

SUSTAINABILITY  
REPORT  
2019



**MAKING A GOOD FUTURE HAPPEN**  
The Journey Continues...

## SUSTAINABILITY REPORT 2019

Our work stands the test of time by turning the right opportunity into the right thing and the right thing into lasting value. YTL is about building value that is not simply lasting, but is worthy of lasting.

**MAKING A GOOD FUTURE HAPPEN**  
The Journey Continues...



# Contents

<b>01</b>	<b>About this Report</b>
<b>02</b>	<b>Executive Chairman's Letter to Stakeholders</b>
<b>08</b>	<b>About YTL Group</b>
08	Creating Sustainable Value
10	Managing Material Risks and Opportunities
11	Awards and Accolades
<b>12</b>	<b>Our Approach to Sustainability</b>
12	Sustainability Framework
12	Sustainability Governance
13	Stakeholder Engagement
15	Materiality
<b>16</b>	<b>Embracing the Marketplace</b>
<b>24</b>	<b>Protection of the Environment</b>
<b>54</b>	<b>Empowering Our People</b>
<b>68</b>	<b>Enriching Communities</b>
<b>94</b>	<b>GRI Content Index</b>
• <b>Be Part of the Solution</b>	



## MAKING A GOOD FUTURE HAPPEN The Journey Continues...

reflects our vision for what YTL Group sustainability initiatives aim to achieve internally and externally across the four pillars of YTL Group Sustainability Framework - **Marketplace, Environment, People and Community**



# About This Report

[GRI 102-1, 102-12, 102-13, 102-46, 102-50, 102-51, 102-52, 102-53, 102-54]

This report is issued in parallel with and complementary to the Annual Report 2019. It covers our diverse achievements in creating economic, environmental and social (EES) value for a wide array of stakeholders. We present the key priorities of our sustainability framework aligned with our core business strategies, where we constantly push for performance improvements.

YTL Corporation Berhad (YTL Corp) and its subsidiaries (YTL Group) are members of the Malaysian-Dutch Business Council, as well as Global Compact Network Malaysia and Singapore. YTL Corp is a signatory of the Paris Pledge for Action, alongside 194 other signatories to ensure that the ambitions set out in the Paris agreement are met or exceeded to limit the global temperature rise to less than 2°C. During the year under review, YTL Corp, YTL Power International Berhad (YTLPI) and Malayan Cement Berhad (formerly known as Lafarge Malaysia Berhad) (Malayan Cement) were also constituents of the FTSE4Good Bursa Malaysia Index.

This report and our previous reports are available via PDF and can be downloaded from YTL Group's corporate website at <http://www.ytl.com>.

Our subsidiaries and associated companies have also produced their own reports, available on their official websites listed below, which provide more information about their sustainability policies, practices, performance, risks and opportunities.

Wessex Water<sup>1</sup> - <http://wessexwater.co.uk/>

YTL PowerSeraya<sup>2</sup> - <https://ytlpowerseraya.com.sg/>

Starhill Global REIT<sup>3</sup> - <http://www.starhillglobalreit.com/>

## Reporting Period

This report covers YTL Group's performance for the financial year ended 30 June 2019 (FY2019) (unless otherwise specified). All information in this report corresponds with our Annual Report for the same year.

## Reference and Guidelines

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards – Core Option. We follow the Bursa Malaysia Securities Berhad (Bursa Malaysia) Main Market Listing Requirements relating to the Sustainability Statement in Annual Reports and where possible, we have referenced material issues with regards to EES aspects. It also has complied with the Sustainability Reporting Guide issued by Bursa Malaysia and Sustainability Reporting Awards (MaSRA) Guidelines for Malaysian Companies. We have also reviewed how our sustainability framework is aligned with the United Nations Sustainable Development Goals (SDGs).

## Coverage

This report covers YTL Group's significant and active operating units, and those that we have direct operational control over, as reflected in the holding company's Annual Report. Unless otherwise stated, the information presented in this report covers our utilities and property investment businesses in Malaysia, Singapore, Indonesia, Australia and the United Kingdom, where there is publicly available data already in place. We also include sustainability initiatives from other business units and some associated companies in greater detail.

## Assurance

We have not sought external assurance for this report, but will consider it in future as our reporting develops over time.

## Feedback

We welcome your comments, thoughts, and remarks, which can be directed to:

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 YTL Corporation Berhad  
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## YTL GROUP SUSTAINABILITY TEAM



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<sup>1</sup> Wessex Water Limited's subsidiary, GENeco Limited will be denoted as "GENeco UK" throughout this report

<sup>2</sup> YTL PowerSeraya Pte Limited's retail brand, Geneco will be denoted as "Geneco SG" throughout this report

<sup>3</sup> YTL Corp owns an effective interest of 36.46% in Starhill Global Real Estate Investment Trust (SGREIT). YTL Starhill Global REIT Management Limited (YSGRM), the manager of SGREIT, is a wholly-owned subsidiary of YTL Corp

# Executive Chairman's Letter to Stakeholders

[GRI 102-14]



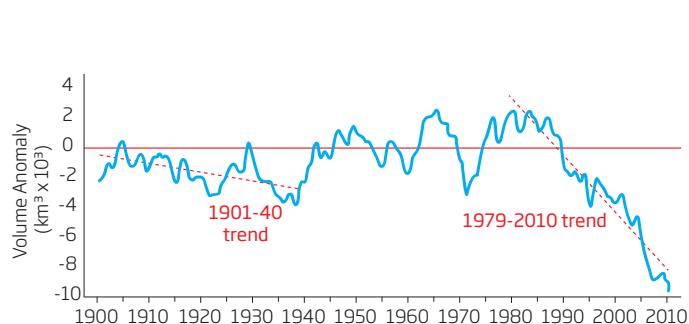
## Dear Stakeholders,

The discourse around waste, climate change, and inequality has intensified, and the different stress points appear to be converging with the threat of disastrous consequences. Climate change appears to have entered a vicious feedback loop. Unprecedented Alaskan, Arctic and Amazon wildfires raged during the summer of 2019, and warming in the Arctic is occurring at a rate of two to three times faster than the global average as evidenced by sea ice volume.

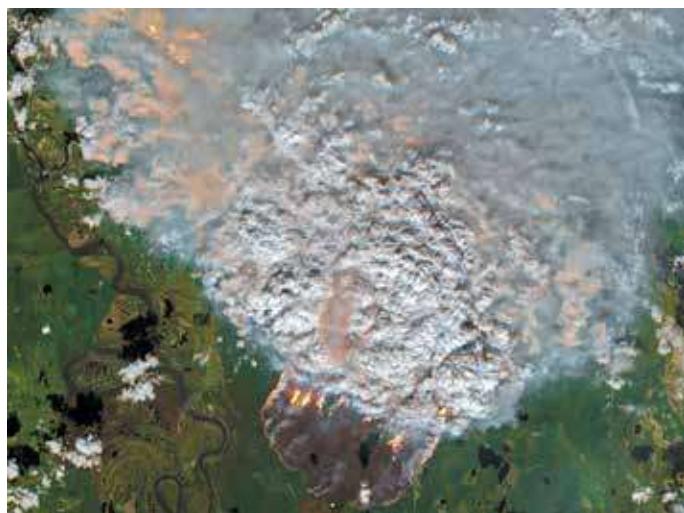
The Amazon's fate seems set for irreversible destruction unless drastic changes are made. Once the tipping point is transgressed, experts predict that much of the rest of the forest could follow as deforestation begins to feed on itself, turning large tracts of the Amazon basin into a drier cerrado.

### TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING

PSM, KBE, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP  
Executive Chairman  
YTL Corporation Berhad



Source: "Arctic sea ice volume variability over 1901-2010: a model-based reconstruction" by A.Schweiger et al, *Journal of Climate* 2019



▲ A satellite image showing wildfires consuming large swathes of Arctic forests and peat in July 2019 (Image: Pierre Markuse)

## Executive Chairman's Letter to Stakeholders

Apart from the one million species that may be pushed to extinction in the next few years, a recent series of 10,000 studies concluded that many animals will not be able to adjust to changes in climate by shifting behaviours such as hibernation, reproduction and migration in order to optimise the continuation of the species. It is also becoming increasingly clear that humans are going to have an equally difficult and painful journey in adapting to the new state of climate and weather.

In light of this, YTL Group continues to push forward with coral rehabilitation, planting 109,800 mangroves and 55,600 sea pines and have rescued more than 42,226 turtle eggs from human consumption, with more than 30,838 turtle hatchlings released.



 Resulting from the partnership with Lang Tengah Turtle Watch, the turtle nest adoption programme at Tanjong Jara Resort has seen more than 42,226 eggs being rescued from human consumption

The facts are undeniable, the science is clear and only the myriad trajectories of grim projections are uncertain. We have moved past the 11<sup>th</sup> hour and onto midnight on the issue of climate change. As in the parable of the workers in the vineyard, we have been standing idle for too long, and in our struggle to get ahead we may have lost sight of the need to sacrifice for the greater good, and be content with equal rewards. How God rewards others should be of no consequence to us<sup>4</sup>.

The operating environment around the globe for businesses has become more challenging. The global trade war rages on in unpredictable directions and with uncertain outcomes, and politics seem to be further polarising society in both developed as well as in developing countries. Sustainability is no longer a peripheral consideration for stakeholders, and the issues have never been more influential in our strategic decision making. The approach to organic and acquired growth in YTL Group has now shifted firmly to evaluating whether a sustainable business can be profitable, rather than whether a profitable business can be sustainable. We continue to focus on creating sustainable strategic assets that propel long-term economic value, in addition to natural, human and social value.

## CLIMATE APARTHEID AND EXTINCTIONS

An additional 100 million people could be pushed into poverty by 2030 due to the effects of climate change and an estimated one billion people displaced by climate related disasters by 2050. The impacts would likely be far more pronounced in developing and poorer countries. The resulting degradation in those countries or regions receiving the refugees could be devastating as seen in Turkey and particularly in Cox Bazaar, Bangladesh.

All this could put additional stress on borders and further fragment class structures throughout the world. The message from the United Nations (UN) is that humanity needs to re-evaluate its relationship with the planet and all of its inhabitants. For example, in places like Chennai, the loss of wetlands to development combined with extreme weather patterns, has resulted in a shortage of water in mid-2019 which lasted not for days, but months. Equally worrying is the state of water conditions in the Mekong and connected lakes such as Tonle Sap which have also resulted largely from a combination of human activity and climate change.

If the Vulnerable Twenty<sup>5</sup> (V20) group of countries wants to avoid the harm caused by climate change, these countries will need to spend up to USD250 billion a year on adaptive measures, such as coastal defences, and ironically, they face higher interest rates than similar countries less exposed to climate risks. Developed countries could be equally at risk. Singapore's Prime Minister announced in his 2019 National Day speech that the country would need to spend an estimated SGD100 billion over the next 100 years on climate change associated adaptation measures.



 Chennai reservoir in June 2019  
(copyright Deccan Herald)

 Tonle Sap low water levels in August 2019 (The Diplomat Image Credit: Tran Van Tu)

<sup>4</sup> (Matthew 20:1-16) 'These who were hired last worked only one hour,' they said, 'and you have made them equal to us who have borne the burden of the work and the heat of the day.'

<sup>5</sup> The V20 Group was established in 2015, consisting of the Top 20 nations from all over the world that are most affected by the catastrophes rooted from climate change. For more information, kindly view <https://www.v-20.org/about/>

## Executive Chairman's Letter to Stakeholders

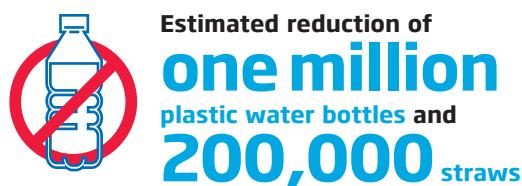
### FROM THROWAWAY LIVING TO EXTENDED PRODUCER RESPONSIBILITY

In 1955, Life published an article praising "Throwaway Living" and single use plastic. Following the invention of Parkesine in 1862 and then Bakelite in 1907, it was the perfect storm of an industrial revolution, rapid innovation and an increasingly upwardly mobile society. It was perhaps the turning point that led to the improved quality of life which is now polluting and poisoning us. Startling research published at the time of writing this letter revealed that one litre of Arctic snow could hold up to 10,000 particles of plastic, rubber and ship varnish micro fragments.

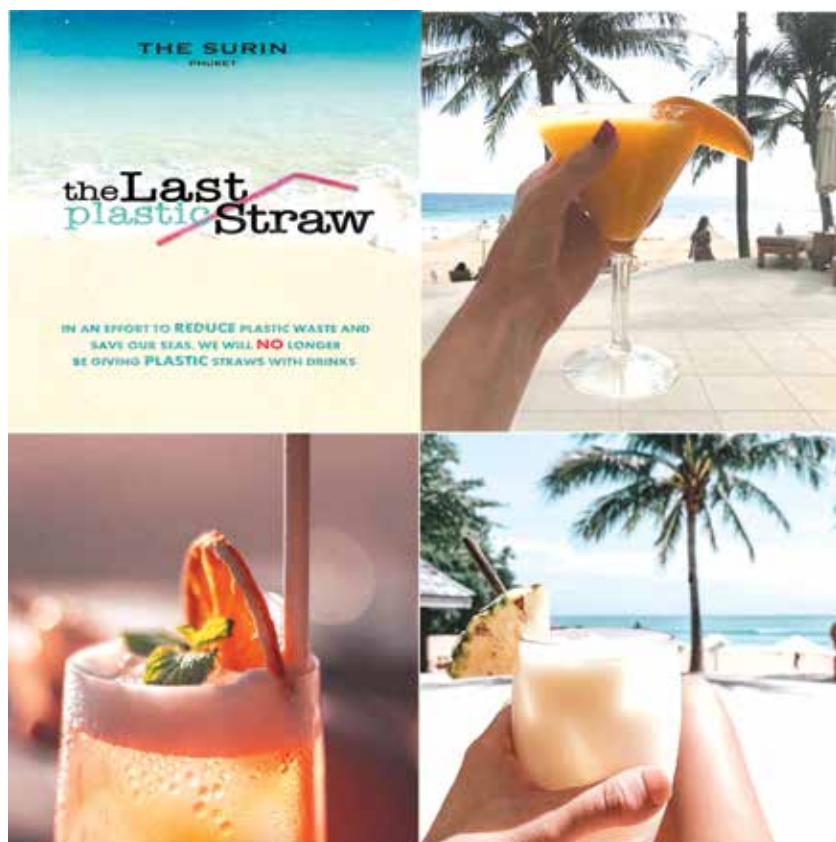
Unless there are drastic and immediate changes in our industrial processes, habits and regulations, our legacy will be the Anthropocene era<sup>6</sup>, known for the rate of mass extinctions and deposits of waste.

Businesses will need to start to see packaging as part of their inventory and as an asset class which should have value in the balance sheet throughout its active life in the supply chain. At the same time, individuals will need to see it as a valuable resource which must be treated with respect. Whilst technology is largely available, new business and financial models are urgently needed to keep products in use for longer. Designing and establishing circular supply chains is essential to ensure proper recycling and reuse which will eventually lead to reduction and elimination of mining Earth's resources. The only way forward is for producers and retailers to design products with a full view of closing the loop on the entire supply chain.

In YTL Group, we have committed to the elimination of single use plastic globally by 2025, and are now firmly headed in that direction with our Say No to All Plastic (SNAP) campaign which was rolled out earlier this year. We already have visibility on this goal with an estimated reduction of one million plastic water bottles and 200,000 straws from just a handful of our properties.



<sup>6</sup> The Anthropocene is the proposed epoch commencing from the start of significant human impact on Earth's geology and ecosystems, including, but not limited to, anthropogenic climate change



▲ Pictured are some of the SNAP (Say No to All Plastic) campaign initiatives at YTL Hotels' properties

We will also continue to recycle where possible, as much more can be done in that regard throughout our operations. Countries and cities are also moving forward. Shanghai has recently launched a bold and ambitious waste sorting scheme, and Japan has successfully reduced waste headed to landfills to less than 5% of all municipal waste after years of building a culture of recycling through taxes, subsidies, incentives and regulations. This has resulted in the creation of appropriate infrastructure. For example, in our hotels in Niseko, Hokkaido, we now recycle almost 100% of the waste, separating all waste into 17 different categories before sending to recycling and composting facilities. Meanwhile, already within reach of its target of zero waste to landfill by 2020, Wessex Water has reached 99.8%. 100% of its office waste is already diverted from landfill, and the remaining 0.2% includes items such as contaminated soil and construction waste that are difficult to reuse or recycle.

## Executive Chairman's Letter to Stakeholders



▲ PT YTL Jawa Timur's FABA paving block production (left), used in one of the 680 biogas units (center) and reef blocks (right) near the power plant

### PEOPLE AND COMMUNITIES

Our people continue to be our key valued resource, and we have made progress in meeting our goals of equal opportunity employment and hiring people with disabilities which now numbers 63 across YTL Group.

For communities where we operate, we also take our commitments seriously. We have continued to extend the rural renewable energy programme in Java, Indonesia through PT YTL Jawa Timur's (YTLJT) efforts across off-grid communities who live in proximity to the power plant. The tally at the time of this report was 680 biogas units (each with a capacity of 6 m<sup>3</sup>), 40 micro hydro units (each with between 2 - 5 kW), and 65 units of solar panels at 8.71 kWp.

