

# About this Year's Report

This is our fourth annual stand-alone Corporate Responsibility (CR) Report, covering activities for the financial year ended 30 June 2011 (FY2011), unless stated otherwise.

## SCOPE

The report boundary is in line with our last report, published in 2010. It covers all activities of Guinness Anchor Berhad (GAB) and its subsidiaries, unless stated otherwise. It does not cover outsourced operations, such as transport and logistics. Data collection methods have not been altered and there are no restatements from previous reports. Data is provided on a best-effort basis and any limitation to the reported figures is noted throughout the report.

## A STRATEGIC APPROACH TO ASSURANCE AND MATERIALITY

This report marks a departure from GAB's previous CR Reports. Previous reports were developed in-house, with assistance of only an external copywriter and report content was assured by a professional assurance provider. This year, we have worked with an external consultant, CSR Asia, to develop the report. The report also takes a different approach to assurance. Rather than relying on the expertise of a single assurance provider, we have drawn on the expertise of a variety of experts and stakeholders to produce a report which is robust, balanced, responsive and credible. We believe that this assists us in truly making CR reporting strategic in terms of creating synergies between our business objectives and meeting the needs of our stakeholders.

## ENSURING RESPONSIVENESS AND MATERIALITY THROUGH THE EYES OF STAKEHOLDERS

We believe that reporting has value only if it meets the expectations and information needs of our stakeholders. We have therefore opted to include our stakeholders in the reporting process. CSR Asia has assisted us in undertaking stakeholder engagement, which consisted of focus groups and interviews to provide input from stakeholders on their expectations of GAB. These inputs are reported throughout the report. We also invited the groups to appoint a representative to review and comment on the final report content, and to which extent it addressed the concerns raised and the disclosure and communications needs of the stakeholders.

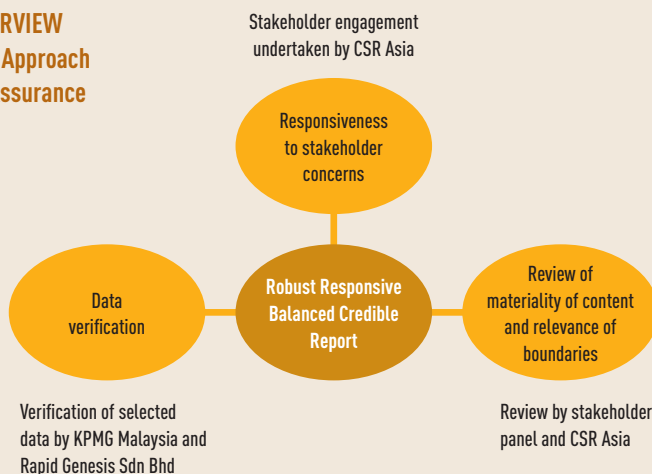
## ASSESSING MATERIALITY

We have used the stakeholder engagement to provide a basis for a materiality assessment, which has guided the content and balance of the report. This helps us prioritise issues which are key to both our stakeholders and crucial to our business success.

## DATA VERIFICATION

We understand that credible and robust data forms the building blocks of any report. To address the gap left by a formal assurance process in terms of data verification, we have engaged the services of two independent organisations to check our report data. Sample environmental data was verified by Rapid Genesis Sdn Bhd, and selected personnel data and other corporate data were verified by KPMG Malaysia.

### OVERVIEW Our Approach to Assurance



### CHANGES TO TRACKING AGAINST THE GLOBAL REPORTING INITIATIVE (GRI)

GAB's 2010 CR report was awarded an A+ application level. This year's report is self-declared as a B report against the GRI G3.1. This is partly due to the fact that we have amended the way in which we report against indicators for which we are currently unable to produce data. This year, we have placed more emphasis on the reporting principles of the GRI of materiality, completeness, stakeholder responsiveness and sustainability context rather than the reporting standard disclosures and indicators. We believe that this approach has resulted in a more relevant report, which meets the needs and expectations of our stakeholders, and also makes for a clearer account of areas where we still need to develop our reporting further.

