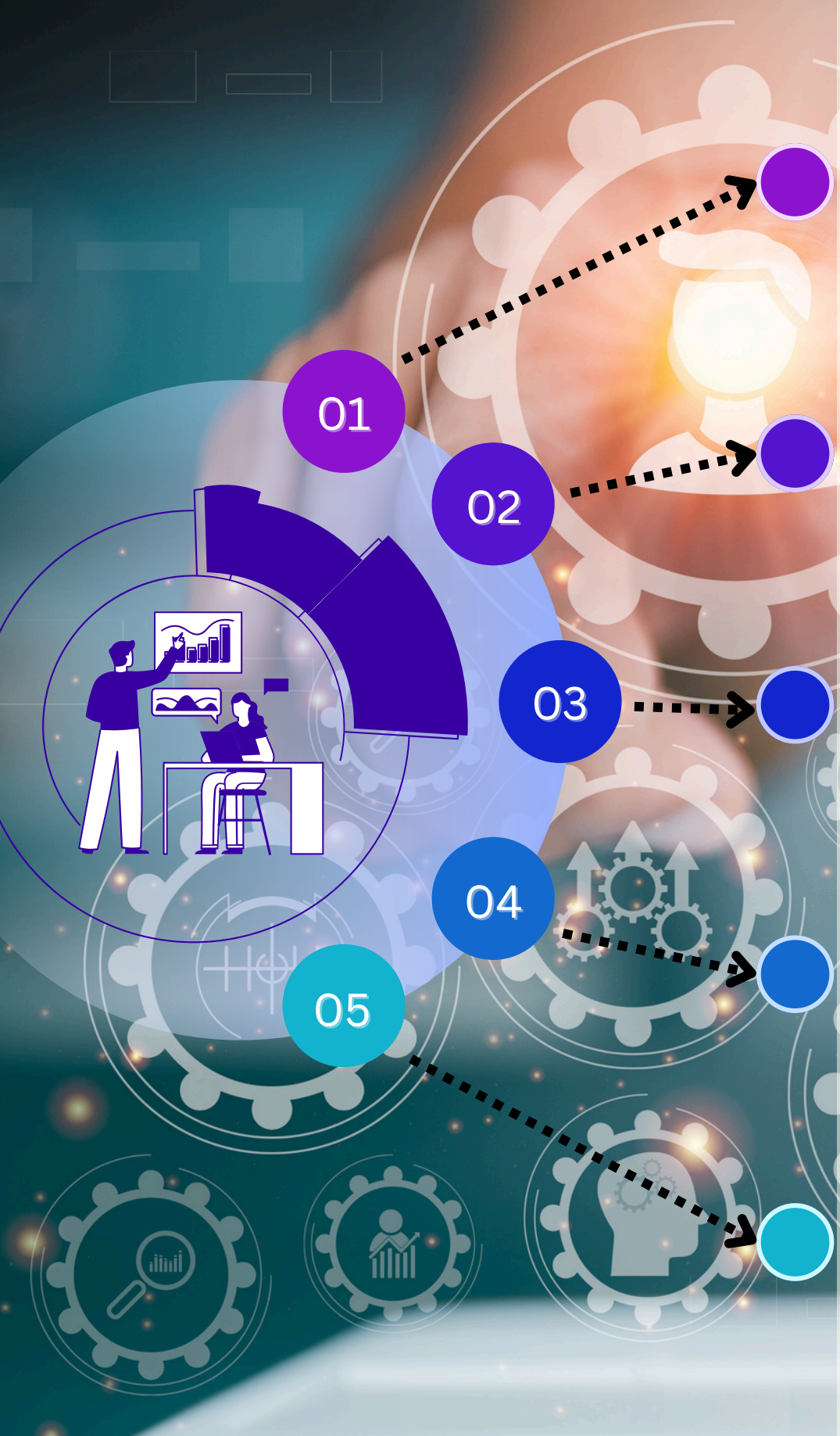
Code of Ethics & Integrity



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Ethical Business Conduct

Integrity, anti-bribery, anti-corruption