The biogas domes are now using paving blocks made of fly ash and bottom ash (FABA) originating from our coal-fired power plant for construction.

As mentioned last year, education remains one of the cornerstones of our strategic sustainable development and philanthropic initiatives, and YTL Foundation has now completed 300 Frog Classrooms<sup>7</sup> in Malaysia. They also awarded the first scholarship to a visually impaired scholar, and have built two unique Frog Classrooms in Sepang and Perak, that cater to students with special needs and learning disabilities.



▲ A very special classroom was built in Taiping for students with learning disabilities aged between seven and 14 years old, equipped with special toy racks, a pendulum swing, climbing wall, mini ball pit and fun slide

<sup>7</sup> The Frog Classroom is an initiative by YTL Foundation in collaboration with FrogAsia, provider of the Frog Virtual Learning Environment. The Programme aims to transform classrooms in government schools throughout Malaysia into 21<sup>st</sup> century learning spaces that promote technology-enabled, student-focused learning

## Executive Chairman's Letter to Stakeholders



Part of the solar PV installation at YTL PowerSeraya power plant in Jurong Island, Singapore

### ENERGY AND GROWTH

Global carbon emissions continue to rise, and in a series of papers from 2011 to 2015, T. J. Garrett, from the Department of Atmospheric Sciences, University of Utah, explains why. He simply says that the growth of human economy "cannot be decoupled" from energy consumption. The data shows that for every USD1 of economic growth, worldwide, human enterprise requires about 9.7 milliwatts (mW) of energy ( $\pm 0.3$  mW). But these growth targets can be met in different and less harmful ways. For instance, ASEAN wants renewable energy to make up 23% of the region's energy mix by 2025.

As I mentioned in previous letters, the price of solar equipment has continued to fall, and YTL Group will continue to focus on ground mounted and building integrated solar installations within its own assets. We have already installed 970.5 kWp on the roof of YTL PowerSeraya power plant in Singapore, with further expansion planned. This adds to our modest but growing portfolio of solar photovoltaic (PV) in Indonesia, and the UK which now boasts around 1.3 MW of installed capacity. In terms of further carbon mitigation, YTL PowerSeraya has replaced diesel vehicle with electric vehicle (EV), and YTL JT continues to expand its electric motorcycle use at Paiton and in Jakarta. Similarly we have expanded our EV fleets of light vehicles and motorbikes in the UK, Singapore and Indonesia. The KLIA Transit and KLIA Ekspres services now take over four million vehicles off the road every year, and reduces CO<sub>2</sub> emissions by 24,000 tonnes.



The six new enhanced fleet of KLIA Transit and KLIA Ekspres trains have won ERL the "Project of the Year" at the prestigious Global AirRail Awards 2018



Electric vehicles seen here have been rolled out and are currently in operation at GENeco UK

## Executive Chairman's Letter to Stakeholders



▲ The "Bristol as a Future City" event tour bus seen here powered by biomethane derived from human excretion and food waste processed at GENeco UK's anaerobic digestion facility in Avonmouth, Bristol, UK

Wessex Water won the Queens Award for Sustainable Development for the third time, and their subsidiary GENeco UK celebrated their tenth anniversary by replacing ten GENeco UK diesel vehicles with electric equivalents and the installation of associated infrastructure across four sites. At GENeco UK, we continue to grow our food waste digestion facility, where biogas and fertiliser are sold to the grid and farmers respectively. Another strong example of innovation at Wessex Water is where nitrates are prevented from entering water sources by offsetting through the EnTrade platform, and the introduction of the Wessex Water Marketplace, a hub where they publish the outcomes needed, allowing the market to propose solutions rather than asking for a price for a pre-determined answer.

**By using EnTrade, Wessex Water has:**

- engaged with 100 farmers**
- in 16 schemes**
- to process £400k in bids**
- to remove 225 tonnes of nitrates**
- across 5,300 hectares**
- in 640 fields**

## CONCLUDING THOUGHTS

Costa Rica is a good example of how a country and the companies that operate there can mitigate environmental impacts, a country with less than five million population. In 2015, Costa Rica pledged to become carbon neutral by 2021. Whilst this is mainly through sometimes controversial hydropower, they also plan to get rid of single use plastic by 2021 through legislation and cultural change. In a slightly more challenging area, they have managed to double their tropical rainforests in just a few decades as a result of reforestation of degraded land largely through tree planting and payments for environmental services.

The ancient Greeks had a word for recycling palímpsētos or palimpsest “again scraped”, a compound word that literally means “scraped clean and ready to be used again”, and as early as the eighth century BC, the book of Isaiah mentions both recycling and living harmoniously. Isaiah wrote “They will beat their swords into plowshares and their spears into pruning hooks. Nation will not take up sword against nation, nor will they train for war anymore. Come, descendants of Jacob, let us walk in the light of the Lord.” (Isaiah 2:4)

There is still time for us to work together to halt and mitigate environmental damage already done, and at the same time to cease and prevent injustices perpetrated against one another. That time is now. I pray that we find the strength and courage to work together at this most challenging juncture in our planet's recent history so that future generations will look back at our legacy in awe and not contempt. May God continue to guide us on our journey to Making a Good Future Happen.

## TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING

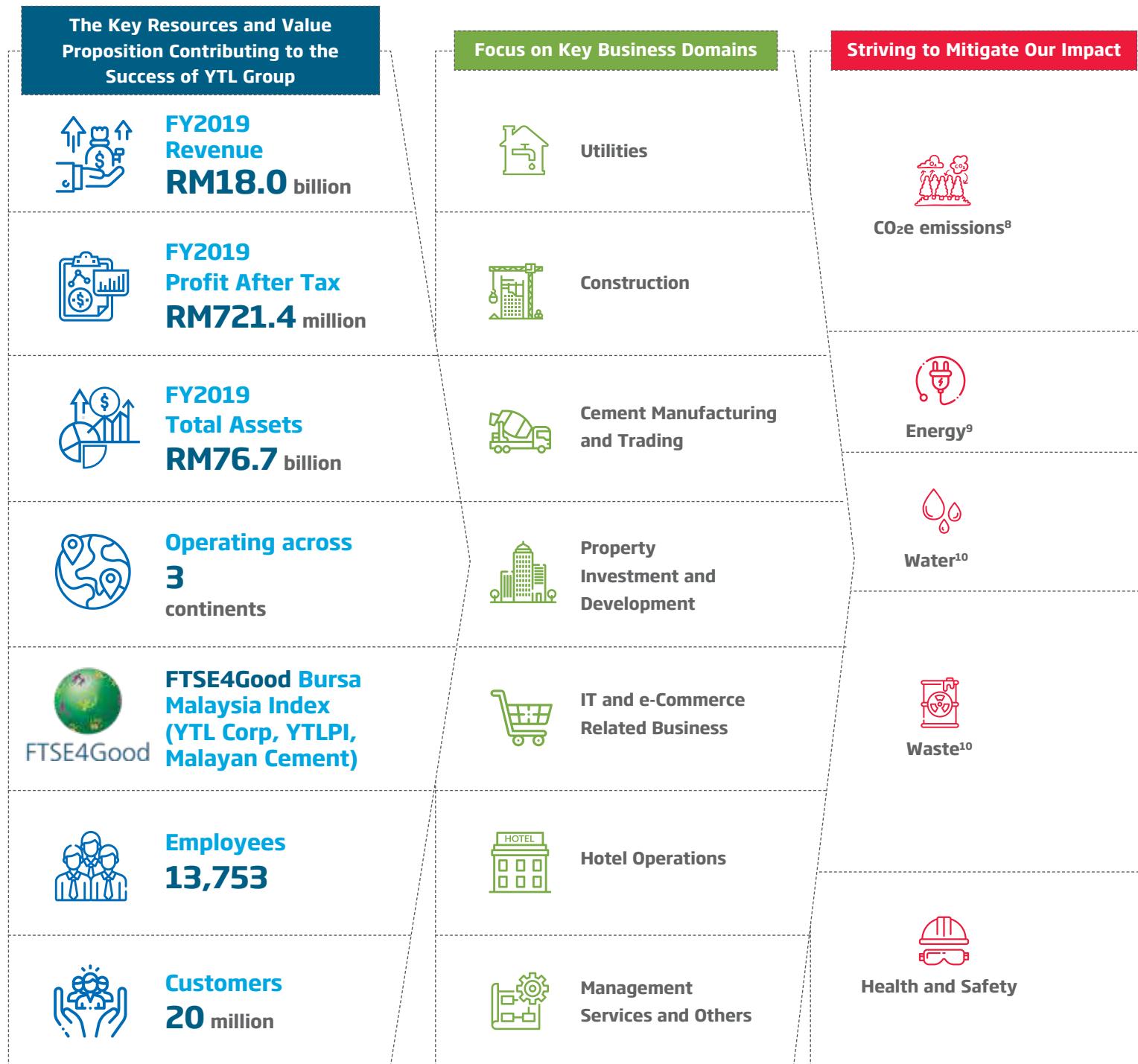
PSM, KBE, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP  
Executive Chairman  
YTL Corporation Berhad

# About YTL Group

[GRI 102-10, 102-49, 201-1]

YTL Group is an integrated infrastructure developer with extensive operations in countries including Malaysia, the United Kingdom, Singapore, Indonesia, Australia, Japan, Jordan and China. The core businesses of YTL Group comprise utilities, construction, cement manufacturing and trading, property investment and development, hotel operations, information technology as well as e-commerce related business and management services and others.

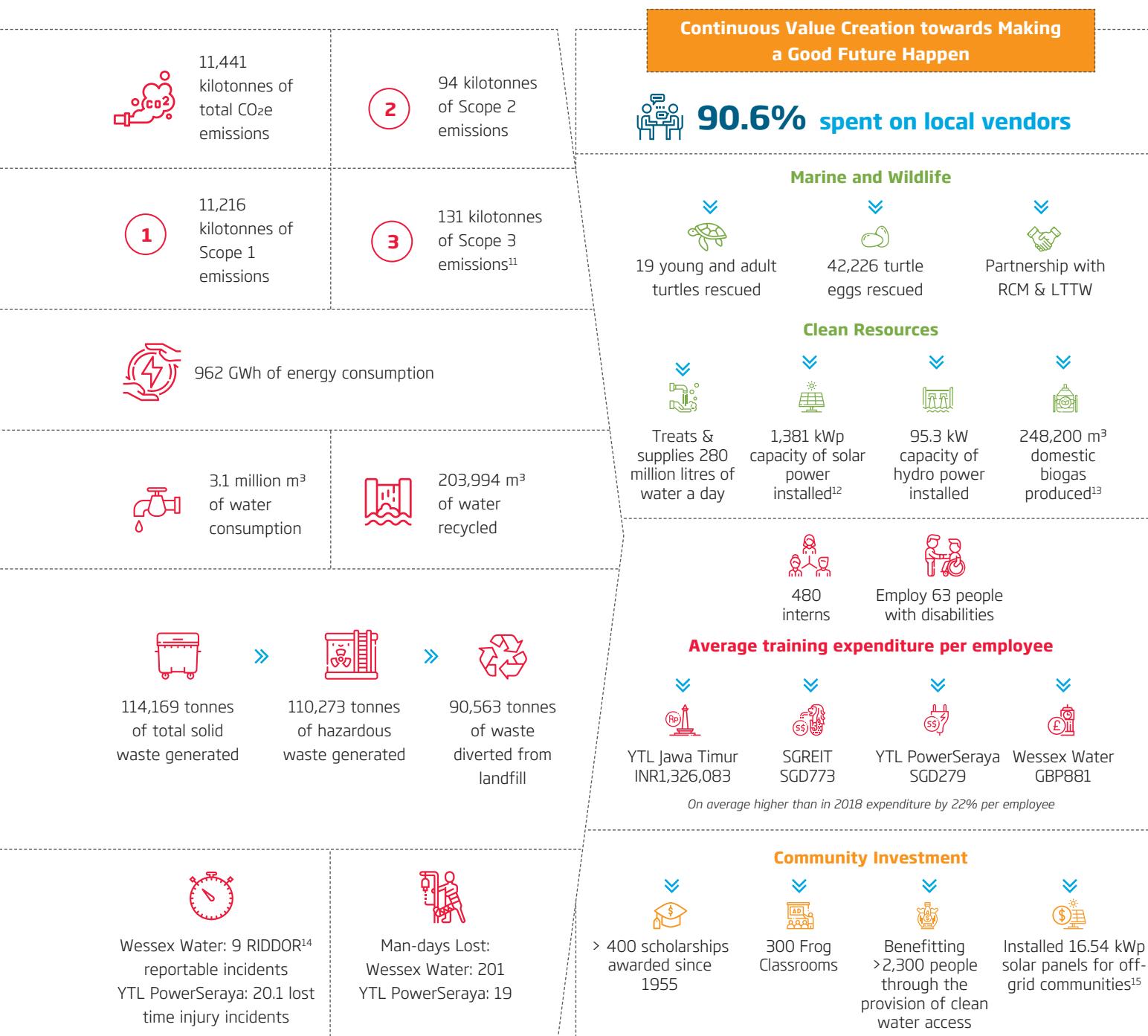
## CREATING SUSTAINABLE VALUE

<sup>8</sup> YTLJT, YTL PowerSeraya, Wessex Water<sup>9</sup> YTLJT, SGREIT, YTL PowerSeraya, Wessex Water<sup>10</sup> YTLJT, YTL PowerSeraya, SGREIT

## About YTL Group

### MAKING A GOOD FUTURE HAPPEN

Our pillars remain as Marketplace, Environment, People and Community. Sustainability sits at the heart of everything we do, and operating sustainably is an integral and vital component of our business strategy. Our goal is to provide our customers with world-class products and services that meet or exceed their expectations whilst minimising the harmful impacts on the environment and local communities. It is also a reminder that the journey towards a truly sustainable future continues for us and our stakeholders.



<sup>11</sup> YTL PowerSeraya, Wessex Water

<sup>12</sup> YTLJT, YTL PowerSeraya, Wessex Water

<sup>13</sup> YTLJT (since the inception of the Alternative Energy Development (AED) programme)

<sup>14</sup> RIDDOR is the UK law that requires employees, and other people in control of work premises, to report and keep records of work-related accidents

<sup>15</sup> YTLJT, YTLPI

## About YTL Group

### MANAGING MATERIAL RISKS AND OPPORTUNITIES

 <p><b>Climate Change</b></p>	<p>We believe that the price of energy should reflect the total environmental costs of consumption, allowing market economics to lead the shift to cleaner alternatives and new technologies. Significant action is needed in the short-term to mitigate the causes of climate change and begin adapting to the negative risks and actual impacts. Our green revenue numbers continue to increase as our commitment to support the Malaysian Government's vision towards a green growth economy and building a clean energy future. We will continue to reduce the carbon footprint across our operations through energy efficiency, and investment in renewable energy and green technology.</p>
 <p><b>Political, Economic, Environmental and Regulatory</b></p>	<p>Our businesses are largely concentrated in highly-regulated industry sectors. We ensure compliance with various national laws in Malaysia, Singapore, the UK, Indonesia, China, Australia, Japan and other overseas markets in which YTL Group has operations and business activities, as well as adhering to environmental and social regulations. We regularly engage and communicate with governments, regulators and authorities to ensure we understand and mitigate the potential adverse impacts of any new or proposed changes. Risks arising from falling short in addressing these material issues may result in negative public perception of the Company, and non-compliance with regulations may result in penalties by the authorities. We attempt to mitigate the effects of the risks through enhancing YTL Group's governance by instituting comprehensive and more stringent policies and procedures in areas such as finance, procurement, human resources, risk management and environment across YTL Group.</p>
 <p><b>Financial and Investment</b></p>	<p>Our business is exposed to the financial and sovereign risks arising from investments locally and abroad. We maintain a stringent due diligence process to evaluate and manage the potential risks and impacts on the financial performance of YTL Group. We have a robust framework to assess risks and aim to balance the short and long-term interests in our investments. For investment decisions, we consider the economic, social and environmental risks as well as the political, sovereign and technical risks and their potential opportunities. In May 2019, YTL Cement acquired a 51% stake in Malayan Cement (formerly known as Lafarge Malaysia) to complement its existing core business activities. This also resulted in increased exposure in an attractive industry with robust long-term growth potential.</p>
 <p><b>Human Capital</b></p>	<p>Strategic talent reviews and succession planning occur on a planned basis annually across all businesses. Failure to identify the right skills for the right places will impact retention of talent and our ability to operate effectively. We provide equal opportunity employment and attractive performance-based rewards for all, ensuring that our people are given sufficient support to grow and contribute to our Company's development. We believe that attracting, developing, motivating and retaining talent are key elements of our sustainable and profitable growth. We continue to demonstrate our commitment to operational excellence, which is the foundation to any success we achieve.</p>
 <p><b>Health, Safety and Well-being</b></p>	<p>The health, safety and well-being of our employees, contractors and suppliers may affect their performance and productivity. Whilst we have systems, procedures and processes in place to ensure safe and healthy working conditions for all, we have identified areas where our management approach could be enhanced to reduce possible adverse impacts and associated risks such as improved working conditions across our diverse operations. Moreover, there is a need to establish a system to assess our suppliers' upstream activities for social and environmental impacts and manage associated risks in the future. We continue to maintain industry leading safety performance standards and continue to deliver a strong health, safety and welfare culture for our employees and contractors in our daily operations.</p>
 <p><b>Digital Transformation</b></p>	<p>Digital transformation has gradually been recognised as an important enabler for innovation. It encourages and promotes unmatched opportunities and capabilities in business growth and value creation. With the increase of global cyber security threats and the potential for losses due to technology failures, data breaches or obsolete technology, YTL Group recognises the need to strengthen our cyber resiliency and crisis management capabilities. Misalignment between businesses and digital risk strategies, may lead to inappropriate prioritisation, missed opportunities, data leakages and restricted business value. We adopt robust measures and technical knowledge by leveraging the power of Artificial Intelligence (AI), the Internet of Things (IoT) and blockchain to ensure cyber risks are mitigated effectively, connecting our businesses to the world securely and thereby further enhancing our brand reputation and competitive advantage in the marketplace.</p>