### ENVIRONMENTAL DATA REPORTING VERIFICATION STATEMENT



**GUINNESS ANCHOR BERHAD**  
Company No. 5350-X

Rapid Genesis Sdn. Bhd. was engaged by GUINNESS ANCHOR BHD. ("GAB") to independently verify its environmental data as reported in GAB Corporate Responsibility Report 2011 (the "Report").

The following environmental data from the Report was verified under this scope of work:

- 1.) Reported water consumption data and reduction achievements
- 2.) Reported effluent discharge data
- 3.) Reported aluminum consumption data and reduction achievements
- 4.) Reported waste generation data
- 5.) Reported estimate of overall CO2 reduction
- 6.) Reported thermal energy consumption data
- 7.) Reported electricity consumption data

The source of data for independent verification was provided by GAB's Production Department as reported in GAB Annual Standard Environmental Reporting Score based on the Heineken Utilities Benchmark Model.

During the course of this verification work, we have also engaged the relevant personnels from GAB to explain the basis of their calculations as well as verify the raw data used in their calculations.

The outcome of this verification work is reported in our **Environmental Data Verification Report** and submitted to GAB for their perusal.

4<sup>th</sup> October 2011  
RAPID GENESIS SDN BHD

TANG KOK MUN  
Chief Consultant

RAPID GENESIS SDN BHD main focus is the provision of consultancy and research services in areas of environment and high technology; in the niche areas of green technology development, R&D commercialisation projects, techno-commercial studies, environmental study and analysis. Our collaboration with local academic institutions provides us with strong linkages with local academicians and researchers as well as their valuable research resources and experience.

# Global Reporting Initiative G3.1 Index

Full Disclosure
  Partial Disclosure
  Not Applicable (N/A)

| GRI Disclosure                                                                              | Type of Disclosure | Location – section                                                                                     | Page         |
|---------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------|--------------|
| <b>STRATEGY AND ANALYSIS</b>                                                                |                    |                                                                                                        |              |
| 1.1 CEO statement                                                                           |                    | Message from the Managing Director                                                                     | 2-3          |
| 1.2 Description of key impacts, risks, and opportunities                                    |                    | Message from the Managing Director<br>Corporate responsibility and corporate strategy go hand in hand. | 2-3<br>11-12 |
| 2.1 Name of the organisation                                                                |                    | Front cover                                                                                            |              |
| 2.2 Primary brands, products, and services                                                  |                    | Who we are – ‘Our world and our vision’                                                                | 8            |
| 2.3 Operational structure                                                                   |                    | Who we are                                                                                             | 9            |
| 2.4 Headquarters location                                                                   |                    | Who we are                                                                                             | 8            |
| 2.5 Countries of operation                                                                  |                    | Who we are                                                                                             | 8            |
| 2.6 Nature of ownership and legal form                                                      |                    | Who we are                                                                                             | 9            |
| 2.7 Markets served                                                                          |                    | Who we are                                                                                             | 8            |
| 2.8 Scale of organisation                                                                   |                    | Who we are                                                                                             | 8-9          |
| 2.9 Significant changes during the reporting period regarding size, structure, or ownership |                    | N/A – no significant changes                                                                           | N/A          |
| 2.10 Awards received during the reporting period                                            |                    | Encouraging personal development                                                                       | 29           |
| 3.1 Reporting period                                                                        |                    | About this year’s report                                                                               | 50           |
| 3.2 Date of most recent previous report                                                     |                    | About this year’s report                                                                               | 50           |
| 3.3 Reporting cycle                                                                         |                    | About this year’s report                                                                               | 50           |
| 3.4 Contact                                                                                 |                    | Contact and feedback                                                                                   | Back cover   |