Regulatory Compliance

Local & international standards, regular audits

Transparency & Accountability

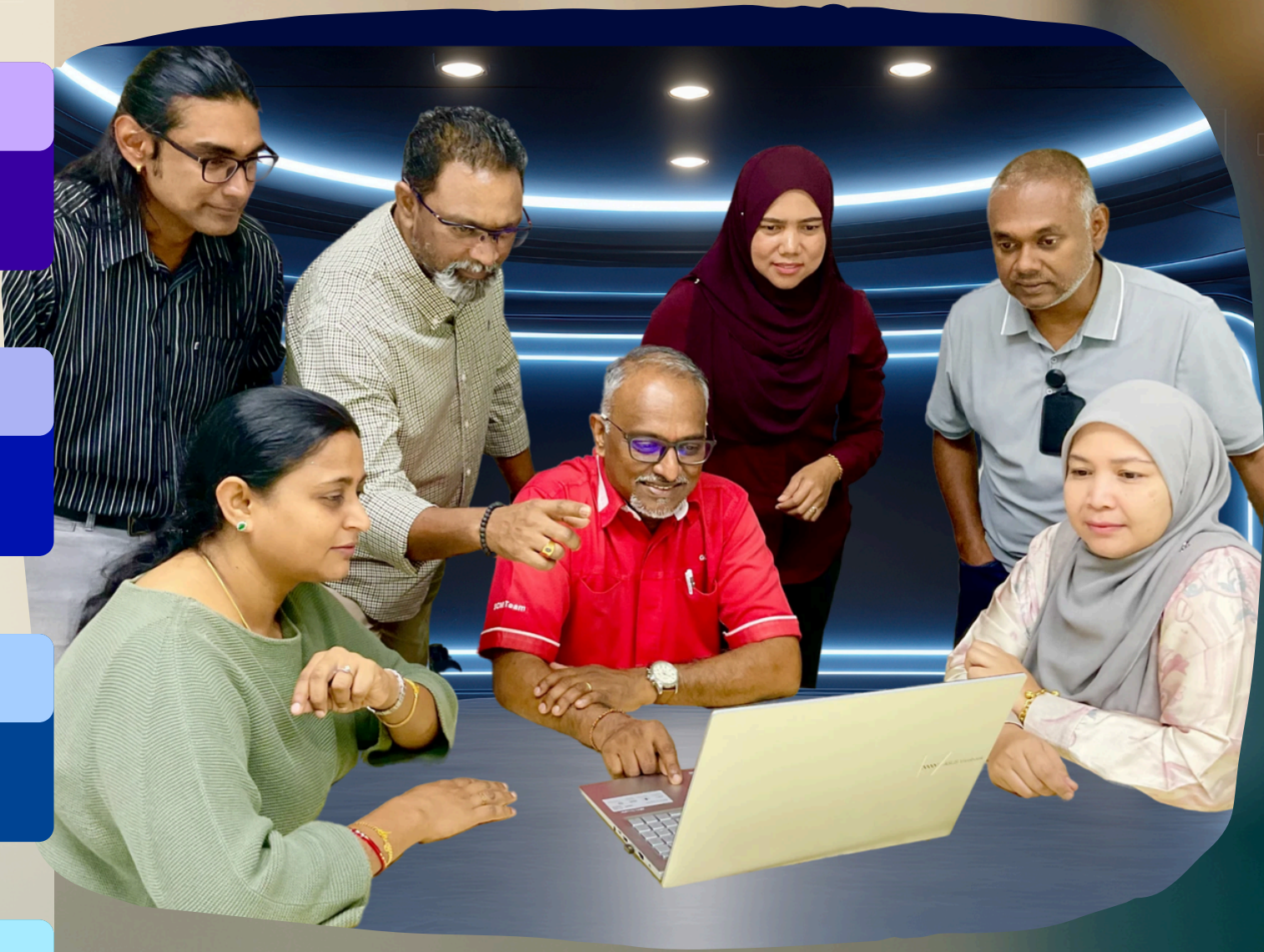
Whistleblowing, open reporting, grievance mechanism