## About YTL Group

### AWARDS AND ACCOLADES



▲ Ruth Yeoh has been awarded:

- The Singapore Ministry of National Development (MND) Medallion 2019 for her significant contribution and service to the MND Family of agencies
- Asia's Top Sustainability Superwomen Award 2018, an accolade to honour and recognise the inspiring efforts of women in Asia who are leading change within and outside their organisation, at the forefront of sustainability leadership



▲ YTL Corporation won Platinum Award at The Global CSR Award 2019 in the category of "Excellence in Provision of Literacy and Education" for FrogAsia's outstanding initiatives in education and vocational training for teachers



▲ Express Rail Link won the "Project of the Year" award at the prestigious Global AirRail Awards 2018 in recognition of their new fleet of trains with enhanced features, better comfort and greater efficiency



▲ YTL Hotels won "Company of the Year - Hospitality" at CSR Malaysia Awards 2019 for championing environmental conservation and restoration initiatives



▲ Wessex Water received the UK Institute of Water Innovation Awards 2019 for their "Sewer Renovation 'Re-rounders' Robotics" campaign

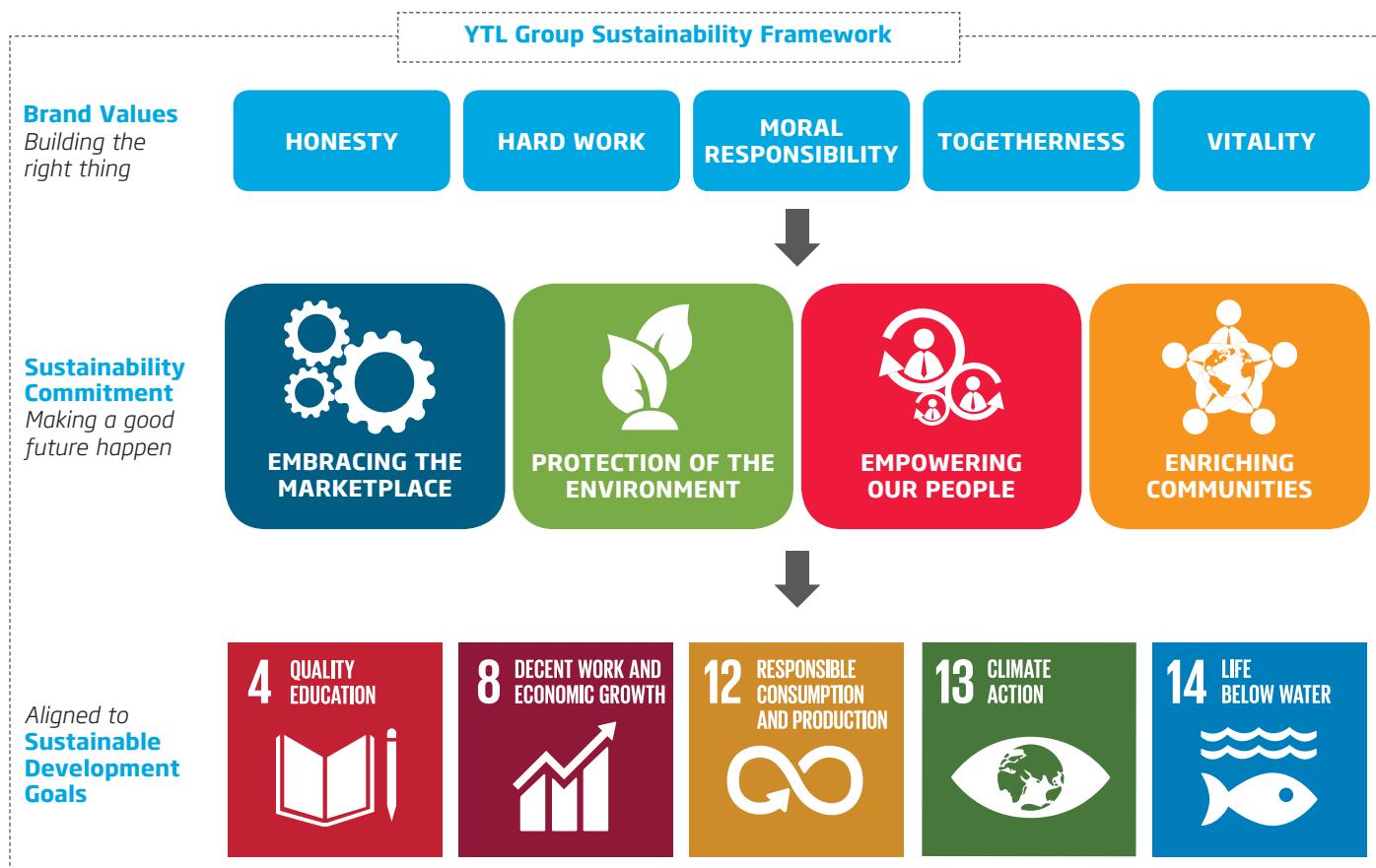


▲ YTL Jawa Timur was awarded PROPER Green Rating for their outstanding environmental performance in 2018. This is their 12<sup>th</sup> times winning since 2006, including two gold ratings for the years 2013 and 2016

# Our Approach to Sustainability

## SUSTAINABILITY FRAMEWORK [GRI 102-16]

YTL Group believes that as an integrated infrastructure developer and utility conglomerate, there is an inherent need to play the role of catalyst in the country's development agenda. Aligned with our four pillars of sustainability, we consistently reinforce embedding sustainability into our business DNA so that we can adhere to our mission of Building The Right Thing (BTRT) in keeping with our sustainability vision of Making a Good Future Happen. The following value-added Sustainability Framework forms the basis of our long-term sustainable business practices.



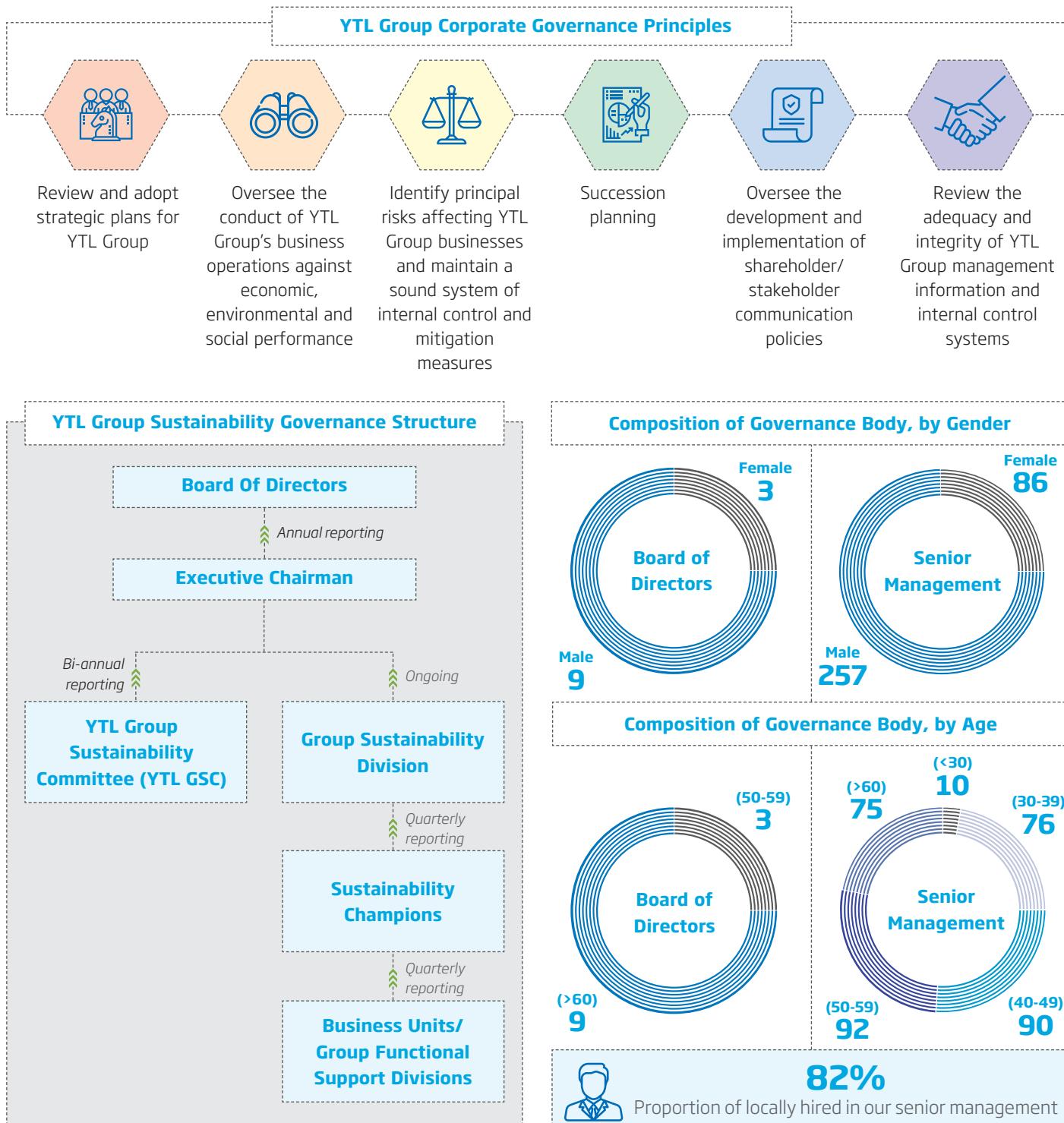
Our efforts towards incorporating sustainability into our day-to-day operations are aligned with five of the 17 United Nations Sustainable Development Goals (SDGs), YTL Group Corporate Statements (Human Rights and Ethics, Environment, Health and Safety, and Commitment to Ethical Purchasing), as well as Code of Conduct and Ethics.

## SUSTAINABILITY GOVERNANCE [GRI 102-11, 102-16, 102-18, 202-2]

YTL Group has been committed to setting the highest standards of corporate governance in all our dealings. This level of corporate governance and the creation of economic, social, and environmental value for all stakeholders are mutually dependent and critical to business integrity and the creation of sustainable businesses. At YTL Group, the Board of Directors (the Board) are at the core of its corporate governance practices and oversee how management delivers sustainable value to its stakeholders. YTL governance framework is guided by the principles and recommendations of the new third edition of Malaysian Code on Corporate Governance (MCCG) 2017, and the Main Market Listing Requirements of Bursa Malaysia Securities Berhad (Bursa Malaysia).

Further details are set out in the **Corporate Governance Overview Statement** and the **Statement on Risk Management and Internal Control** in YTL Corp's Annual Report 2019. The Annual Report and YTL Corp's Corporate Governance Report 2019 can be downloaded from our website at [www.ytl.com](http://www.ytl.com), as well as the website of Bursa Malaysia at [www.bursamalaysia.com](http://www.bursamalaysia.com).

## Our Approach to Sustainability



## STAKEHOLDER ENGAGEMENT [GRI 102-40, 102-42, 102-43, 102-44]

YTL Group emphasises being receptive to its entire stakeholder spectrum. Over the years, the Company's materiality and stakeholder mapping, and prioritisation has evolved, allowing us to re-align strategy on the most pertinent and material issues identified by internal and external stakeholders. The following table covers a list of key stakeholder groups, various methods of engagement, key issues raised, and how we respond to them.

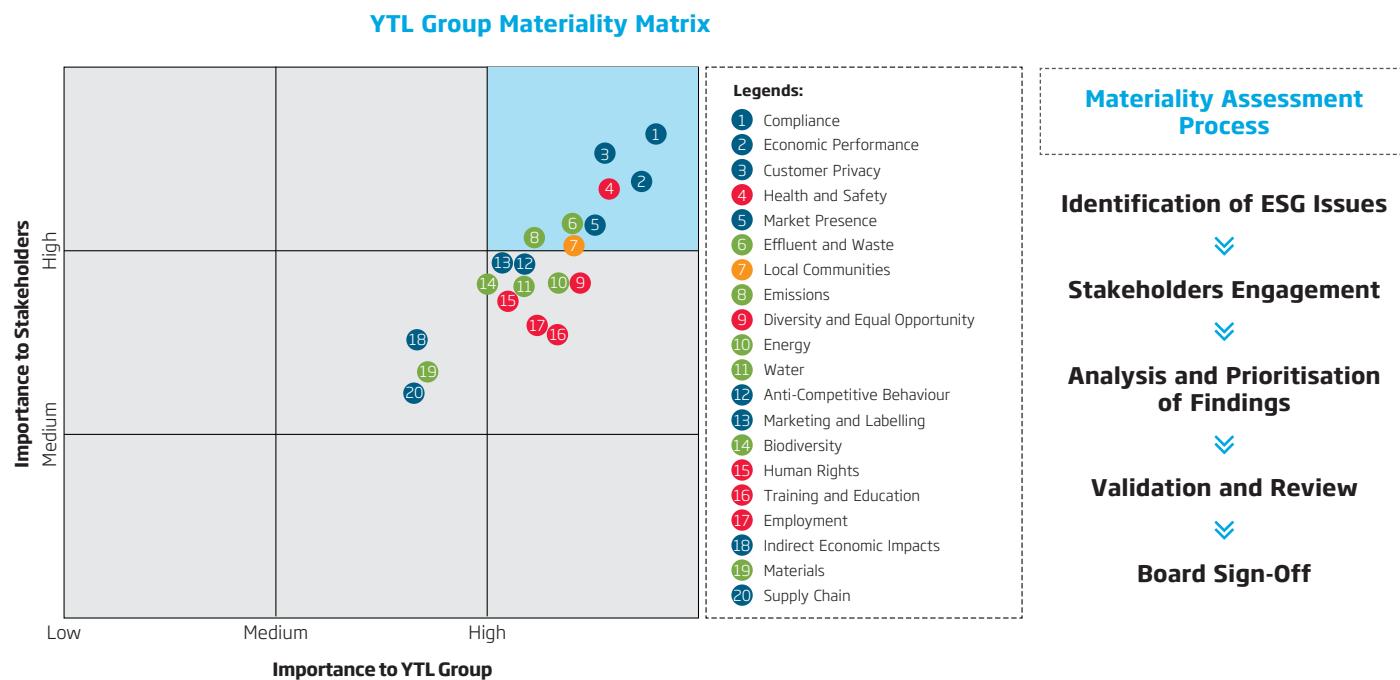
## Our Approach to Sustainability

Stakeholder Engagement for YTL Group				
Stakeholder Groups	Modes of Engagement	Frequency	Key Concerns Raised by Stakeholder	Our Strategy
Employees	<ul style="list-style-type: none"> <li>Intranet, newsletters and broadcasts</li> <li>Town halls and Leadership Conference</li> <li>Trainings</li> <li>Annual performance appraisal</li> <li>Recreational and team-building sessions</li> </ul>	Annually, Quarterly, Ongoing	<ul style="list-style-type: none"> <li>Corporate vision and core values</li> <li>Business strategy and direction</li> <li>Reward and recognition</li> <li>Training and career development</li> <li>Welfare and benefits</li> <li>Respect of human rights and ethics</li> <li>Workplace health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Opportunity for career development</li> <li>Employee benefits and medical coverage</li> <li>BTRT initiatives</li> <li>#YTLBiggie</li> <li>Peer-to-peer sharing session</li> <li>Code of Conduct and Ethics</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Website and social media</li> <li>Marketing and promotional programmes and events</li> <li>Feedback channels such as emails, phone calls, hotlines and surveys</li> <li>Product launches and roadshows</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Product and service quality</li> <li>Competitive pricing</li> <li>Customer experience</li> <li>Safety and security</li> </ul>	<ul style="list-style-type: none"> <li>General Data Protection Regulation (GDPR)</li> <li>Innovative product</li> <li>Reliable customer service</li> <li>Appreciation events</li> </ul>
Shareholders and Investors	<ul style="list-style-type: none"> <li>Annual General Meetings</li> <li>Investor relations events</li> <li>Annual reports</li> <li>Analyst briefings</li> <li>Website updates</li> </ul>	Annually, Quarterly, Ongoing	<ul style="list-style-type: none"> <li>Economic performance</li> <li>Company growth and value chain</li> <li>Business strategy and direction</li> </ul>	<ul style="list-style-type: none"> <li>Appreciation events</li> <li>Supply chain seminars</li> <li>FTSE4Good Bursa Malaysia Index</li> <li>Consistent profit generation</li> <li>Malaysian Code on Corporate Governance 2017</li> </ul>
Suppliers, Business Partners and Industry Groups	<ul style="list-style-type: none"> <li>Regular meetings and site visits</li> <li>Product launches and roadshows</li> <li>Supplier briefings and trainings</li> <li>Supplier assessment system</li> <li>Workshops and networking functions</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Sharing best practices</li> <li>Compliance with rules and regulations</li> <li>Health and safety excellence</li> <li>Fair treatment of suppliers and business partners</li> <li>Ethical and responsible conduct</li> <li>Opportunities for business collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Increased compliance audits</li> <li>Appreciation events</li> <li>Supply chain seminars</li> <li>Code of Conduct and Ethics</li> </ul>
Government and Regulators	<ul style="list-style-type: none"> <li>Official meetings and visits</li> <li>Industry events and seminars</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Compliance with rules and regulations</li> <li>Opportunities for business investment</li> <li>Community investment</li> </ul>	<ul style="list-style-type: none"> <li>Public-Private Partnership</li> <li>Foreign investment</li> </ul>
Media	<ul style="list-style-type: none"> <li>Press releases</li> <li>Official launches and corporate events</li> <li>Media coverage</li> <li>Website and social media</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Economic performance</li> <li>Company growth and value chain</li> <li>Business strategy and direction</li> <li>New projects and future prospects</li> </ul>	<ul style="list-style-type: none"> <li>Regular media engagements</li> <li>Announcement of quarterly Financial Results</li> </ul>
Communities	<ul style="list-style-type: none"> <li>Community outreach programmes</li> <li>Charitable contributions</li> <li>Website and social media</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Minimising environmental and social impacts</li> <li>Community investments including donations and fundraising volunteering programmes</li> </ul>	<ul style="list-style-type: none"> <li>Corporate donations and fundraising</li> <li>Corporate social responsibilities</li> <li>Support local SMEs</li> </ul>

## Our Approach to Sustainability

### MATERIALITY [GRI 102-47]

We periodically update the assessment to ensure it remains current, accurate, reflective and relevant to our businesses. This helps us to assess the current environmental, social, and governance aspects that are priorities for YTL Group to continue communication, reporting and engagement on these areas internally and externally. We have observed that the eight material issues have remained top priorities on our sustainability agenda and relevant to our businesses and stakeholders. This was already forecast in our 2017 assessment, and our matrix has remained largely unchanged.