| GRI Disclosure                                                                                                                                                                                                                       | Type of Disclosure | Location – section                                         | Page |
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| 3.5 Process for defining report content                                                                                                                                                                                              |                    | About this year's report                                   | 50   |
| 3.6 Boundary of the report                                                                                                                                                                                                           |                    | About this year's report                                   | 50   |
| 3.7 Limitations of the scope or boundary of the report                                                                                                                                                                               |                    | About this year's report                                   | 50   |
| 3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that could affect comparability                                                                                 |                    | About this year's report                                   | 50   |
| 3.9 Data measurement techniques and assumptions                                                                                                                                                                                      |                    | About this year's report                                   | 50   |
| 3.10 Explanation of the effect of any restatements of information provided in earlier reports                                                                                                                                        |                    | About this year's report                                   | 50   |
| 3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report                                                                                                        |                    | About this year's report                                   | 50   |
| 3.12 GRI content index                                                                                                                                                                                                               |                    | Global Reporting Initiative G3.1 Index                     | 52   |
| 3.13 Policy and current practice with regard to seeking external assurance for the report                                                                                                                                            |                    | About this year's report                                   | 50   |
| 4.1 Governance structure                                                                                                                                                                                                             |                    | Corporate governance – governance and management structure | 10   |
| 4.2 Indicate whether the Chair of the highest governance body is also an executive officer                                                                                                                                           |                    | Corporate governance                                       | 10   |
| 4.3 State the number of members of the highest governance body that are independent and/or non-executive members                                                                                                                     |                    | Corporate governance                                       | 10   |
| 4.4 Mechanism for shareholders and employees to provide recommendations or direction to the board                                                                                                                                    |                    | Corporate governance                                       | 10   |
| 4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance) |                    | Corporate governance                                       | 10   |

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| 4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided                                                                                                                                                                                       |                    | Corporate governance                                            | 10    |
| 4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation’s strategy on economic, environmental, and social topics.                                                                                        |                    | Corporate governance                                            | 10    |
| 4.8 Statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation                                                                                                                 |                    | Message from the Managing Director                              | 2-3   |
|                                                                                                                                                                                                                                                                                          |                    | Corporate responsibility and corporate strategy go hand in hand | 11-12 |
| 4.9 Board procedures for overseeing the organisation’s identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles |                    | Corporate governance                                            | 10    |
|                                                                                                                                                                                                                                                                                          |                    | Corporate responsibility and corporate strategy go hand in hand | 12    |
| 4.10 Processes for evaluating the board’s own performance                                                                                                                                                                                                                                |                    | Corporate governance                                            | 10    |
| 4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation                                                                                                                                                                             |                    | Good environmental performance                                  | 34    |
| 4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses                                                                                                                                |                    | Message from the Managing Director                              | 2-3   |
|                                                                                                                                                                                                                                                                                          |                    | Corporate responsibility and corporate strategy go hand in hand | 11    |
|                                                                                                                                                                                                                                                                                          |                    | A structured approach to stakeholder engagement                 | 16    |

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| 4.13 Memberships in associations or advocacy organisations                                                                                                                                   |                    | Corporate responsibility and corporate strategy go hand in hand                                        | 15               |
| 4.14 List of stakeholder groups engaged by the organisation                                                                                                                                  |                    | Stakeholder panel opinion<br>Stakeholder engagement<br>A structured approach to stakeholder engagement | 7<br>15<br>16-17 |
| 4.15 Basis for identification and selection of stakeholders with whom to engage                                                                                                              |                    | Stakeholder panel opinion<br>Stakeholder engagement<br>A structured approach to stakeholder engagement | 7<br>15<br>16-17 |
| 4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group                                                                                |                    | Stakeholder panel opinion<br>Stakeholder engagement<br>A structured approach to stakeholder engagement | 7<br>15<br>16-17 |
| 4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. |                    | Stakeholder panel opinion<br>Stakeholder engagement<br>A structured approach to stakeholder engagement | 7<br>15<br>16-17 |