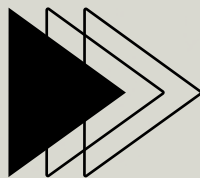
Data Privacy & Confidentiality

Protection of customer, employee, and supplier information

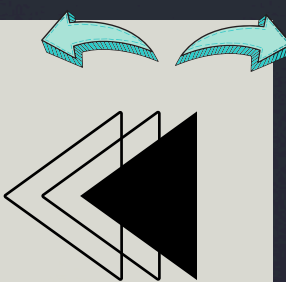
Board & Leadership Oversight

ESG integration into decision-making and monitoring of governance performance





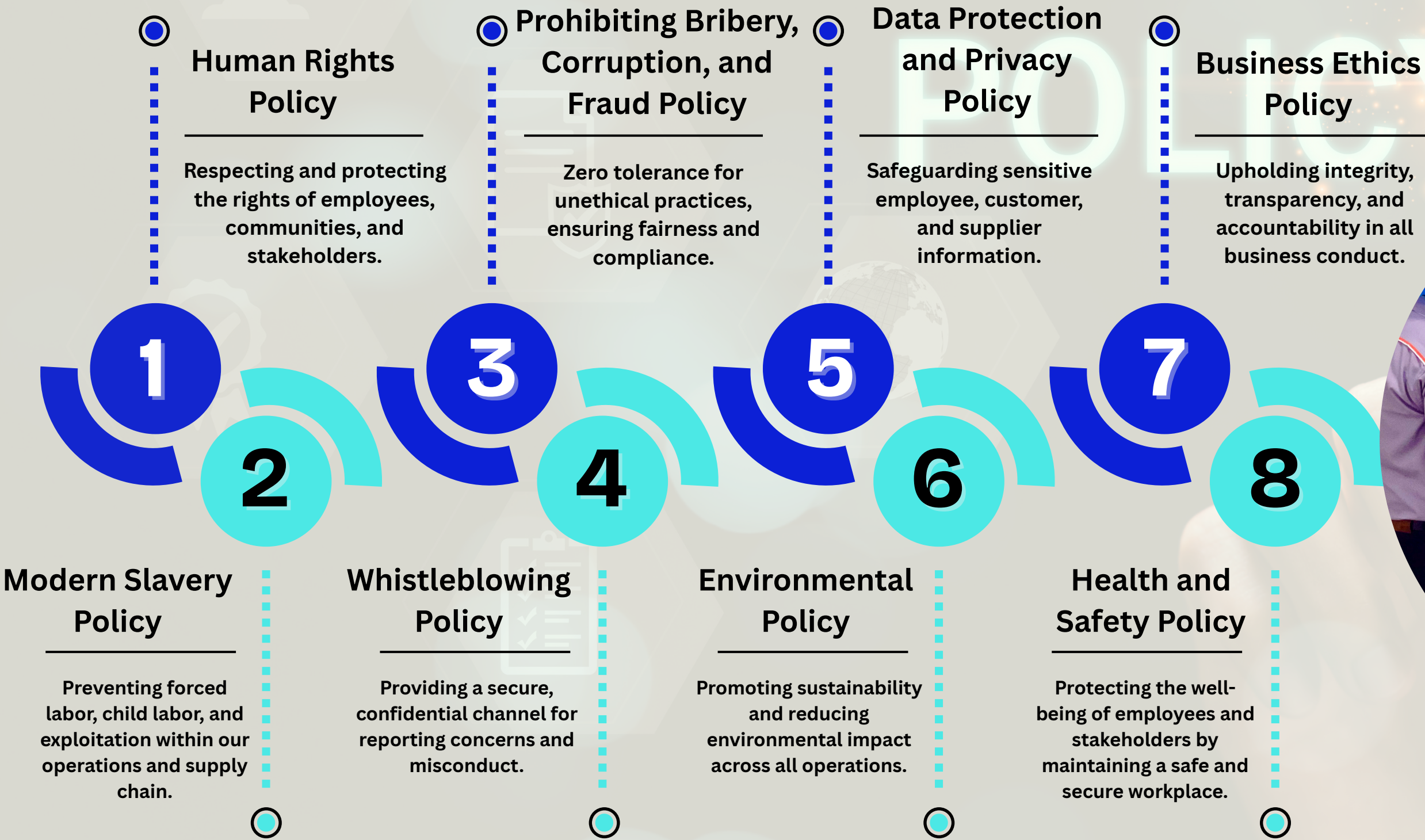
Commitment to Ethical and Responsible Business Practices