### Our Sustainability and SDGs Commitment

At YTL Group, we are proud to take a leading role in advancing the SDGs by aligning with five (5) of these goals which have now become a priority for the Company. Through innovative solutions from our people, we will strive to create economic, social, and environmental value as part of our management strategy. We also endeavour to reduce negative social and environmental impacts resulting from our businesses, and seek a deeper understanding of business risks arising from social and environmental changes to ensure greater sturdiness against them. Specifically, for the material issues, the correlation is as follows:



# EMBRACING THE MARKETPLACE



## Our Commitment

Reinforcing YTL Group's reputation as a trust-based organisation that upholds and advocates the highest ethical, sustainable and responsible business practices

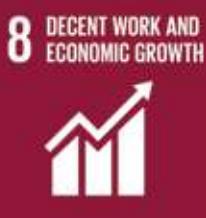


## Our Approach

- Delivering profitable growth through effective risk management and compliance
- Maintaining responsible supply chains and procurement processes
- Advocating responsible stewardship of resources, products and services
- Investing in sustainable solutions and innovations
- Actively engaging with business partners, customers and communities



## Aligned To



## Highlights

- Six blended cement products certified under SIRIM Eco-Labelling Scheme and Singapore Environment Council's Green Labelling Scheme
- 90.6% of total procurement value was with local vendors
- YTL Communications, YTL PowerSeraya and YTL Power Services are certified with ISO 27001 Information Security Management



# Embracing the Marketplace

[GRI 102-9, 204-1, 418-1]

In keeping with "Building the Right Thing", our brand values are the essence of defining who we are, and what we do. It is also the compass that points us in the right direction. At YTL Group, we commit to managing the key elements of our operations which extend beyond regulatory compliance. We constantly review our business practices and focus on creating long-term sustainable growth for our stakeholders in markets and industries where we operate.

## Going forward, we will continue to:

- » Keep data security and privacy prioritised at the highest level;
- » Reinforce sustainable practices across our operations and supply chains;
- » Produce world-class products and services at competitive prices.

## GOVERNANCE, RISK AND COMPLIANCE



**OUR GOAL:** To promote good business practices and governance whilst minimising impacts from risks

At the heart of our business, we continue to deliver growth and value for our stakeholders in order to sustain our business over the long run. Our aim is to achieve the highest possible standards of corporate governance and ethical performance. During the year under review, there were no material customer privacy breaches or non-compliance incidents involving fraud, bribery or money laundering offences.

### Business Ethics and Compliance

Following our introduction of Corporate Statement in 2016, we released a new Code of Conduct and Ethics<sup>16</sup> (the Code) as a manifestation of our commitment to business ethics and compliance. The Code provides greater clarity and guidance on high ethical standards in all business dealings. It is communicated to all employees, business partners and suppliers and we expect everyone to behave responsibly, be accountable and to act in compliance with the laws, rules and regulations.

## Effective Risk Management

We are committed to maintain a sound risk management system to ensure significant risks are identified and adequately managed. As part of good corporate governance, we have a risk management framework which allows the management teams to handle risks within defined parameters and standards in order to enhance stakeholder value. A holistic risk management process has been carried out through regular risk review analysis, internal control systems and adherence to YTL Group's risk management policies.

Further details are set out in the **Corporate Governance Overview Statement** and **Statement on Risk Management and Internal Control** in YTL Corporation Berhad (YTL Corp)'s Annual Report 2019. The Annual Report and YTL Corp's Corporate Governance Report 2019 can be downloaded from our website.

## Data Security and Privacy

To safeguard the confidentiality, integrity and availability of data of our customers, employees and other stakeholders, we have integrated all data privacy and cyber security related initiatives into our daily operations. We have also taken stringent measures to address possible gaps and minimise the risks of data breaches from cyber threats. In 2018, we updated our Global Privacy Policy<sup>17</sup>, which is mandated for all employees.

## SUSTAINABLE SUPPLY CHAIN



**OUR GOAL:** To promote responsible and sustainable supply chains

Managing supply chains in a sustainable manner is of utmost priority in our business operations. We believe that collaboration with socially responsible and environmentally conscious business partners, contractors and suppliers is the way forward to gain a competitive edge in the global marketplace.

<sup>16</sup> Please view our Code of Conduct and Ethics at <http://www.ytl.com/governance.asp>

<sup>17</sup> Please view our Global Privacy Policy at <http://www.ytl.com/privacypolicy.asp> for more information on how we manage data and communications

## Embracing the Marketplace

All vendors are required to abide by ethical procurement standards and principles stipulated in the procurement policies and YTL Group Corporate Statement on ethical purchasing<sup>18</sup>, such as business ethics, confidentiality, human rights and labour practices, health, safety and environmental compliance. Vendors' performance is regularly monitored and we conduct several informal checks at sites. Any non-compliance will result in a warning notice which may lead to penalties and/or termination of contract(s).

We ensure high quality control, screening and assessment takes place in all our purchasing, production, and distribution networks. We continue to work closely with our partners and vendors to communicate our evolving product and service needs.

During the year under review, Wessex Water performed a thorough gap analysis against the sustainable procurement standard ISO 20400 which was verified by an independent expert. Taking recommendations forward, Wessex Water has enhanced good work already undertaken in the business and developed a pre-qualification question bank for use during the supplier tender process.

### Sourcing Locally

Operating in different countries, we purchase materials locally to support the local economies, although we do not have a policy that specifically favours locally based vendors. We still uphold the spirit of meritocracy by providing everyone with equal access to opportunities. This indicates that we support domestic economic growth, generate local employment opportunities and improve the capacity of our workforce in each respective country. At the same time, we have the opportunity to reduce our environmental impacts and support positive social change across our supply chains through responsible sourcing. In FY2019, an average of 90.6% of our total procurement value was spent on local vendors.

#### Proportion of Spending on Local Vendors\*

	Local	Overseas	Total
 Percentage (%)	95	5	100
 Percentage (%)	99	1	100
 Percentage (%)	78	22	100

#### Note:

\* Data covers YTL PowerSeraya, Wessex Water and YTL Jawa Timur

## PRODUCT STEWARDSHIP AND INNOVATION



**OUR GOAL:** To provide innovative and sustainable solutions as well as a satisfactory experience to customers

Staying committed to producing world-class products and services without compromising quality, whilst delivering exceptional customer service and to treat our partners with respect. From design to the customer experience, sustainability and innovation are embedded into our business strategy. We strive to cater to those needs through a variety of engagement channels and initiatives, in order to post technological advancement and progressive value propositions to YTL Group.

### Malaysia

#### Revitalising Sentul Depot

The unveiling of Sentul Depot by YTL Land & Development (YTL L&D) in September 2018 aligns with the Company's vision of harnessing the rich heritage and cultural background of Sentul which grew from a humble railway community into a microcosm of Malaysian living, humming with vibrance, colour and urban texture. A gesture of breathing new life into the space and sharing it with the community was in collaboration with RIUH, a creative local platform that hosts a curation of homegrown brands, and champions the work of Malaysian creative entrepreneurs, artisans and artists. The unveiling was perfectly timed with the 2018 Malaysia Day weekend as Malaysians celebrated 55 years of the formation of Malaysia.



 The collaboration with RIUH in unveiling Sentul Depot is a testament of aspirational hope for continuous corporate support towards the local creative ecosystem, the inspiring local entrepreneurship movement and the spirit of togetherness in the community. The event drew over 18,000 visitors across all ages and walks of life over the weekend

<sup>18</sup> Introduced in 2016, please view our corporate statement on ethical purchasing at <http://www.ytl.com/sustainability/corporatestatement.asp>

## Embracing the Marketplace

YTL L&D's vision for the urban regeneration of Sentul is all encompassing. The Company remains committed to its long-term plan and strategy to provide the impetus for the regeneration of Sentul West and Sentul East under an ambitious urban renewal masterplan. It has realised the transformation of Sentul, once the hub of Malaya's railway industry, into Kuala Lumpur's newest address for residential, commercial and cosmopolitan activities. YTL L&D has also been honoured with industry awards and recognition, attesting to its drive and commitment in creating living environments that are sustainable, engaging and inviting - resulting in landmark communities for future generations.



 The historical Sentul Depot located at the heart of Sentul West was Kuala Lumpur's best kept secret until it was unveiled again in its 113-year history. The depot with its stunning colonial-brickwork is rich in heritage and history dating back to 1905. It used to be the largest complex of railway workshops which once served the Federated Malay States Railways in the early 1900s up to the KTM era in the early 2000s

### Staying Connected in Heritage Sites

2019 has been a banner year of innovation in our telecommunications business. YTL Communications (YTL Comms) started the year with the launch of the first Terragraph market pilot in Asia. This gigabit wireless network, built together with Facebook Connectivity, has delivered fibre-grade wireless broadband to the historic city of George Town, Penang. It has powered free public WiFi in 50 popular landmarks in the UNESCO world heritage city. As of August 2019, over 26,000 unique users were able to experience world-class public WiFi service with a peak downlink speed of 170 Mbps. This advanced millimeter wireless network also delivers fibre-grade fixed wireless broadband to 120 local businesses that allowed them to leapfrog with up to 50 times improvement in speed against existing Internet providers.

This technology utilises existing street furniture to enable the rapid deployment of fibre level connectivity without the need to build more telco towers or to open up roads to lay fibre which is both costly and environmentally impactful. Terragraph is also extremely green - a single Terragraph node consumes the same amount of electricity as an LED street lamp.

With strong support from the Penang State Government, YTL Comms has built the largest Terragraph network in the world. Given the world heritage city status, George Town is understandably a city with valuable heritage infrastructure. In line with YTL Group's motto of "Building the Right Thing", YTL Comms undertook the effort to repair city infrastructure as part of the Terragraph deployment.

Whilst we look to the future of gigabit wireless technologies such as Terragraph and 5G, YTL Comms believes that no one should be left behind in the country's aspiration to becoming a connected broadband nation. Towards that end, YTL Comms took the position of leadership to tackle the challenges faced by millions of Malaysians living or working in existing buildings with copper wire infrastructure.

#### To Date:



450 Penang Island City Council (MBPP) streetlight poles and 35 teeter pillars remediated to allow for the safe and stable supply of electricity;



Physical inspection and electrical 'health check' as well as isolation of electrical phases for existing lamps and new Terragraph nodes for all 450 units of streetlight poles;



Replacement of faulty existing underground power cables with new overhead power cables of up to 3,000 m in length for 50 units of streetlight poles;



150 units of streetlight poles with broken pole service boards reinstalled with new pole service boards; and



450 new sets of neutral link bars replaced broken and faulty neutral link bars.

## Embracing the Marketplace

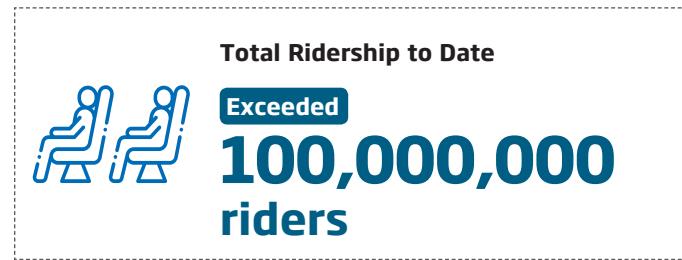
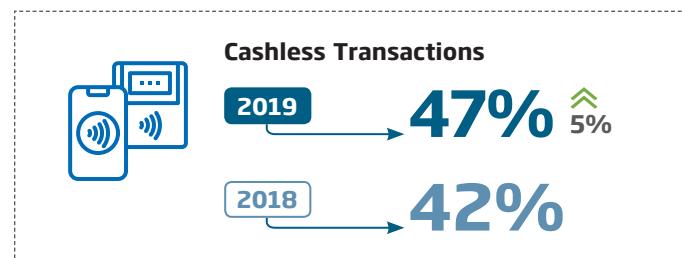
Introduced to Malaysia by YTL Comms, Gigawire is a breakthrough technology that enables heritage buildings to enjoy fibre level broadband performance without the need to rewire their existing copper cable infrastructure. YTL Comms has successfully integrated Gigawire with Terragraph to bring fibre level speeds to existing buildings that has opened up tremendous flexibility for the Company to serve many households and businesses struggling with their existing copper based xDSL<sup>19</sup> Internet service.

YTL Comms has taken industry leadership to support the government's vision of the National Fiberisation and Connectivity Plan which aims to improve broadband quality and coverage, whilst reducing the price of broadband and enabling Internet access for all.

As part of YTL Group's effort in providing better safety and security for its townships and development, YTL Auxiliary Police Command Centre (The Centre) was launched in collaboration with YTL Comms and Royal Malaysia Police. The Centre is equipped with sophisticated communications technology backed by Artificial Intelligent (AI) technology - Yes Vision from YTL Comms which uses the real-time video analytics and an integrated communications system to create a comprehensive surveillance and response capability. This allows Auxiliary Police Officers to augment and be more effective in their responses which ultimately improves the overall safety of the community.

### Digitisation for Seamless Customer Experience

Our transportation arm, Express Rail Link (ERL) has embarked on "Go Cashless on Public Transport" campaign by forming digital partnerships with various contactless cards, travel agents, airlines, e-commerce platforms and digital/mobile wallets to provide a seamless ticketing service experience for travellers. These digital partnerships target to promote the reach of ERL's services to travellers globally and offer the ease of use and convenience to their valued customers. Concurrently, ERL also enhanced the train service's ability to maintain the published timetable by increasing the number of fleets on the mainline during peak hours. It has effectively decreased over-carried fleets during the period which contributed to the reduction of delay departures and train or system technical failures in ERL's operation. In 2018, ERL introduced six new KLIA Ekspres and KLIA Transit trains which offer better features, better comfort and greater efficiency to customers and operators. This enhanced fleet of trains have won the Project of the Year 2018 at the prestigious Global AirRail Awards 2018.



Our hospitality arm, YTL Hotels' objective is to provide a geographical diversification and expansion of YTL Group's revenue base through greenfield developments and strategic acquisitions. Marriott International launched a new programme in August 2018 which replaces and unifies the previous loyalty brands - Marriott Rewards (JW Marriott Kuala Lumpur), The Ritz-Carlton Rewards (The Ritz-Carlton Kuala Lumpur) and Starwood Preferred Guest whilst maintaining the higher membership tier in the previous loyalty programmes. This allows YTL Hotels' guests to exercise their membership benefits across Marriott International brands without the need to maintain multiple memberships. In Australia, Brisbane Marriott Hotel and Melbourne Marriott Hotel conducted a series of customer engagement initiatives including a hotel open day, customer appreciation week, corporate travel shows and hotel reinvention to showcase the hotels to the customers, at the same time showing appreciation for their support whilst encouraging more business and partnership opportunities.