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■ Full Disclosure   ■ Partial Disclosure   ■ Not Applicable (N/A)

| GRI Disclosure                                                                                                                                                                                                             | Type of Disclosure | Location – section                                                                                                            | Page                |
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| <b>ECONOMIC</b>                                                                                                                                                                                                            |                    |                                                                                                                               |                     |
| Disclosure on Management Approach                                                                                                                                                                                          | Core               | Message from the Managing Director<br>Corporate Governance<br>Corporate Responsibility and corporate strategy go hand in hand | 2-3<br>10-11<br>11  |
| EC1. Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments | Core               | Our achievements at a glance<br>Who we are<br>Economic distribution of income<br>GAB Foundation                               | 4-5<br>8<br>8<br>43 |
| EC2. Financial implications and other risks and opportunities for the organisation's activities due to climate change                                                                                                      | Core               | Message from the Managing Director                                                                                            | 2-3                 |
| EC3. Coverage of the organisation's defined benefit plan obligations                                                                                                                                                       | Core               | Best practice in the workplace<br>Securing human rights in the workplace                                                      | 26<br>31            |
| EC5. Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation                                                                                                     | Additional         | Securing human rights in the workplace                                                                                        | 31                  |
| EC7. Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation                                                                                  | Core               | Securing human rights in the workplace                                                                                        | 31                  |
| Not covered – EC4, EC6; EC8; EC9                                                                                                                                                                                           |                    |                                                                                                                               |                     |

| GRI Disclosure                                                                                                                                                               | Type of Disclosure | Location – section                                                                                                            | Page               |
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| <b>ENVIRONMENT</b>                                                                                                                                                           |                    |                                                                                                                               |                    |
| Disclosure on Management Approach                                                                                                                                            | Core               | Message from the Managing Director<br>Corporate Governance<br>Corporate Responsibility and corporate strategy go hand in hand | 2-3<br>10-11<br>11 |
| EN2. Percentage of materials that are recycled input material                                                                                                                | Core               | Good environmental performance                                                                                                | 34                 |
| EN3. Direct energy consumption by primary energy source                                                                                                                      | Core               | Addressing climate change                                                                                                     | 41                 |
| EN5. Energy saved due to conservation and efficiency improvements                                                                                                            | Additional         | Addressing climate change                                                                                                     | 41                 |
| EN6. Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives         | Additional         | Addressing climate change                                                                                                     | 41                 |
| EN8. Total water withdrawal by source<br>Note: We do not disclose total resource volume for commercial reasons. We have chosen to report on water use relative to production | Core               | Lowering our water consumption                                                                                                | 35                 |
| EN9. Water sources significantly affected by withdrawal of water<br>Note: All water is from municipal sources                                                                | Additional         | N/A                                                                                                                           | N/A                |

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  Not Applicable (N/A)

| GRI Disclosure                                                                                                                                                                                                                                                                            | Type of Disclosure | Location – section        | Page  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------|-------|
| EN11. Location and size of land owned, leased and managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas<br><br>Note: No land near high biodiversity areas                                                                              | Core               | N/A                       | N/A   |
| EN12. Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas<br><br>Note: No activities or other impacts near high biodiversity areas identified                        | Core               | N/A                       | N/A   |
| EN13. Habitats protected or restored                                                                                                                                                                                                                                                      | Additional         | River rehabilitation      | 36-39 |
| EN14. Strategies, current actions, and future plans for managing impacts on biodiversity                                                                                                                                                                                                  | Additional         | River rehabilitation      | 36-39 |
| EN15. Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk<br><br>Note: Operating in an urban environment, we have not identified species from the IUCN red list in or around our operations | Additional         | N/A                       | N/A   |
| EN16. Total direct and indirect greenhouse gas emissions by weight                                                                                                                                                                                                                        | Core               | Addressing climate change | 41    |
| EN18. Initiatives to reduce greenhouse gas emissions and reductions achieved                                                                                                                                                                                                              | Core               | Addressing climate change | 41    |