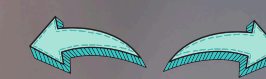


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External Audit (2024 Performance)

At RRT, our commitment to sustainability is reinforced through comprehensive internal and external audits. These audits are vital to ensure our operations align with ethical standards, regulatory requirements, and sustainability goals, while also driving continuous improvement across the organization.

Internal Audit (2024 Performance)

In 2024, we conducted annual internal audits to evaluate the effectiveness of our governance framework, internal controls, financial reporting accuracy, and operational efficiency. The audits highlighted areas for improvement, enabling us to strengthen transparency, accountability, and compliance across all departments.

- Richter Rubber Technology continued to undergo a range of independent audits to validate our commitment to responsible and ethical business practices. In 2024, these included:
- *SMETA (SEDEX) Audit* – achieved full compliance with no critical findings in labor, health & safety, and environmental areas.
- *MDR Certification* – successfully completed the MDR certification process for two devices (condom and probe cover), with official certificates pending. Certification work for two additional devices (lubricant and oral dam) is in progress, further strengthening our MDR-compliant portfolio.
- *EMS Audit* – achieved ISO 14001 re-certification with improved environmental performance indicators.
- *Supplier Audits* – 1 supplier audit completed to date, with 3 additional audits planned. Based on 2024 performance ratings, the majority of suppliers achieved Excellent scores (above 96%), demonstrating strong quality standards and alignment with sustainability requirements.

“External audits validated our alignment with international standards and reinforced stakeholder confidence in our sustainable practices.”

Comprehensive Risk Management Framework 2024

At Richter Rubber Technology, we continue to strengthen our comprehensive risk management framework. Our Hazard Identification, Risk Assessment, and Risk Control (HIRARC) approach remains central to ensuring a safe workplace and protecting employee well-being.

In 2024, our risk management practices were expanded to address:

- Workplace safety and employee welfare.
- Product quality and customer satisfaction.
- Supplier risk assessments to secure reliability and sustainability across the supply chain.
- Broader business risks, including operational stability, financial resilience, and emerging ESG-related risks such as climate change and supply disruptions.
- This integrated approach reflects our long-term commitment to responsible business conduct, safeguarding our operations while enhancing resilience and supporting sustainable growth.

“Through robust audits and comprehensive risk management, RRT continues to uphold transparency, accountability, and resilience, ensuring sustainable progress and long-term success.”

Recognitions & Achievements



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Export Excellence Award (2018)



Presented by the Malaysian Rubber Export Promotion Council to Richter Rubber Technology Sdn. Bhd. on 18 September 2018, in the SME Category, recognizing outstanding performance in rubber exports.

Certificate of Membership (2024/2025)



This certifies that Richter Rubber Technology Sdn. Bhd. is a member of the Federation of Malaysian Manufacturers (FMM) for the financial year 2024/2025, supporting transparency, integrity, accountability, and global competitiveness in Malaysian industries.

Certificate of Membership (2024)



This certifies that Richter Rubber Technology Sdn. Bhd. is an Ordinary Member of the Malaysian Rubber Products Manufacturers Association (MRPMA) for the year 2024.

Certificate of Acknowledgement



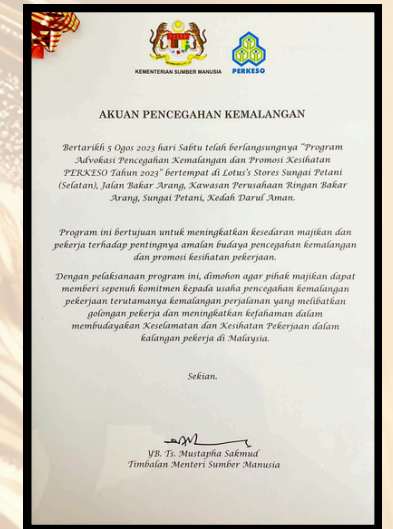
Richter Rubber Technology Sdn. Bhd. recognizes the Shared Prosperity Organization for successfully implementing the Productivity Linked Wage System (PLWS), demonstrating commitment to fair, performance-based compensation and sustainable growth.