**The Majestic Hotel Kuala Lumpur**  
Certified by ISO 22000 Food Safety Management Systems



**Total Number of YTL Hotels' Properties**  
**36**

<sup>19</sup> xDSL refer to broadband access technologies based on Digital Subscriber Line (DSL) technology

## Embracing the Marketplace

### Effective Stakeholder Engagement with Local Community

SIPP Rail and Syarikat Pembinaan Yeoh Tiong Lay formed a consortium to undertake the civil works to upgrade all stations and tracks from Gemas covering four main districts in Johor which are Segamat, Kluang, Kulai and Johor Bahru under the Gemas-Johor Bahru Electrified Double Track Project (EDTP). The main objectives of this project are to improve the quality of rail infrastructure and rail safety for operation as well as to provide better quality, improved safety and passenger-friendly train services.

Since July 2018, the Company initiated multiple stakeholder engagements to raise awareness on the EDTP, both from the federal macro perspective as well as the state micro perspective. The engagement activities cover areas that are within the project sites with some stretching to areas nearby including Segamat, Labis and Kluang. The Company also held several school engagement activities to provide knowledge and safety tips near EDTP's construction areas and to introduce KTMB as an affordable rail transport choice for people and freight. More details can be found in the "**Community**" section.

#### Gemas - Johor Bahru Electrified Double Track Project



- » **11 stations & tracks to be upgraded**
- » **To compliment Electrified Train Service (ETS)**
- » **To improve the quality of rail infrastructure & rail safety**

#### Stakeholder Engagements

- » Approximately 1,520 people attended

#### School Engagements

- » Four schools and around 500 students were briefed on Safety Tips Near Construction Area whilst KTMB & Anda outreach programme engaged with 150 members of the public



» Approximately 300 people attending the stakeholder engagement event at Dewan Serbaguna Taman Pelangi, Paya Pulai, Johor



» A project brief at Dewan Orang Ramai Rengam, Kluang which covers the introduction of EDTP to the local community was graced by YB Dr Maszlee Malik, Member of Parliament for Simpang Renggam (center)

### Enhancing Innovation and Quality Standards

YTL Cement has executed a Quality and Innovation Programme to improve product quality and enhance innovation through collaboration. Their quality and product development committee members meet every two months to discuss the product quality and innovation through the sharing of ideas, experience and expertise. As a result, YTL Cement managed to improve the quality of various products, whilst optimising the cost of production, energy consumption and carbon footprint.

In May 2019, YTL Cement acquired a 51% stake in Malayan Cement (formerly known as Lafarge Malaysia) to complement its existing core business activities and synergising the operational efficiencies in logistics, distribution and procurement as well as cost synergies realised from economies of scale. This will enhance the ability to offer customers a full range of cement products, and further develop their research and development capabilities to innovate and expand YTL Group's range of cementitious product offerings.



**Construction Development Lab and Technical Centre**  
Certified by ISO 17025 Testing and Calibration Laboratories

## Embracing the Marketplace



### United Kingdom

#### For You. For Life.

Wessex Water remains one of the top performers in the water sector for customers. The Consumer Council for Water, UK confirmed that Wessex Water had the lowest number of complaints among the water and sewerage companies.



#### Tailored Assistance Programme

- » Offers tailored solutions on customer affordability problems
- » Benefitted >43,000 customers

In September 2018, Wessex Water consulted with more than 140,000 customers through surveys and independent focus groups for their views on bills and services. The outcome of the surveys was positive and a staggering GBP1.4 billion will be invested over five years in areas such as tackling leakage to ensure customers have reliable services through renewing ageing pipes, protecting homes from flooding and improving the environment. Meanwhile, customer bills, before inflation, will be lower in 2025 than they are today. This is possible as Wessex Water is delivering things in a different way; through innovation, using state-of-the-art technology and working with others, the Company is able to make substantial investments whilst still reducing customer bills.

Wessex Water has forecast a surplus of water supply over demand for the full, 25-year planning period and sets out ambitious proposals to extend their water efficiency work with customers, pursue greater levels of metering and deliver leakage reductions of 15% in the first five years of the plan. Their initiative includes an introduction of a robotic technology in trenchless sewer repairs by using the robot, "Re-round" to re-round 150 mm diameter sewer pipes which have suffered up to 25% deformation. Following two years of development and testing, the Re-round is now in use throughout the Wessex Water's network and won Wessex Water the UK Institute of Water National Innovation Awards 2019.



▲ Wessex Water deployed ten unmanned aerial vehicles, fitted with leak-spotting thermal imaging cameras, to help them in detecting leaking pipes during cold spells



### Singapore

#### Power to Empower

Our power generator, YTL PowerSeraya launched Geneco SG, the integrated brand for both its business and consumer energy portfolios in 2018. Geneco SG draws its eco-friendly ethos from GENeco UK to achieve YTL PowerSeraya's aim of building a sustainable energy future for Singapore.

Following the liberalisation of the retail electricity market in Singapore (in particular to the residential segment) that was rolled out in phases starting Nov 2018, Geneco SG was able to offer several competitive electricity plans catering to the needs of different households. This included green electricity plans for their customers as an option to opt for environmentally friendly plans through offsetting their carbon footprint on electricity consumption or purchasing green electricity. In addition, Geneco SG collaborated with a leading Singapore telco, Singtel to offer a range of electricity plans sold through Singtel Power which helps households to save up to 30% on electricity bills. These partnerships allow Geneco SG to drive their 'Power the Change' vision in order to build a sustainable energy future for Singapore.



▲ An employee of Geneco SG explaining the green electricity plan to a customer

To improve customer service and experience, Starhill Global REIT (SGREIT) conducts annual tenant surveys to gather feedback from all their tenants to analyse and identify potential gaps, areas of improvement and appropriate follow-up actions. SGREIT's proactive approach has ensured that they are able to achieve high satisfaction levels at all stages of services to their tenants. As a result, the surveys show more than 90% satisfaction levels given by both the office and retail tenants.

# PROTECTION OF THE ENVIRONMENT



## Our Commitment

Integrating responsible and sustainable environmental strategies into our core business decisions to protect and enrich the natural environment for future generations



## Our Approach

- Reducing GHG emissions
- Promoting energy efficiency and development of renewable energy
- Improving water efficiency
- Optimising resource efficiency
- Managing waste streams including reduction, responsible disposal, reuse and recycling
- Conserving and enhancing terrestrial and marine biodiversity and ecosystems



## Aligned To



## Highlights

- Installed 1,381 kWp solar photovoltaic across YTL Group
- Pledged Zero Single Use Plastic by 2025
- Rescued 19 turtles and saved 42,226 turtle eggs from being sold for human consumption



# Protection of the Environment

[GRI 302-1, 302-2, 302-4, 303-5, 304-1, 304-2, 304-3, 304-4, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7, 306-1, 306-2, 306-3, 306-4, 307-1]

As a responsible conglomerate, we strive to conduct our businesses and operations in an environmentally responsible manner. We adopt a holistic approach to continuously improve our environmental performance and avoid any potential adverse environmental impacts from our operations, in order to exist in harmony with nature. Protection of the environment is ingrained in all our employees and value system through commitments spelled out in our Corporate Statement on Environment, and the newly released Code of Conduct and Ethics - Responsible Corporate Citizen. Both<sup>20</sup> are easily accessible on our corporate website for all employees and the public.

We continuously work to improve efficiency and reduce emissions from our operations, and at the same time, reduce our water use and waste generation to ensure productivity and value for our stakeholders. Our efforts have resulted in a growing portfolio of green investments, environmental technologies, solutions and innovations, carbon mitigation measures, resource efficiency and waste management, as well as biodiversity conservation programmes across YTL Group. We strive to play a leading role by openly sharing best practices with our stakeholders.

## Going forward, we will continue to:

- » Reduce carbon footprint by improving energy efficiency, venturing into renewable energy and investing in green technology
- » Optimise resource efficiency and embrace circular solutions and economy
- » Eliminate avoidable single use plastic
- » Engage with employees, business partners, suppliers, customers and communities through environmental initiatives and awareness programmes
- » Preserve and enrich the population of endangered and threatened species on land and below water

On 6 August 2019, Sydney Harbour Marriott signed an official agreement of Sustainable Destination Partnership, which is a specific plan that gathers accommodation and entertainment sectors to make Sydney a sustainable destination by committing to the 2030 targets:

- » 70% reduction of greenhouse gas (GHG) emissions and net zero emissions by 2050
- » Zero increase in potable water use
- » 90% diversion of waste from landfill

## ENVIRONMENTAL MANAGEMENT AND COMPLIANCE

We are committed to the highest environmental standards to minimise environmental impacts of our operations, from raw material extraction to waste generation. Reduction targets are set by respective business units within YTL Group. Environmental performance management and regulatory compliance are a part of our key metrics.

All our key business units are certified under ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems (EMS) and OHSAS 18001 Occupational Health and Safety Management Systems. YTL Cement and YTL Jawa Timur (YTLJT) attained ISO 50001 Energy Management Systems (EnMS) certification, whilst YTL PowerSeraya, YTL Starhill Global REIT Management (YSGRM), the Manager of Starhill Global REIT (SGREIT), as well as YTL Starhill Global Property Management were awarded the Project Eco-Office certification for their green efforts and practices at workplace.

To facilitate and ensure effective implementation of environmental management, training and awareness programmes are planned and conducted for all our employees. Topics include health, safety and environment (HSE) policies and operating procedures, environmental emergency preparedness and response, waste recycling, energy saving and water use.

Over many years of operations, Wessex Water has experienced some unwanted spillage or environmental pollution despite having proper preventive measures in place. In November 2018, Wessex Water was fined GBP975,000 as a consequence of discharging more than 142,000 cubic metres (m<sup>3</sup>) of sewage into Swanage Bay during two accidental spills in 2016 and 2017. The root cause of the non-compliant events was the extreme weather that impeded the functions of the water recycling centre in Swanage, greatly reducing the capability of the centre to perform as designed that eventually led to the discharge of untreated wastewater into the sea. Wessex Water took this incident seriously by investing GBP3 million in an additional treatment plant and keeping the Environment Agency well informed on the mitigation measures taken.

<sup>20</sup> Please view our Corporate Statement on Environment at <http://www.ytl.com/sustainability/corporatestatement.asp> and our Code of Conduct and Ethics at <http://www.ytl.com/governance.asp>

## Protection of the Environment

### Earth Hour Advocacy 2019

For many years, we have been supporting Earth Hour by encouraging all our business units to do more than just switching off the lights. This year, our business units conducted a number of events in conjunction with Earth Hour 2019, targeted to raise awareness on climate change and possible mitigation measures.

This year, we managed to determine how much electricity and carbon emissions were saved from the one-hour lights-off. Data was collected from respective business units on the type, capacity and number of lights that were switched off during the event. A total energy of 332,553 watt-hour (Wh) was saved, equivalent to emission reductions of 227.7 kilogrammes of carbon dioxide equivalent (kg CO<sub>2</sub>e).



For a week, Wisma Atria in Singapore hosted a roadshow for World Wide Fund for Nature (WWF) at its indoor event space. The event showcased interactive activities related to climate change

JW Marriott Kuala Lumpur (JWMKL) conducted a candlelight yoga session for its employees and guests to create awareness on climate change and conservation whilst reducing energy use

YTLT ran a Bike to Nature campaign, as part of their Green Campaign Programme at Operator Housing Complex (OHC) and around Paiton. Bike to Nature campaign aimed to instil awareness amongst the employees and local communities on environmental conservation by reducing the use of fossil fuel-powered vehicles

## CLIMATE CHANGE



**OUR GOAL:** To reduce greenhouse gas (GHG) emissions to mitigate the effects of climate change

Whilst almost all countries under the 2015 Paris Agreement pledged to limit global temperature rises, businesses are also increasingly seen playing an important role in limiting this temperature rise to below 1.5°C. Climate change is now inextricably linked to nearly everything we do and can potentially affect the long-term sustainability of businesses, if one fails to take action on climate related risks and opportunities. It also represents a material risk with significant implications across companies' operations, their supply chains, and in the vulnerable communities in which they operate.

Aligned with SDG 13 - *Climate Action*, we are committed to reduce, mitigate and adapt to climate change. Our carbon reduction strategy remains focused on emissions avoidance, increasing energy efficiency and tapping into renewable energy technologies.

## GHG Emissions and Mitigation

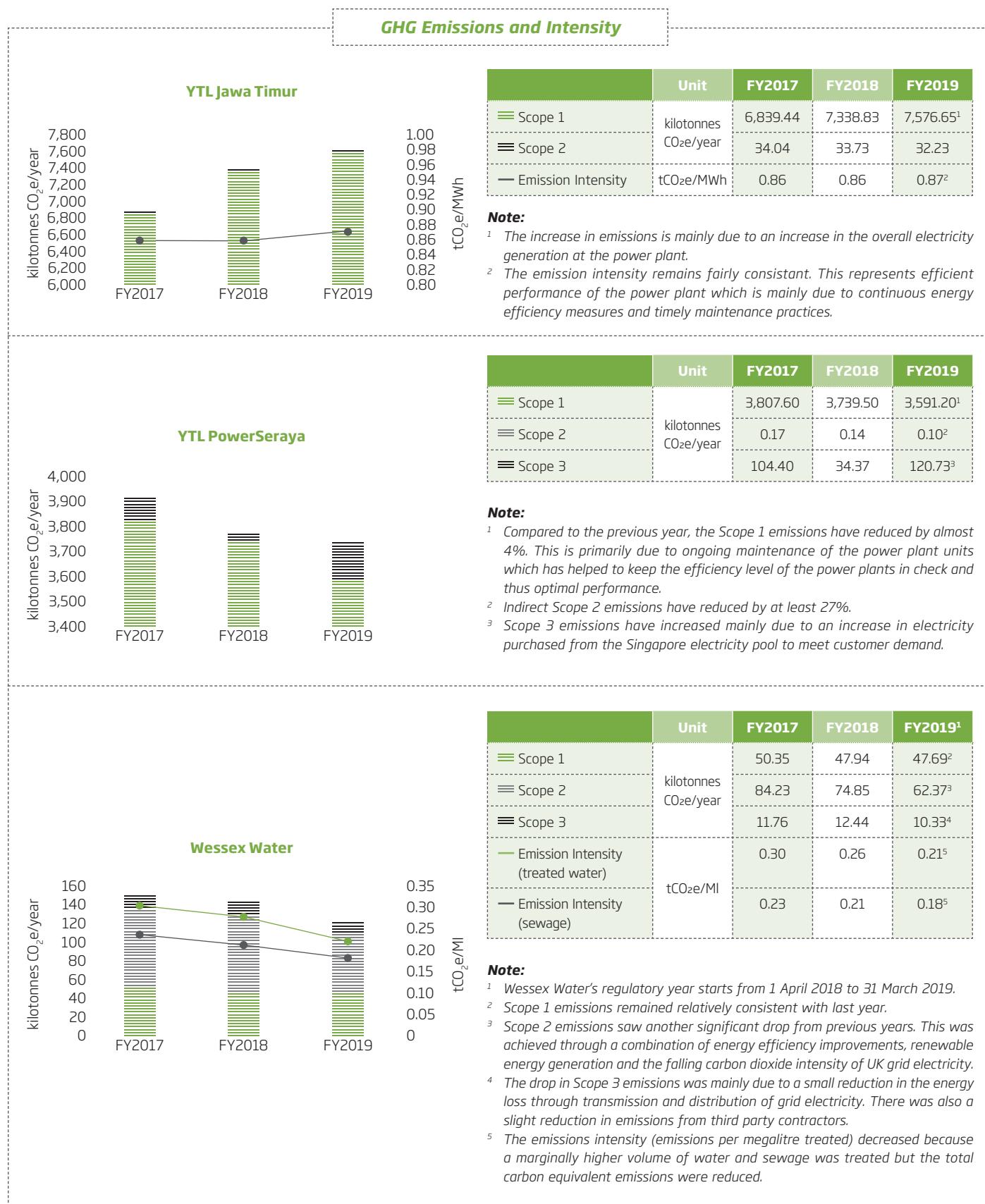
Our in-house carbon consulting company, YTL-SV Carbon (YTL-SVC) strongly advocates integration of measurement, disclosure, reduction and offsetting of GHG emissions. It has compiled YTL Group's GHG inventory for its Southeast Asian operations for many years, mainly for internal use, but also for limited external disclosure, to gain insights on existing emissions, to track energy consumption, measure GHG emission performance, alleviate associated risks, and appropriately support YTL Group in improvement, reduction and offsetting emissions now and in the future.



**Malaysia**

Pahang Cement is committed to reducing GHG emissions from their operations, through adding limestone to Portland Composite Cement. Addition of limestone to cement slows the clinker burning process, indirectly reducing the GHG emitted from the production line and process.

## Protection of the Environment



## Protection of the Environment



### Singapore

YTL PowerSeraya's carbon emission reductions over the years have been achieved through a progressive switch from heavy fuel oil (HFO) to less carbon-intensive natural gas, as well as through investments in more energy efficient power generation plants with co-generation capabilities. Virtually 100% of the energy (electricity and process steam) produced was from natural gas-fired combined cycle and cogeneration power plant units. A very small proportion of total energy was produced from HFO-fired power plants for this financial year. Keeping the energy footprint of the power stations low remains a key focus for YTL PowerSeraya especially in view of the onset of the carbon tax since January 2019.