| GRI Disclosure                                                                                                                                                                                                                                                          | Type of Disclosure | Location – section             | Page  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------|-------|
| EN21. Total water discharge by quality and destination                                                                                                                                                                                                                  | Core               | Lowering our water consumption | 35    |
| EN22. Total weight of waste by type and disposal method<br><br>Note: We do not disclose total production or resource volumes for commercial reasons. We have chosen to report on waste relative to production, and indicate an approximate level of main types of waste | Core               | Recycling waste                | 40    |
| EN23. Total number and volume of significant spills                                                                                                                                                                                                                     | Core               | N/A – No significant spills    | N/A   |
| EN24. Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.                                                     | Additional         | Recycling waste                | 40    |
| EN26. Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation                                                                                                                                                           | Core               | Good environmental performance | 34-41 |
| EN27. Percentage of products sold and their packaging materials that are reclaimed by category                                                                                                                                                                          | Core               | Recycling waste                | 40    |
| EN28. Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations                                                                                                                         | Core               | N/A – No significant fines     | N/A   |
| Not covered – EN1; EN4; EN7; EN10; EN17; EN19; EN20; EN25; EN29; EN30                                                                                                                                                                                                   |                    |                                |       |

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| GRI Disclosure                                                                                                                                                                    | Type of Disclosure | Location – section                                                                                                                                              | Page                                |
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| <b>LABOUR</b>                                                                                                                                                                     |                    |                                                                                                                                                                 |                                     |
| Disclosure on Management Approach                                                                                                                                                 | Core               | Message from the Managing Director<br>Corporate Governance<br>Corporate Responsibility and corporate strategy go hand in hand<br>Best practice in the workplace | 2-3<br><br>10-11<br>11<br><br>26-33 |
| LA1. Total workforce by employment type, employment contract, and region                                                                                                          | Core               | Who we are                                                                                                                                                      | 8                                   |
| LA2. Total number and rate of employee turnover by age group, gender and region                                                                                                   | Core               | Encouraging personal development                                                                                                                                | 28                                  |
| LA4. Percentage of employees covered by collective bargaining agreements                                                                                                          | Core               | Securing human rights at the workplace                                                                                                                          | 31                                  |
| LA7. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region                                                          | Core               | Making health and safety a priority                                                                                                                             | 32-33                               |
| LA8. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases | Core               | Making health and safety a priority                                                                                                                             | 33                                  |
| LA10. Average hours of training per year per employee per category                                                                                                                | Core               | Encouraging personal development                                                                                                                                | 28                                  |
| LA11. Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings                       | Additional         | Encouraging personal development                                                                                                                                | 28                                  |
| LA12. Percentage of employees receiving regular performance and career development reviews                                                                                        | Additional         | Encouraging personal development                                                                                                                                | 29                                  |
| LA13. Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity       | Core               | Who we are<br><br>Best practice in the workplace                                                                                                                | 8<br><br>26                         |
| LA15. Return to work and retention rates after parental leave, by gender                                                                                                          | Core               | Encouraging personal development                                                                                                                                | 28                                  |
| Not covered – LA3; LA5; LA6; LA9; LA14                                                                                                                                            |                    |                                                                                                                                                                 |                                     |