ISO 14001 Environmental Management Certification



Richter Rubber Technology Sdn. Bhd. has achieved ISO 14001 certification, demonstrating commitment to reducing environmental impact, regulatory compliance, and continuous improvement in environmental performance.

Certificate of Accident Prevention



Awarded to Richter Rubber Technology Sdn. Bhd. in recognition of its strong commitment to accident prevention and dedication to ensuring a safe, healthy workplace.



Reporting & Engagement Platforms

We provide accessible channels for employees and stakeholders to share grievances, safety concerns, and environmental suggestions. These inputs guide us in creating a safer, fairer, and more sustainable workplace

HR Grievance Reporting Platform

To enhance accessibility and streamline the grievance reporting process, we have implemented a Grievance Reporting Platform. This platform allows employees and stakeholders to report grievances, ideas, and suggestions, ensuring that all concerns are addressed promptly and effectively.

👉 Scan the QR code below to access the platform and submit your feedback.



All reports are handled with confidentiality and addressed promptly to ensure trust and fairness

Safety Observation Form

We have created a Safety Observation Form to address safety concerns within our operations. This platform enables you to report incidents, unsafe acts or conditions, and other safety-related issues. Your input is invaluable in improving our safety practices and ensuring a safer workplace for all.

👉 Scan the QR code below to access the form and share your observations.



Environmental Observation Form

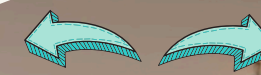
To encourage environmental awareness, we have established an Environmental Observation Form. This platform provides an avenue to report and share ideas or suggestions related to environmental concerns, including pollution, resource conservation, and sustainability efforts.

👉 Scan the QR code below to contribute directly to enhancing our environmental practices.



“Your feedback is valuable. Together, we can continue building a responsible and sustainable organization.”





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Our people are the driving force behind our operational strength and service quality. Their dedication, teamwork, and technical expertise ensure that our facilities run safely, efficiently, and reliably every day.



We value the commitment of our workforce and continuously strive to create a supportive environment where skills can grow, contributions are recognized, and safety remains a top priority. By acknowledging the people behind our operations, we reinforce our commitment to building a workplace that cares for its employees and empowers them to perform at their best.

Sustaining the Future Together



Dear Stakeholders,

As we close our 2024 Environmental, Social, and Governance (ESG) report, we are proud to share the progress made throughout the year in strengthening our sustainability practices. This year, Richter Rubber Technology Sdn. Bhd. advanced its efforts to reduce environmental impact, promote employee well-being, and uphold strong governance standards. These achievements reflect our commitment to operating responsibly and creating long-term value for all stakeholders.

In 2024, we deepened our focus on innovation, safety, and community engagement, reinforcing our belief that sustainable growth is only possible when people, planet, and business move forward together. While challenges remain, each initiative undertaken has strengthened our foundation for continuous improvement.

Looking forward, our priorities remain clear to further integrate ESG into our strategies, set measurable targets, and deliver meaningful impact across our operations and communities. With the dedication of our employees and the trust of our partners, we are confident in building an even stronger path toward sustainability.

We sincerely thank you for your ongoing support, and together, we will continue driving positive change into 2025 and beyond.



PREMA MANICKRAJA
ENVIRONMENTAL OFFICER
RICHTER RUBBER TECHNOLOGY
SDN.BHD

This report marks the conclusion of our review, reflecting our commitment to excellence, accountability, and sustainable growth. It serves not only as a record of our achievements but also as a foundation for future progress. We extend our sincere gratitude to all stakeholders, employees, and partners whose support made these milestones possible. Prepared with care and dedication, this report captures our shared journey, guided by the values that continue to shape our path forward.