YTL PowerSeraya has met its target of keeping emissions below 0.39 tCO<sub>2</sub>e/MWh and will continue to keep to this target through plant efficiency improvements on existing power plant units and make investments in renewable energy technologies.



### Indonesia

The increase in the emissions is primarily due to an increase in the total power generation at the power plant in the current financial year as compared to last year. YTLJT continues to improve its overall efficiency through various initiatives including plant energy efficiency improvements and the use of biodiesel for all its heavy-weight equipment. This year, YTLJT has also replaced diesel used in the boiler with bio-diesel, thus taking an additional step to reduce its long-term emissions.

YTLJT has been the first Indonesian coal-fired power plant to be a two-time winner of the PROPER Gold Award. YTLJT's team is committed to mitigate their power generation efficiency through meticulous preventive maintenance, planned repairs and continuous technological improvements. As a result, and despite being in operation for over 18 years, Paiton II Power Plant still achieved an average plant thermal efficiency of 38.8% that has virtually remained unchanged from its first commercial operation.



### United Kingdom

Pledging to be carbon neutral in its operations, Wessex Water's net GHG emissions fell to 118 kilotonnes of carbon dioxide equivalent in FY2019. This continues a trend of reductions that began ten years ago and is their lowest annual operational carbon footprint since the Company began reporting in 1997. It also meant that the Company met their performance commitment for the year. As in previous years, it was achieved through a combination of energy efficiency improvements, renewable energy generation and the rapidly falling carbon dioxide intensity of the UK grid electricity.

## ENERGY EFFICIENCY AND RENEWABLE ENERGY



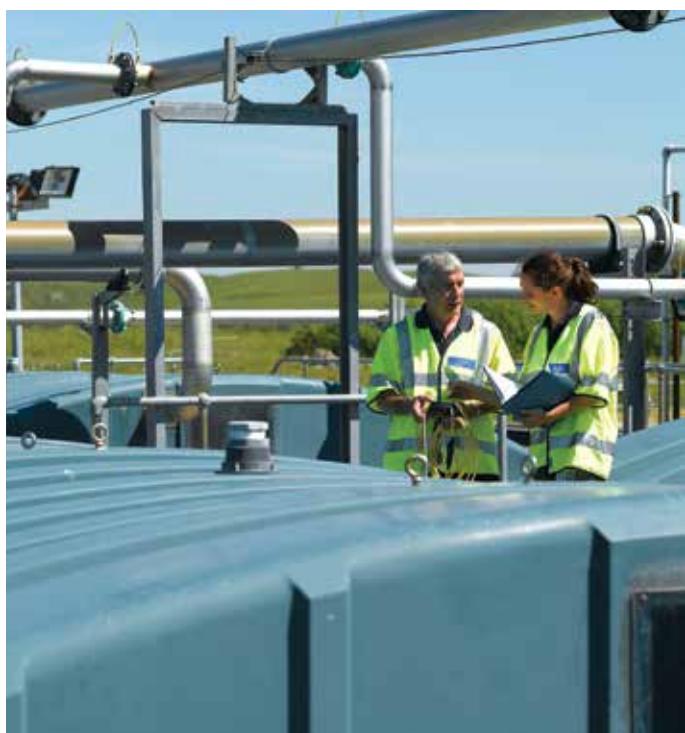
**OUR GOAL:** To promote energy efficiency and the development of renewable energy

In support of Malaysia's goal of increasing installed capacity of renewable energy to 20% in the total energy generation mix by 2025, we have been continuously exploring opportunities to reduce our energy consumption, to improve efficiency as well as to expand our renewable energy portfolio and use.

We regularly manage and monitor our energy consumption and efficiency strictly to integrate best energy management plans and strategies into our daily operations. We work closely with our vendors to source energy efficient equipment and explore renewable energy technologies as a viable alternative.

### Energy Consumption and Conservation

A variety of energy conservation methods are underway to optimise our energy consumption across key energy intensive areas at most of our operations. Through ISO 50001 EnMS, energy conservation measures undertaken include lighting retrofits, upgrading and optimising chiller plant systems, installing fitting control systems, converting to energy efficient equipment amongst many others.



Wessex Water's team constantly monitors the plants' energy usage

## Protection of the Environment



## Protection of the Environment

### Malaysia

Using energy more efficiently enables us to reduce GHG emissions significantly in our business operations. Some of our energy saving initiatives include:

- » ERL Maintenance Support (E-MAS) replaced 34 units of metal halide lights with 30 Light-Emitting Diodes (LEDs) in 2018, resulting in savings of 42 kWh of energy daily.
- » Midfields 2 at Sungai Besi by YTL Land & Development undertook some energy saving measures which included the installation of LED bulbs for all common areas, setting timers for corridor lights, guard house lights and management office lights.

### Singapore

YTL PowerSeraya continues to enhance the performance of its systems through advances in efficiency, timely inspection and servicing of all its units. YTL PowerSeraya carried out refurbishment and servicing for its plant resulting in an overall improvement in efficiency.

SGREIT remains committed to their long-term target of achieving a 15% reduction in energy consumption for Wisma Atria. It is mandatory to submit an energy use report to Singapore's Building and Construction Authority (BCA) through Building Energy Submission System (BESS). For the next financial year, Wisma Atria aims to continue to reduce their electricity consumption in line with its ten-year goal from FY2017, by replacing the ageing motor and pumps with higher efficiency models. Also, the ongoing modernisation of lifts is expected to be completed next year and this will result in greater energy savings.

Some other initiatives include:

- » Installation of LED lights at common areas and the addition of motion sensors onto every LED fitting at the staircases at Wisma Atria in Singapore, where lights are dimmed by 50% if there is no movement in the particular landing for more than 30 seconds.
- » In Perth, a more energy-efficient chiller was installed to improve the electricity consumption at David Jones.
- » In Adelaide, the upgrading of the Building Management System (BMS) at Myer Centre is in progress. Upon completion, this will enable improved, integrated control of air conditioning, mechanical and electrical systems. The new BMS has multiple platforms to improve the monitoring of power usage throughout the centre.

This would optimise all temperature-controlled equipment with delayed starting methodology, capable of reducing running time of the plant such as chillers, pumps and cooling towers. Additionally, all pumps are now operated on variable speed drives providing power savings.

- » Re-certified by Project Eco-Office for the subsequent third year starting from 2018. Project Eco-Office is an initiative between Singapore Environment Council and City Developments Limited (CDL) that recognises environmentally friendly practices at workplaces.

Over the years, SGREIT has strived to be at the forefront of energy and resource-efficient building management, and has received The Australia NABERS Energy Base Building (4.5-star rating) certification for its Myer Centre Adelaide (Terrace Tower), whilst Ngee Ann City in Singapore, which SGREIT owns an interest in, was awarded The Singapore BCA Green Mark Platinum Award 2019 (For Existing Non-Residential Building).

### Indonesia

Starting in 2012, YTLT implemented ISO 50001 EnMS which is an integrated activity to control energy consumption by implementing energy conservation programmes. In line with this, YTLT undertakes yearly programmes to promote the reduction of primary energy consumption (electricity, coal and fuel oil). In 2018, YTLT successfully saved a total of 33,645 MWh of electricity, 99,642 tonnes of coal and 730,234 litres of fuel oil, resulting in reduction of 472,429 tonnes of carbon emissions.

Some primary energy reduction programmes include:

- » Optimisation of Flue Gas Desulfurisation (FGD) absorbent pump running hours
- » Energy saving from water conservation programme
- » Optimisation of coal blending composition and coal burning elevation at boiler furnace
- » Replacement of fluorescent lamps with LEDs
- » Implementation of new procedure for unit cold start-up to reduce fuel oil consumption
- » Replacement of seal strips to improve turbine heat rate
- » Installation of solar photovoltaic (PV) units
- » Elimination of energy loss due to turbine governor valve throttling at full load

## Protection of the Environment

### Transition to Renewable Energy

In response to increasing global demand for renewable energy, we are expanding our horizons to include elements of renewable technologies with innovative energy efficiency where we operate.



#### Malaysia

Following the success of the waste heat recovery (WHR) unit in YTL Cement's Dama Plant in China, YTL Cement extended this initiative to their plant in Perak-Hanjoong Simen (PHS) - YTL Cement refers to this process as residual heat recovery. The waste heat source is the residual heat energy emitted from the pre-heater and clinker cooler during the cement clinkering process. It is recovered through low temperature boilers to generate steam which is then used to drive a steam turbine that produces electricity for the plants' own use. The Company invested RM70 million and commissioned the WHR unit in 2015. It generates approximately 220,000 MWh of electricity annually resulting in a reduction of roughly 150,000 tonnes of carbon emissions per year.



#### Singapore

YTL PowerSeraya, the second largest power generation company in Singapore has been providing electricity for over 47 years. In October 2018, YTL PowerSeraya inaugurated Geneco SG, a brand that integrates both YTL PowerSeraya's business and consumer portfolios to provide practical, innovative, cost-effective and sustainable energy solutions to businesses and homes across Singapore. With this, Geneco SG is able to offer "green" plans to its consumers, providing green energy options for their preferred electricity source and offsetting their carbon footprint. Geneco SG will continue to expand its renewable energy portfolio in the coming years.



❖ YTL PowerSeraya completed the installation of 970.5 kWp solar project in February 2019

<sup>21</sup> Renewables Energy Certificates (RECs) represent environmental attribute of one megawatt hour of renewably generated power

#### GET IT GREEN



Zero carbon footprint  
for one year

#### GET SUNNY



100% clean energy for  
18 months

*With the nationwide rollout of the Energy Market Authority (EMA)'s Open Electricity Market (OEM) in Singapore, Geneco SG is offering "green" plans for its customers to reduce GHG emissions using sustainable sources of energy*

1. "Get It Green" Plan

*The plan allows customers to buy 100% carbon neutral electricity. The carbon footprint for customer's electricity consumption is offset through purchase of carbon credits and their annual retirement on behalf of customers.*

2. "Get Sunny" Plan

*Under this plan the customers will get an option to purchase green electricity. Electricity is derived from YTL PowerSeraya's solar PV system on Jurong Island. No installation of solar panels is required by the users. The related environmental attributes of the generated electricity (RECs<sup>21</sup>) will be retired in the name of the consumer on an annual basis to claim usage of renewable electricity.*

### Electric Vehicle at Jurong Power Plant, Singapore

YTL PowerSeraya made a modest, first step in greening its company fleet of vehicles through the purchase of an electric van in October 2018 to replace the old diesel van at the plant site. The estimated mileage covered by the electric van since inception was 2,980 km (October 2018 – 30 June 2019). Based on the fuel economy of the diesel van, the CO<sub>2</sub> emissions avoided with the new electric van were 0.4 tCO<sub>2</sub>e for the above-mentioned period.



❖ The new electric van which was purchased as YTL PowerSeraya's commitment in reducing CO<sub>2</sub> emissions and tailpipe emissions

## Protection of the Environment



### United Kingdom

Wessex Water is powering its office using renewable energy derived from sunlight. The Company has installed a 250 kWp solar PV array on the roof of their Bath operations centre at Claverton Down, and 50 kWp at Yeovil treatment facility in Sutton Bingham Water Treatment Works (WTW), supplying around 11% of the building's annual electricity demand, which contributes towards Wessex Water's target of 24% renewable generation by 2020.

Wessex Water is committed to maintaining an active energy efficiency programme fully integrated into its capital investment and asset operation. The Company outperformed its commitment this year with 25% of electricity demand generated from its own renewable sources, exceeding its 2020 target of 24%. The renewable energy includes electricity from combined heat and power fuelled by sewage sludge biogas, electricity generated from food waste, in-pipe micro hydro installations and solar power.

Following the installation of advanced anaerobic digestion and associated electricity generation at Trowbridge water recycling centre, Wessex Water made good progress with a scheme to improve digestion at Berry Hill, near Bournemouth. Meanwhile, its operating division GENeco UK continues to export biomethane to the local gas grid, and struck an agreement to supply Bristol Energy with renewable gas for local homes, in addition to the sale of green gas certificates to Unilever.

#### **GENeco UK Fleet Moves Towards Zero Emissions**

GENeco UK has started large-scale trials of electric vehicles in a move towards eliminating diesel and petrol vehicles from its fleet. Ten electric vehicles were tested to assess the suitability of electric vehicles. Associated charge points have also been installed across four sites, at Bristol water recycling centres (WRC), Berry Hill WRC, Trowbridge and Blandford Forum where power is drawn from the anaerobic digestion of sewage sludge and food waste. The environmental benefits of the trial will deliver more than 50 tonnes of carbon emissions savings per year, and reduce the negative impact on air quality in some areas equivalent to taking 24 cars off the road.



▲ GENeco UK electric vehicle fleet



### Indonesia

YTLJT has embarked on a series of solar PV system installations. These installations are projected to reduce grid electricity consumption by 20%.

#### **Solar Installations by YTL Jawa Timur**



51.48 kWp solar installation on Operator Housing Complex (OHC) Community Centre and Sports Hall rooftop



Ongoing substitution of 13 units of solar panels with aggregate capacity of 8.96 kWp on street lighting at the OHC entrance



Ongoing 50.56 kWp solar installation on rooftop of Paiton II Power Plant main office



36.70 MWh of electricity substitution annually

Moving from in-house renewable energy, YTLJT continues to expand the development to power up more local communities with sustainable energy including micro hydro, biogas and solar energy installations. Initiated in 2012, the alternative energy development (AED) programme aims to reduce the dependence of local communities on non-renewable and hazardous energy sources.

The AED programme has significantly impacted the lives of the local communities in Probolinggo and Situbondo regencies. The programme has already generated over 4,248.98 MWh of electricity and more than 250,000 m<sup>3</sup> of biogas, benefitting 1,460 households at the villages. Apart from this, since commencement, this programme has prevented over 10,000 tonnes of CO<sub>2</sub> from being emitted into the atmosphere, leading to overall welfare improvements of the local people and the environment.



▲ Employees of YTLJT arriving at work on the Viar Q1 electric motorcycle at Paiton II Power Plant Probolinggo, Java

## Protection of the Environment

### YTL Jawa Timur's Alternative Energy Development Programme

Project	Cumulative units installed up to 2019	Installed capacity (kW/number of cows/Wp <sup>1</sup> )	Total electricity (kWh)/methane generated (m <sup>3</sup> ) since installation	Equivalent CO <sub>2</sub> reduction (tonnes/year)
Micro hydro	39 <sup>2</sup>	95.3 kW	4,212,684 kWh	744
Domestic biogas	680	1,360 cows	248,200 m <sup>3</sup>	10,320
Solar energy	65	8,710 Wp	36,301 kWh	6.8

**Note:**

<sup>1</sup> Wp stands for watt peak, the peak output power achieved by a solar module under full solar radiation

<sup>2</sup> 40 units of micro hydro have been installed up to 2019. However, one unit was damaged due to flood disaster.



▲ A dome-shaped reactor functions as a digestor where biogas is generated from the decomposition of cow manure. The residual sludge from the digestion process will be used as fertiliser for agricultural purposes



▲ One of the micro hydro unit installations at Sumberejo Village at Situbondo regency, Java by YTLJ team



▲ Solar PV street lamps at Watu Panjang Village

### Climate Adaptation

According to United Nations (UN) environment report, reducing carbon emissions is no longer adequate to pause or limit the impacts of climate change. Many countries are realising that it may be time to start adapting to a warming world. The 2015 Paris Agreement for the first time included a Global Adaptation Goal, while the same goal was reinforced at the 2017 UN Climate Conference in Bonn, Germany. As nations around the world start to develop National Adaptation Plans (NAPs), companies also need to adopt adaptation strategies to ensure a smoother transition for businesses, supply chains and associated communities in this changing climate scenario.

Our businesses strive to go beyond being mitigation-centric as they understand the need for climate adaptation. Several adaptation plans or initiatives were undertaken across some of our business units, such as water conservation, reforestation, infrastructure enhancement and flood alleviation. More details about these programmes can be found in the "**Biodiversity**" and "**Community**" sections of this report.



### United Kingdom

Wessex Water's adaptation plan for 2015-2020 is derived from a climate change risk assessment based on the UK's climate change projections for the 2020s, 2050s and 2080s scenario. Water resource quality during warmer weather and the inundation of sewers during intense or prolonged rainfall are two major risks to Wessex Water. To ensure safe water quality, plans and ongoing work to manage and monitor water resources, as well as enhanced water treatment are in place.

There are also plans to address sewage treatment and sludge risks through maintenance and monitoring work, groundwater infiltration prevention, and shoreline management. Work in progress includes a GBP5 million scheme to help alleviate flooding in Brent Knoll and Burnham-on-Sea by building a new sewage pumping station, installing new sewers as well as improving the existing sewerage system using micro tunneling.

## Protection of the Environment

### Atmospheric Emissions

Through ISO 14001 EMS, we constantly monitor the air emission quality closely for all our power and cement plants as part of the regulatory compliance. For instance YTL JT has implemented pollution abatement technologies to ensure the atmospheric discharge from the chimneys complies with the local environmental standards. During the year under review, all our plants achieved 100% compliance with the local air emission standards.

Our cement plant in China, Zhejiang Hangzhou Dama Cement recently upgraded its pre-heater and clinker cooler, and also modified some parts of the cement plant to reduce coal consumption and to suppress the emission of NO<sub>x</sub> by cutting down the use of liquid ammonia during the pyro process. As a result, the standard coal and liquid ammonia consumption have fallen from 117 kgce coal/tonne clinker to 115.7 kgce coal/tonne clinker and 750 litre/hr to 650 litre/hr respectively.