| GRI Disclosure                                                                                                                                                                                                                                                       | Type of Disclosure | Location – section                                                                                                                                              | Page                             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| <b>HUMAN RIGHTS</b>                                                                                                                                                                                                                                                  |                    |                                                                                                                                                                 |                                  |
| Disclosure on Management Approach                                                                                                                                                                                                                                    | Core               | Message from the Managing Director<br>Corporate Governance<br>Corporate Responsibility and corporate strategy go hand in hand<br>Best practice in the workplace | 2-3<br><br>10<br>14<br><br>26-33 |
| HR1. Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening<br><br>Note: GAB does not have any significant investments outside of direct operations covered in this report | Core               | N/A                                                                                                                                                             | N/A                              |
| HR2. Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken                                                                                                                                             | Core               | Engaging suppliers                                                                                                                                              | 23                               |
| HR4. Total number of incidents of discrimination and actions taken                                                                                                                                                                                                   | Core               | Securing human rights in the workplace                                                                                                                          | 31                               |
| HR5. Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights                                                                                     | Core               | Securing human rights in the workplace                                                                                                                          | 31                               |
| HR6. Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour                                                                                                             | Core               | Securing human rights in the workplace                                                                                                                          | 31                               |
| HR7. Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour                                                                               | Core               | Securing human rights in the workplace                                                                                                                          | 31                               |
| HR11. Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms                                                                                                                                                 | Core               | Securing human rights in the workplace                                                                                                                          | 31                               |
| Not covered –HR3; HR8; HR9; HR10                                                                                                                                                                                                                                     |                    |                                                                                                                                                                 |                                  |

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| GRI Disclosure                                                                                                                                 | Type of Disclosure | Location – section                                                                                                            | Page            |
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| <b>SOCIETY</b>                                                                                                                                 |                    |                                                                                                                               |                 |
| Disclosure on Management Approach                                                                                                              | Core               | Message from the Managing Director<br>Corporate Governance<br>Corporate Responsibility and corporate strategy go hand in hand | 2-3<br>10<br>11 |
| S01. Percentage of operations with implemented local community engagement. Impact assessments, and development programs                        | Core               | Enriching communities                                                                                                         | 42-49           |
| S02. Percentage and total number of business units analysed for risks related to corruption                                                    | Core               | No to bribery and corruption                                                                                                  | 25              |
| S03. Percentage of employees trained in organisation's anti-corruption policies and procedures                                                 | Core               | No to bribery and corruption                                                                                                  | 25              |
| S04. Actions taken in response to incidents of corruption                                                                                      | Core               | N/A – there were no instances                                                                                                 | N/A             |
| S05. Public policy positions and participation in public policy development and lobbying                                                       | Core               | No to bribery and corruption                                                                                                  | 25              |
| S06. Total value of financial and in-kind contributions to political parties, politicians and related institutions by country                  | Additional         | No to bribery and corruption                                                                                                  | 25              |
| S07. Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes                        | Additional         | N/A – no cases                                                                                                                | N/A             |
| S08. Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations               | Core               | N/A – no cases                                                                                                                | N/A             |
| S09. Operations with significant potential or actual negative impacts on local communities                                                     | Core               | River rehabilitation                                                                                                          | 36-39           |
| S010. Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities. | Core               | River rehabilitation                                                                                                          | 36-39           |

| GRI Disclosure                                                                                                                                                                                             | Type of Disclosure | Location – section                                                                                                            | Page            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>PRODUCT RESPONSIBILITY</b>                                                                                                                                                                              |                    |                                                                                                                               |                 |
| Disclosure on Management Approach                                                                                                                                                                          | Core               | Message from the Managing Director<br>Corporate Governance<br>Corporate Responsibility and corporate strategy go hand in hand | 2-3<br>10<br>11 |
| PR1. Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures | Core               | Product Responsibility                                                                                                        | 18-20           |
| PR2. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcomes                                   | Additional         | N/A – we did not record any non-compliance                                                                                    | N/A             |
| PR4. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes                                        | Additional         | N/A – No cases                                                                                                                | N/A             |
| PR6. Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship                                                 | Core               | Responsible marketplace practices                                                                                             | 18-25           |
| PR7. Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes          | Additional         | N/A – No cases                                                                                                                | N/A             |
| PR8. Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data                                                                                           | Additional         | N/A – No cases                                                                                                                | N/A             |
| PR9. Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services                                                            | Core               | N/A – No cases                                                                                                                | N/A             |
| Not covered – PR3; PR5                                                                                                                                                                                     |                    |                                                                                                                               |                 |

