

# Sustainability Report

## Our Commitment to the Sustainable Development of Our Brewery

At Guinness Anchor Berhad, we believe in incorporating sustainable considerations into our business operations so as to add value to our customers, consumers, employees and Shareholders.

We are committed to preserving the environment and this is reflected in the efforts and investments we have made and will continue to make in this area. Reducing and recycling waste and efficient use of our resources have and will continue to be our key priorities.

The safety of the work environment and the health and safety of our employees are also of prime importance. In addition, the continuous development of our people and work processes are given full attention to ensure that we only deliver the best to our people and to our customers and consumers.

We have made great strides in this area of sustainable development and today, we are proud that Guinness Anchor Berhad remains the first and only brewery in Malaysia to get the Ministry of Health's Hazard Analysis Critical Control Point (HACCP) certification and SIRIM's ISO 9001:2000 Quality certification.

### Investing in our People

At Guinness Anchor Berhad, we believe that our people are one of the core assets of the Company. They form the pulse that drives the Company and our business. It is because of this that we believe in investing in our people.

#### *Corporate Vision and Values*

Our Corporate Vision and Values was launched recently. It encapsulates the important ingredients for our success which include the market, customer and consumer insights, effective brand portfolio management and our people.

The Corporate Vision & Values aim to unite our people on a common platform for greater performance and productivity.

#### *Commercial Training*

The training division within the Commercial Department is dedicated to meeting the training needs of our Sales force. During the year, specialised training of the sales force and sales ambassadors were held throughout the country. This ensured that our sales force and sales ambassadors are fully equipped to meet customer expectations and maintain the highest level of customer satisfaction.

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• External and internal training programmes for our people

## *Technical Training*

Training in the Technical Department is implemented using a thoroughly planned procedure. This is to ensure that all training satisfy Company objectives, which are then translated to departmental objectives.

Prior to the design of training programmes, a gap analysis is conducted to gauge the distance between required and actual levels of skill, knowledge, attitude and work performance in the workforce. Subsequently, a three-year training plan is drawn out for individuals.

In the past year, external and internal training programmes were held. The Company had sent individuals for training with affiliate breweries in Singapore, New Zealand, Indonesia, China, the Netherlands, England and Germany.

Internal training sessions were organised to equip employees with new skills and work practices in conjunction with the on-going brewery automation exercise.

## *Other Training*

Various training sessions to equip employees and to sharpen their skills were held throughout the year. This included departmental and interdepartmental trainings as well as training with our affiliate companies. Also held were team-building workshops to foster stronger working relationships.

## *Management trainee programme*

In line with Guinness Anchor Berhad's commitment to develop future leaders, the Company has started a Management Trainee Programme. This programme,

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• Training to equip employees with the knowledge on how to cope with emergencies

specifically designed for trainees below the age of 25 years, runs for eighteen months where trainees have the opportunity to learn on the job with different divisions of the Company. Trainees are mentored in specially-tailored training programmes to allow for development in their areas of strength.

## Investing in the Safety & Health of Employees

We strive to protect our employees from harm and to provide a working environment that is both healthy and safe. Training to equip employees with the knowledge on how to cope in emergencies is an on-going process. At the same time, a project to upgrade the overall security of the brewery is also underway.

### *Fire Drills*

Fire Evacuation Drills are simulated once a year to increase awareness on important safety issues and to equip employees with safety knowledge in the event of an emergency.

These simulation exercises are held with the support of the Petaling Jaya Fire Department and Guinness Anchor Berhad's fire-fighting team.

### *Safety Training*

Several general training sessions on health issues for the whole company as well as department specific training were held throughout the year. These training sessions were aimed at creating a health-conscious workforce.

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Besides health training, a one-day certified occupational first-aid course was conducted at the brewery, for employees. This training successfully equipped participants with knowledge on how to tackle emergencies such as cardio-pulmonary resuscitation (CPR), acid burns, fire burns and hot-water scalding.

## *Upgrade of Brewery Security*

Guinness Anchor Berhad embarked on a four-phased project to upgrade our brewery security in 2001. The first phase involved the raising of the perimeter walls from 1.8 meters to 2.5 meters to enhance security. The subsequent phase was the upgrade of the closed circuit TVs (CCTV) system. The CCTVs were upgraded from analog to digital and, the quantity increased from twenty-six to thirty-four units, the CCTVs now run on fibre optics. The third phase, which was recently completed, involved the installation of the time recorder and security access card system in key areas around the brewery. The final phase of this security enhancement project will see the building of a fence to segregate the parking area away from office buildings.

## *Investing in the Environment*

In investing in the environment, we have instituted measures to reduce the consumption of limited resources and the emission of waste into the environment.

We have successfully reduced water consumption, thermal energy consumption as well as production electricity consumption. Water consumption was reduced by 10 per cent in 2002 and a further 3 per cent in 2003. Thermal energy consumption fell by 9 per cent in 2003 while production electricity consumption dropped by 7 per cent from the previous year.

The expansion of our Waste Water Treatment Plant was completed in 2001 and this increased the wastewater capacity by 2.5 times. This expansion also included the addition of an anaerobic treatment system which allows for the digestion of spent yeast, that previously had to be disposed by third party transporters. A by-product of the anaerobic treatment process is bio-gas which is used as alternative burning fuel for our boilers, thus reducing fuel oil consumption at our boilers.

## *Recycling*

Recycling has become an integral part of Guinness Anchor Berhad's business operations in line with efforts to minimise wastage and to conserve our resources.

By-products of our key ingredients are processed to produce useful materials. Spent grain, the solid waste for the brewing stage, is sold as animal feed while the spent yeast is processed to produce bio-gas which is used as alternative fuel.

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• Working together to conserve energy



• Training on fire safety

The use of returnable packaging materials, specifically our bottles are encouraged as much as possible to, minimise the negative impact to the environment.

Our recycling efforts are not only confined to the brewery. In our offices, newspapers, plastic bottles and used papers are collected and recycled. Employees are also encouraged to make recycling part of their life and environment. Recycling bins have been placed in convenient locations around the brewery to allow for employees to drop of their recyclables from home, on the way to work.

## *Working Together for the Environment*

A brainstorming workshop with our affiliated breweries from Thailand, Singapore, Indonesia, China, Papua New Guinea, Vietnam, Cambodia, New Zealand and New Caledonia was hosted by Guinness Anchor Berhad in July 2003. Led by trainers from Heineken University, this workshop was aimed at coming up with effective energy saving plans to help drive the reduction of energy consumption in the respective breweries.

This three-day workshop underlined the commitment of Guinness Anchor Berhad and its affiliates to share their expertise and resources for the betterment of the environment.