#### Air Emissions

Business Units	Parameters	Unit	Target	FY2017	FY2018	FY2019
YTL Jawa Timur	Sulphur dioxide (SO <sub>2</sub> )	tonnes/GWh	0.36	0.13	0.14	0.14
	Nitrogen oxide (NO <sub>x</sub> )	tonnes/GWh	1.21	0.90	0.77	0.78 <sup>2</sup>
	Particulates	tonnes/GWh	0.16	0.02	0.05	0.09 <sup>2</sup>
	Carbon monoxide	tonnes/GWh	-	0.03	0.08	0.10 <sup>2</sup>
YTL PowerSeraya <sup>1</sup>	Sulphur dioxide (SO <sub>2</sub> )	kg/MWh	-	0.03	7.30E-6	4.50E-9
	Nitrogen oxide (NO <sub>x</sub> )	mg/Nm <sup>3</sup>	400.00	-	-	29 - 36
	Particulates	mg/Nm <sup>3</sup>	50.00	-	-	< 1
	Carbon monoxide	mg/Nm <sup>3</sup>	250.00	-	-	1 - 5

#### Note:

<sup>1</sup> Data on NO<sub>x</sub>, particulates and carbon monoxide were not disclosed in FY2017 and FY2018 as the emissions were insignificant and thus not measured.

<sup>2</sup> NO<sub>x</sub>, particulates and carbon monoxide emissions increased in FY2019 due to units upgrading process and maintenance to assure plant availability for electricity generation, resulted in deterioration of coal's quality.

## WATER STEWARDSHIP



**OUR GOAL:** To enhance water efficiency in daily operations

The global water crisis is an issue impacting approximately 1.6 billion people or nearly a quarter of the human population. At YTL Group, water is used extensively in our daily operations to meet the market's demand. Hence, practising good water management and efficiency is one of our utmost priorities to ensure long-term clean water accessibility in line with SDG 6 - *Clean Water and Sanitation*, whilst at the same time benefitting people, planet and profit.

### Water Consumption and Monitoring

We are vigilant about our water consumption and make informed decisions based on proven methods and best practices, be it technological enhancements, administrative control measures, or encouraging conscientious and ethical behaviour within the Company, along our supply chains and with our customers.

As part of ISO 14001 EMS, all wastewater and/or sewage discharge from power plants, construction sites, sewage treatment sites, cement and quarry sites are regularly assessed and monitored from time to time by an accredited third-party consultant approved by local authorities. We have also developed technologies to treat, reuse and recycle water from our operations so that we can manage our water footprint in a responsible way. This is not only a part of regulatory compliance requirements and wastewater management processes, but also to ensure minimal negative impacts of discharge to the environment and ecosystems.

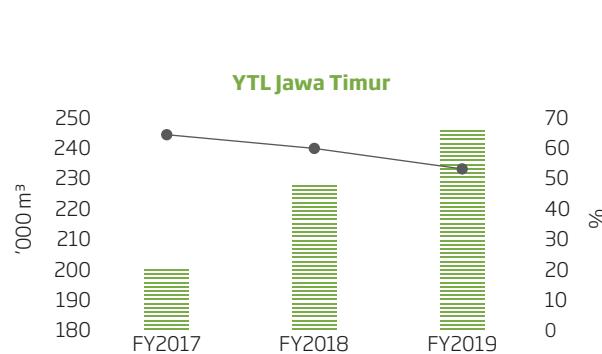
During the period under review, we managed to optimise water consumption across various operations, and notably YTL JT has been successful in reducing their water consumption by 40.92% compared to its base year in 2009. YTL JT, YTL PowerSeraya and SGREIT successfully met their own targets in recycling and reusing an average 3% of their wastewater respectively, for internal use and/or other purposes. Over the years, we have consistently achieved 100% compliance to water discharge quality under local standards. There were no significant chemical and oil spills during the reporting period.

## Protection of the Environment



## Protection of the Environment

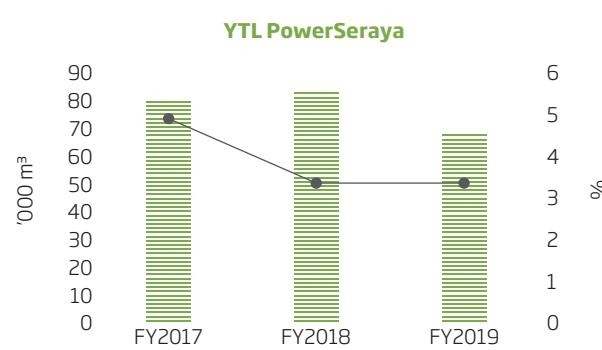
### Wastewater Treatment and Recycling



	Unit	FY2017	FY2018	FY2019
Total Treated Water	'000 m³	203	226	241 <sup>1</sup>
Recycled/Reused Water <sup>2</sup>	%	65	63	57 <sup>3</sup>

**Note:**

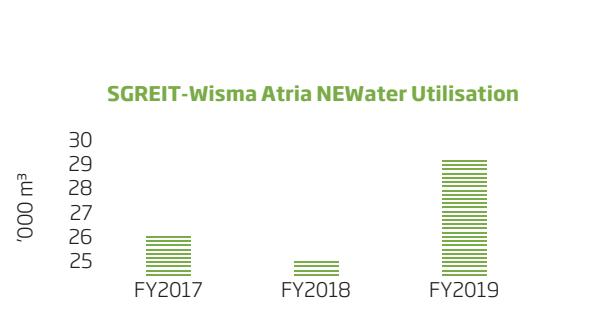
- <sup>1</sup> For the period of review, YTLJT had treated 241,227 m<sup>3</sup> of wastewater, wherein 57% of it was either recycled or reused.
- <sup>2</sup> Percentage of recycled/reused wastewater is derived from total treated wastewater.
- <sup>3</sup> Compared to last year, the 6% drop in wastewater reused or recycled was due to a declination in reused wastewater consumption for the coal plant's dust suppression as a result of frequent rainfalls has achieved the target by diverting more than half of its treated wastewater for internal use.



	Unit	FY2017	FY2018	FY2019
Total Treated Wastewater	'000 m³	81	85	65 <sup>1</sup>
Total Recycled/ Reused Water <sup>2</sup>	%	4.9	3.2	3.4

**Note:**

- <sup>1</sup> Total treated wastewater declined by 24% in FY2019 compared to the previous year, due to a drop in electricity and process steam generation.
- <sup>2</sup> Percentage of recycled/reused water is derived from total water consumption.



	Unit	FY2017	FY2018	FY2019
NEWater Utilisation <sup>1</sup>	'000 m³	26	25	29 <sup>2</sup>

**Note:**

- <sup>1</sup> NEWater is a high-grade reclaimed water that has gone through a series of high-tech filtration processes, making it extremely safe to be used as potable and non-potable water.
- <sup>2</sup> At Wisma Atria, utilisation of NEWater increased by 4,000 m<sup>3</sup> as the implementation of NEWater usage has been expanded progressively over the year since 2008 to include non-essential areas such as taps for air handling unit (AHU) rooms, bin centre and ad-hoc cleaning like façade cleaning, other than for use in cooling towers and fire protection systems.

## Protection of the Environment

### Water Efficiency and Conservation

We are committed to ensuring sustainable water use and optimising water efficiency throughout all our operations. Water conservation measures include the use of water efficiency fittings, rainwater harvesting, the installation of sub-metering for early detection of water leakage, exploring alternative ways to process clean water, developing efficient ways to recycle water from operations, and protecting water sources from contamination and pollution.

#### Malaysia

As part of YTL Group's water saving commitments, rainwater harvesting and sustainable use of water are practised in our daily operations.

- ERL Maintenance Support (E-MAS), YTL Construction and YTL Cement use rainwater to clean trains, trucks and vehicles.
- YTL Hotels and shopping malls such as Lot 10 Shopping Centre (Lot 10) and Starhill Gallery use rainwater for landscaping and irrigation purposes within their premises.
- YTL Hotels invests in low flow fixtures at their properties, such as shower heads, water taps and smart controllers and at the same time encourages guests to reuse towels and bed linen.

#### Australia

During the recent refurbishment of Brisbane Marriott, the hotel replaced all bathrooms' tapware and shower fittings in guest rooms. With the installation of new tapware and fittings, water consumption has been greatly reduced by 14 litres for each shower taken. Besides that, the new tapware has substantially lessened the need for maintenance for failed fittings, and reduced water use from nine litres to a minimum of 6.5 litres per minute. In addition, Sydney Harbour Marriott also emphasises water conservation in their daily operations, through carrying out water assessment and benchmarking to map out water saving opportunities with practical value. Their newly installed water flow restrictors, at the common areas and guest rooms have successfully resulted in annual water savings of 4.6 million litres.

#### Singapore

YTL PowerSeraya has been relatively self-sufficient in water, with about 94% of its water needs at the power plant met by its in-house desalination plant and close to 5% met from reclaimed water (i.e. NEWater). Less than 1% of plant water requirements originate from freshwater sources. Plant water consumption has decreased by 2.3% versus the previous year, which is aligned to the drop in electricity and process steam production while 60% improvement in water intensity ( $m^3$  per MWh) was contributed by plant improvement works at the cogeneration plant.

On the other hand, one of our retail malls in Singapore, Wisma Atria has been practising a Water Efficiency Management Plan (WEMP) since 2015, which involves the use of private water meters at certain areas as mandated by the Singapore Public Utilities Board (PUB). The water meters are able to monitor water use and serve as an advance warning on possible pipe leakage. These translate into water and cost savings for tenants and discourage excessive use of water through Water Efficiency Labelling Scheme (WELS) rated fittings. Other water-saving facilities installed at Wisma Atria property include waterless urinal systems.

#### Indonesia

YTL JT initiated a water conservation programme in 2009, aiming to reduce the amount of service water, potable water and demineralised water used within Paiton II Power Plant. A Work Improvement Team (WIT) has been established to conduct research on the process of water flows in the power plant, subsequently formulating plans and initiatives to enhance water efficiency. The initiatives, which include water reduction, reusing and recycling have successfully lowered water consumption within the plant by 40.92% compared to 2009 (base year).

##### Water Recycling

- » Recycle rinsed water from mixed bed resin regeneration process
- » Recycle water from sampling panel to de-carbonator tank as feed water reverse osmosis (RO)
- » Recycle monsoon rainwater to be processed as wastewater treatment plant (WWTP) effluent and subsequently used as service water tank

##### Water Reuse

- » Reuse of oil cooler cooling water in main cooling water pump
- » Reuse of WWTP effluent as submerged scraper chain conveyor make up and cleaning water
- » Reuse of WWTP effluent for ash disposal area
- » Reuse of WWTP effluent for dust suppression system at coal stockpile area
- » Installation of new ultra-filtration unit to increase the amount of WWTP effluent utilisation and use rain water from ash lagoon for plant usage

##### Other Water Reduction Initiatives

- » Modification of chain spray system from open to closed system
- » Reduction of sealing water vacuum condenser losses
- » Speed up the start-up time with degassed cation conductivity
- » Control of ammonia impurities in the cycle chemistry control

## Protection of the Environment



### United Kingdom

#### Water Quality and Environmental Stewardship

##### Serves more than 2.8 million customers



- » Launched a new drainage and wastewater management portal enabling public to be well-informed of Wessex Water's long-term plans for sewerage network
- » Money back guarantee scheme to encourage customers to switch to a meter
- » More than 90% of the customers have saved money

##### Recently published their plan for 2020-2025

- » Detailed the stewardship and long-term commitment of the businesses in looking after the environment, delivering water efficiency, ensuring the highest water quality and minimising sewer flooding



» Providing outstanding sustainable water and environmental services is a priority for Wessex Water

#### Drinking Water Compliance



- » 99.96% compliance in 2018, which was below their target of 100% (nine failures out of approximately 26,000 water tests)
- » These failures were all attributed to customers' internal plumbing and service pipes

#### Environmental Performance

- » Rated as 'Good' in the Environment Agency's annual environmental performance assessment (EPA)
- » 100% compliance with both water discharge permits and sludge standards
- » The proportion of pollution incidents reported by Wessex Water rather than other parties fell to 74%. This is just below the 75% threshold for a leading EPA rating



#### Water Resources and Catchment Management Approaches



- » Met performance commitment for the abstraction incentive mechanism at Mere by halting abstraction when groundwater level was below the trigger threshold
- » Working with 20 farmers through EnTrade
- » In the Bristol Avon catchment, 42 tonnes of Phosphorus have been saved (target = 31 tonnes) through catchment permitting
- » In the Poole Harbour catchment, over 40 tonnes of Nitrogen reduced per year for the past three years

## WASTE MANAGEMENT AND RESOURCE EFFICIENCY



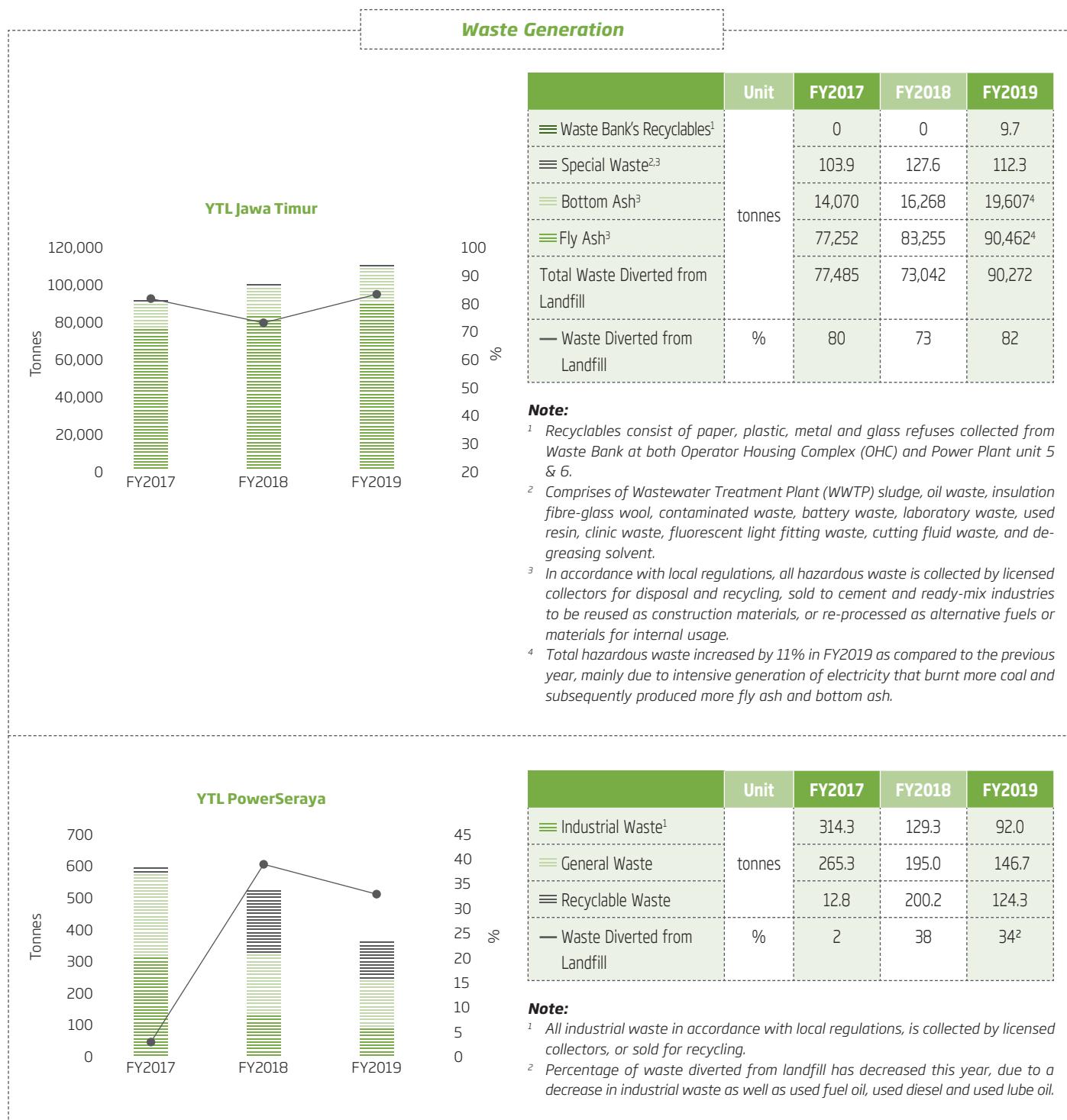
**OUR GOAL:** To manage waste streams through effective and responsible disposal, reuse or recycling

Global waste generation amounted to 2.01 billion tonnes in 2018, which contributed to approximately 5% of global emissions, or 1.6 billion tonnes of carbon dioxide equivalent. With rapid population growth, we currently live in a linear economy where we take resources from the earth and then dump waste generated from human activities in landfills or even worse in the waterways and oceans.