# Glossary

**AA1000** – This is a principles-based standard that addresses issues affecting governance, business models and organisational strategy, as well as provide operational guidance on sustainability assurance and stakeholder engagement. (Source: [www.accountability.org](http://www.accountability.org))

**Anaerobic Treatment** – Biological process utilising naturally-occurring bacteria to break down biodegradable material suited for the pre-treatment of high strength wastewaters.

**Bursa Malaysia** – The Stock Exchange in Malaysia

**Carbon Emissions** – The release of extra carbon dioxide (CO<sub>2</sub>) into the atmosphere resulting to an increase of global temperature.

**Chemical Oxygen Demand (COD)** – A measure of the oxygen requirement of organic matter in water. It is used as an indicator of dissolved organic carbon. Unit used to measure COD i.e. parts per million (ppm).

**ESG Index** – A tradable investment index measuring companies' performance on of environmental, social and corporate governance.

**GRI** – Global Reporting Initiative. A multi-stakeholder standard for sustainability reporting, providing guidance on determining report content and indicators.

**HACCP** – Hazard Analysis & Critical Control Points. This is a management system in which food safety is addressed through the analysis and control of biological, chemical and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

**Independent Director** – Director who is independent of management and free from any business or other relationship which could interfere with the exercise of independent judgement. (Source: Bursa Malaysia Listing Requirements)

**Induction Lamp** – Uses less mercury per hour of operation than conventional lighting due to their long lifespan – environment friendly and uses less energy. In addition, mercury is in a solid form and can be easily recovered if the lamp is broken, or for recycling at end-of-life.

**ISO 26000** – An ISO International Standard giving guidance on social responsibility. It is intended for use by organisations of all types, although it must be emphasised that this is only a voluntary guidance, and not a requirement.

**LA21** – Local Agenda 21. Local action plan towards sustainable development in the 21st century.

**Mercury Lamp** – The first kind of metal vapour light source that was mass produced for general lighting applications and still used today although is relative inefficient by contrast with other light sources (see "induction lamp").

**New Economic Policy (NEP)** – National Malaysian policy which focuses on the importance of achieving socio-economic goals alongside pursuing economic growth objectives as a way of creating harmony and unity in a nation with many ethnic and religious groups.

**Non-Executive Director** – A Director who does not currently hold other employment in the company. Unlike an Independent Director, a Non-Executive Director can have significant financial interests or close personal ties to the company. (Source: Bursa Malaysia Listing Requirements)

**NGO** – Non-Governmental Organisation. An independent voluntary organisation working towards a common purpose; often for social or environment motives.

**Rukun Tetangga** – Neighbourhood Watch Programme administered and run by communities.

**Socially Responsible Investment (SRI)** – A sustainable investment strategy which seeks to maximise financial returns, environmental sustainability and social benefits.

**Stakeholders** – Individuals and groups who have an interest or stake in the organisation and are able to influence the organisation's ability to meet its goals. Some examples of groups with organisational interests are customers, employees, investors, suppliers, general society and the world ecological community.

**Stakeholder Engagement** – This is an ongoing process between a company and its stakeholders, encompassing a range of activities and approaches, from information sharing and consultation, to participation, negotiation and partnerships (Source: IFC)

**Sustainability** – A term expressing a long-term balance between social, economic and environmental objectives. Often linked to Sustainable Development which is defined as "Development that meets the needs of current generations without compromising the needs of future generations".

**Thermal Energy** – A process whereby energy in the form of heat is exchanged from one physical object to another.

# Contact and Feedback

We are committed to an on-going dialogue with all of our stakeholders and welcome your comments or questions on this report and our corporate responsibility performance:

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