



Product Stewardship

Why Is It Important?

Product stewardship is a vital aspect of ensuring that our products meet customer needs and sustainability considerations. When developing innovative products and solutions, we take a life cycle approach in meeting stakeholder expectations through minimising impact on health, safety and the environment throughout a product's entire life cycle.

Product stewardship in PETRONAS comprises a range of cross-functional disciplines, including product safety and regulatory compliance, toxicology, ecotoxicology, environmental health, product sustainability and life cycle assessment. We also collaborate with stakeholders across extended product supply chains, going beyond compliance to improve our offerings, ensuring safer and sustainable products that are in line with customer preferences.

What Is Our Approach?

We remain steadfast in our commitment to managing risks and enhancing the performance of our products across their entire life cycle. Our approach to Life Cycle Thinking ensures that we take comprehensive steps to systematically assess, control, and communicate product HSE risks. These elements are integrated into our operations, from R&D and raw material sourcing to manufacturing, distribution, product application, consumer use and disposal.

Product safety and risk assessments are regularly performed, updated when necessary and communicated in order to ensure we do our part in safeguarding the environment and enabling our products to have a positive social impact through responsible use and application. We conduct comprehensive raw material assessments and product Life Cycle Assessments (LCA) to add value to products by meeting emerging stakeholder expectations and managing future product risks effectively. These practices are embedded into our standards and systems to ensure robust and responsible governance processes are in place which enables continuous improvements to product stewardship performance.

In addition to ensuring efficient procedures and effective communication with our partners and customers, we leverage digital and toxicology laboratory technology to safeguard our product compliance (licence to operate) in new markets, build customer loyalty and drive technical competency. Our commitment to managing product risks and enhancing performance is integral to our continued success.

Guided by international principles, frameworks and standards

- United Nation's Globally Harmonised System of Classification and Labelling of Chemicals.
- Organisation for Economic Co-operation and Development (OECD) Guideline for the Testing of Chemicals.
- ISO 14040/44 Environmental Management – Life Cycle Assessment.