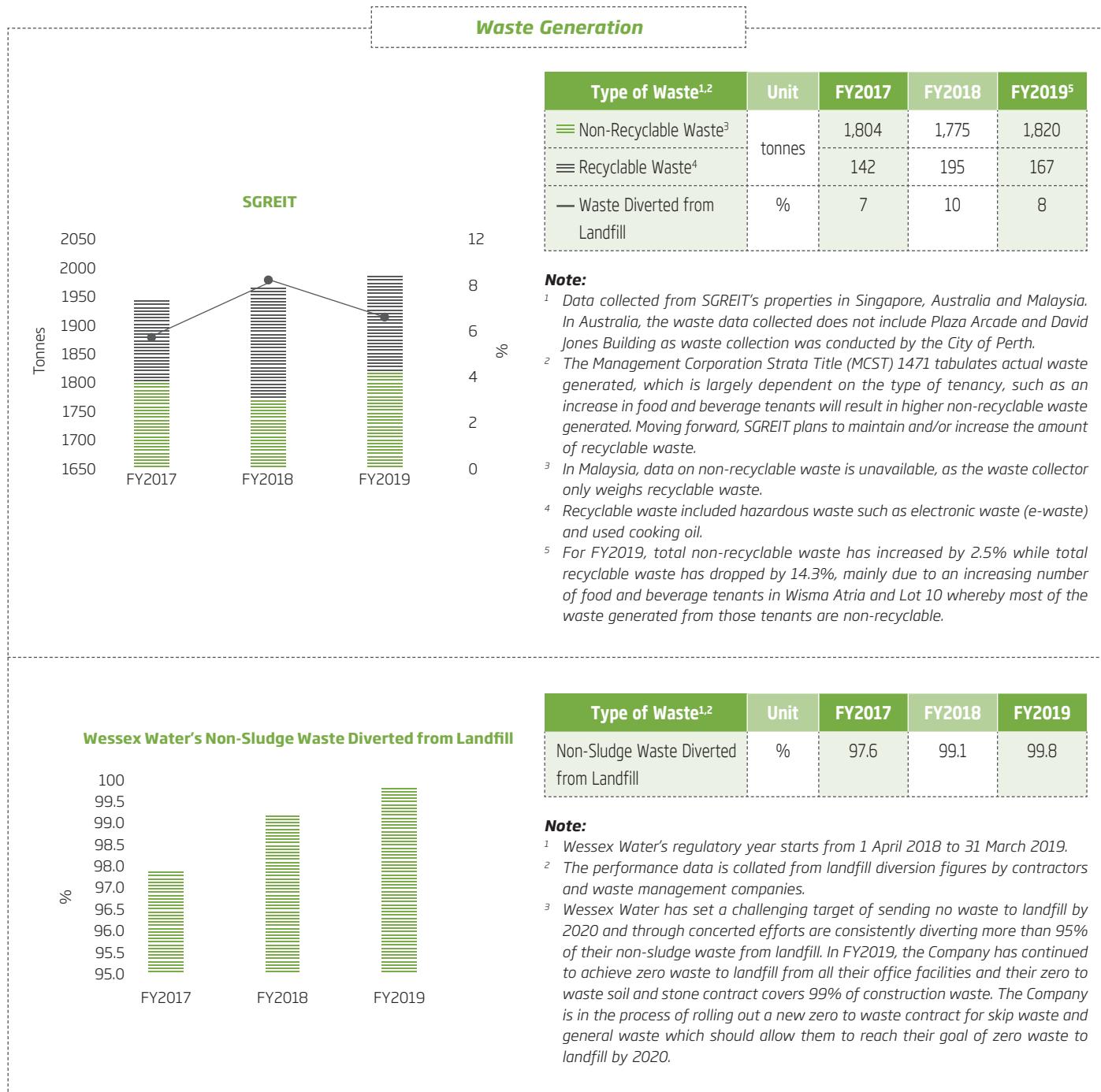
In Malaysia, over 23,000 tonnes of waste is generated daily, where less than five percent of it is recycled. If the trend of indiscriminate and unsustainable disposal continues, the country will run out of disposal sites and ultimately, clean water sources. In the 11<sup>th</sup> Malaysia Plan 2016 – 2020, the stated solid waste management goals are to achieve a rate of 40% waste diversion from landfill and a recycling rate of 22% by 2020. In 2018, Malaysia announced its aim to abolish single use plastic by 2030.

To address this challenge, we place a strong focus on the importance of resource efficiency at all our business units. All resource use is carefully planned, efficiently utilised and processed to optimise output levels. Also, we continuously look for ways to reduce unnecessary consumption and waste, aiming for zero waste to landfill and towards a circular economy.

## Protection of the Environment



## Protection of the Environment



## Protection of the Environment

### Waste Diversion in Action

#### Towards Zero Single Use Plastic (SUP) by 2025

Plastic waste has become a critical global concern and we recognise that ending plastic pollution is a complex issue, yet still needs to be dealt with urgently. In October 2018, the Ministry of Energy, Science, Technology, Environment and Climate Change (MESTECC) launched the "Roadmap Towards Zero Single Use Plastic by 2030" for Malaysia to provide a target and direction to all stakeholders to address plastic pollution in a holistic manner.

Spearheaded by our Executive Chairman, Tan Sri Dato' (Dr) Francis Yeoh and championed by YTL Sustainability Division, we rolled out our company-wide roadmap to eliminate all SUP by 2025, to raise awareness amongst our employees and introduce measures to curb use of plastic across YTL Group. To support this goal, we took a series of important foundational steps from establishing a baseline across our operations, raising awareness within YTL Group through our **Say No to All Plastic (SNAP)** campaign, introducing initiatives to reduce and eventually eliminate SUP, as well as taking collective action through partnerships and collaboration.

### Plastic Reduction Initiatives

Going Plastic-Free	
	<b>203,300</b> straws have been saved annually through removal of straws
	<b>1,044,900</b> plastic water bottles have been saved by setting up water dispensers, filtration and RO plants
	<b>3,000</b> coffee pods have been recycled yearly
	Switching to compostable food containers and cutlery for takeaways
	Switching to cloth/reusable laundry bags
	Using ceramic bottles and switching to longer in shower wall mounted fixtures for amenities

### Driving Behaviour Change

#### YTL Sustainability Newsletter

Our quarterly newsletters keep our employees updated on the current sustainability trends and provide guidance on what each individual can do to minimise use of resources and deal with other environmental issues.



#**YTLBiggie** Building The Right Thing

**Theme**

**"Free Plastic? Plastic Free!"**

**#YTLBiggie 3.0**

Initiated in 2016, #YTLBiggie is an ideas contest to reward concepts on how sustainability can be embedded in YTL's operations and/or management. This year's theme is "Free Plastic? Plastic Free!", fostering ideas to find alternatives for plastic, and to transform waste into something creative, practical and sustainable to replace plastics use within YTL Group.

#### Social Media

Across YTL Group, our business units and subsidiaries continuously share tips on waste reduction at offices or home using the 5R concept - Refuse, Reduce, Reuse, Repurpose, Recycle.



#### Awareness in Action

Reusable bags, cutlery sets, mugs/water bottles, metal straws and food containers are distributed to employees.



## Protection of the Environment

### Collective Action

Engaging and inculcating a zero waste mindset among various stakeholder groups through sharing best practices at environmental conferences, organising outreach programmes and supporting eco-related events;



▲ The day-long forum ended with a post-networking session which was graced by the Minister of MESTECC, YB Mdm. Yeo Bee Yin, accompanied by Executive Chairman of YTL Corp, Tan Sri Dato' (Dr) Francis Yeoh, Executive Director of YTL Corp, Dato' Yeoh Soo Min, Director of Environmental Investments, YTL Corp, Ralph Dixon and Managing Director of The Plastics Circle, Trish Hyde. Some pressing issues surrounding plastic sustainability were discussed along with role of the government and corporations in tackling plastic pollution issues across Malaysia

#### Plasticity

Utilising the "Ted-Talk" style format, we co-organised Plasticity Malaysia, a two-day forum and workshop in October 2018 to create awareness on practical sustainability concepts that are relevant to today's business world, and showcasing new market opportunities for creating circular economies, transforming plastic waste into valuable second-life resources, etc.

#### Hydrate Feel Great

Wessex Water's Hydrate Feel Great campaign promotes the health and cost benefits of tap water, as well as encourages people to use refillable bottles rather than buying bottled water or other drinks in SUP, flexible and rigid packaging or multi-layered packaging.



▲ Wessex Water has been sponsoring reusable water bottles for sporting event participants and charity bodies to help them stay hydrated while reducing the use of SUP



▲ On 17 October 2018, Ralph Dixon, Director of Environmental Investments, YTL Corp presented 'The Many Rs in YTL' at Sustainable Brands Kuala Lumpur

#### Sustainable Brands 2018

Ralph Dixon, Director of Environmental Investments, YTL Corp invited as speaker at Sustainable Brands Kuala Lumpur 2018. The presentation showcased initiatives undertaken by YTL Group in reducing and refusing SUP, reusing water and other waste streams, reforming hazardous waste into new products and recycling waste into useful materials.

#### Say YES to Waste Less

Together with Geneco SG, Wisma Atria is partnering with National Environment Agency of Singapore (NEA) in launching Say YES to Waste Less nationwide campaign in June 2019. The objective of the campaign is to encourage consumers and the general public to reduce excessive use of disposable items through substituting single use item with reusable and sustainable alternatives, steering towards the "Zero Waste" ambition.



◀ Poster with a message "Make the Right Choice. Choose Reusables" to encourage the general public to favour reusable alternatives over disposable items, as one of the steps to reduce the environmental impact of waste

## Protection of the Environment

### Recyclable Waste

At YTL Group, we have adopted the principles of 5Rs – refuse, reduce, reuse, repurpose and recycle waste across all our corporate offices and key business units. We have also contracted licensed recycling companies to collect and recycle waste, such as paper, plastic, glass, metal, used cooking oil and e-waste. In FY2019, we diverted more than 90,564 tonnes of waste from landfill, through waste segregation and recycling effort, despite not all waste collectors are able to furnish the waste data in weight.

Aiming to reduce waste on a broader front, our other business units also initiated outreach recycling programmes for the public, through clothes collection drives and giving pre-loved items a second life.



❖ A proper waste segregation area was established by The Majestic Hotel Kuala Lumpur to segregate the recyclables into plastic, paper, cardboard and metal

Enforcing the zero waste promise, plastic, paper and sanitary materials from non-flushable items such as wet wipes and nappies are screened out from water recycling centres (sewage treatment works), as well as grit from the road falling into sewers that are traditionally sent straight to landfill.

At Avonmouth water recycling centre, Wessex Water's subsidiary company GENeco UK composts these materials, as well as those from other companies, and is currently in discussion with the UK Environment Agency to determine the agricultural benefits of the resulting compost-like output. The resulting compost is already gaining interest from farmers due to its nutrient content and soil improving qualities.



❖ ERL initiated a used-clothes collection programme from 8 April to 24 April 2019 in conjunction with Earth Hour 2019. Despite being set up for only two weeks, a total of 400 kg of clothes was collected, benefitting those in need



❖ Lot 10 Shopping Centre has been collaborating with Kloth Care since 2017 to collect and recycle used clothes, handbags, belts, linen and soft toys from the public, for charity purposes. A total of 1,622.2 kg of clothes was collected, showing great response from the public who were willing to join hands in giving pre-loved items a second life

### E-Waste Recycling

We also launched an electronic waste (e-waste) disposal campaign in conjunction with Earth Hour this year. The respective IT departments across YTL Group in Malaysia were in charge of the e-waste collection, inspection and proper disposal to licensed third-party scheduled waste carriers. SGREIT similarly launched an e-waste initiative in Singapore that was extended to its tenants at Wisma Atria. With the overwhelming response, we aim to hold this campaign annually by placing e-waste collection bins in our corporate offices and extend these to our overseas business units and tenants.



### Collection of e-waste in FY2019



**164.3 kg**



**482 kg**

## Protection of the Environment

### Tackling Food Waste

Tackling food waste is crucial yet extremely challenging as it is most often associated with the behaviour of consumers, retailers and the food service sector across the food supply chains. As such, a number of food waste management initiatives have been undertaken, including tracking food waste data, low waste menu planning, food procurement and preparation, tapping into food waste innovation, employee training and education, customer engagement and working with partners.



The Majestic Hotel Kuala Lumpur and Hotel Stripes Kuala Lumpur work with Kechara Soup Kitchen to donate excess food to those in need. More information can be found in "**Community**" section

### Slim My Waste-Feed My Face

A food waste recycling campaign was kick-started in 2018 via partnership between GENeco UK and Bristol Waste Company. The campaign "Slim My Waste-Feed My Face" aims at diverting food waste from residents' black refuse bins and encouraging them to use their brown food waste caddies to recycle food waste. There was a 20% increase in food waste recycling across Bristol City Council area. The collected food waste was then treated by anaerobic digestion at GENeco UK's facility in Avonmouth, where it generated renewable energy and biofertilisers for further utilisation.



Pictured here are various images from the "Slim My Waste-Feed My Face" campaign

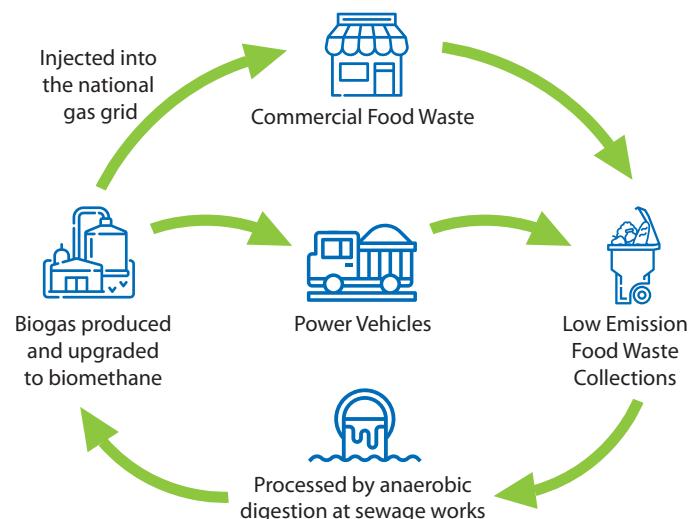
### Zero Waste Revolution: The Circular Innovations

At YTL Group, we strive to be a zero waste organisation and are committed to finding new ways of doing business in a circular economy or closed loop system.

#### United Kingdom

Operating in a circular system, GENeco UK treats over 700,000 tonnes of varied waste per annum, including food, liquid and solid materials which are especially resistant to biodegradation. Through its processes, the waste is transformed into usable products such as biofertilisers, and renewably-sourced biogas and channelled into generating electricity powering many thousands of local homes.

Following the success of the Bio-Bug and Bio-Bus, GENeco UK launched the Bio-Bee - UK's first truck that collects and runs on commercial food waste. To date, the Bio-Bee has collected over 430 tonnes of waste where the biomethane generated from the food waste is sufficient to power 50 households with renewable energy for a year.



A simple diagram showing how Bio-Bee transforms commercial food waste into alternative energy that fuels the vehicle, whilst reducing the amount of landfilled food waste

## Protection of the Environment



▲ To date there are two Bio-Bee vehicles in the Bristol area

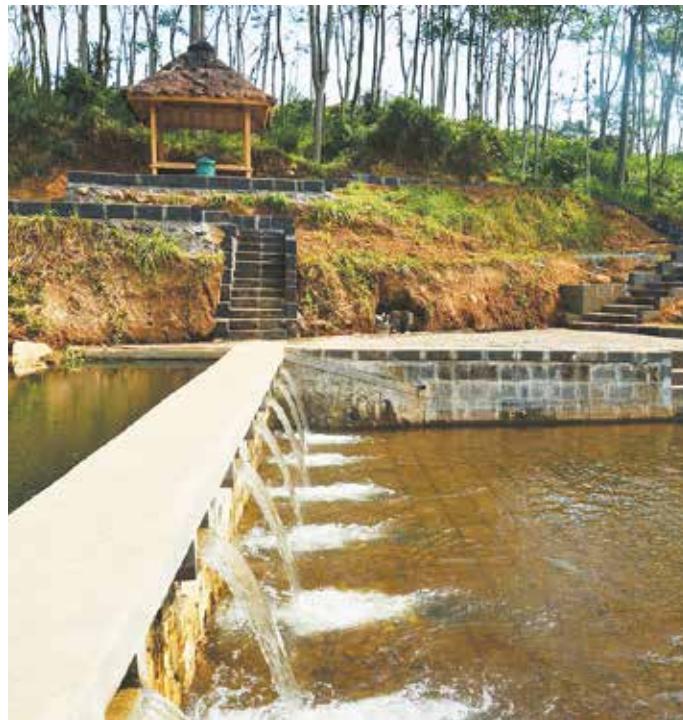
Each year, GENeco UK recycles more than 230,000 tonnes of 'biosolids' from sewage treatment works across the Wessex Water region as an end product of the separate anaerobic digestion of sewage sludge and food waste. Biosolids can provide replacement phosphate for normal crop off-take in year one and residual availability for the following two to three years. Based on bagged fertiliser values, the total value over two years equates to GBP130.32/ha and represents a saving of GBP40/ha over bagged fertiliser.

During the digestion process, the biosolids that GENeco UK produce are further treated by screening and dewatering. The resulting reduction in pathogens is a requirement of the Safe Sludge Matrix and produces a more stable product that can be spread close to houses.

### Indonesia

Fly Ash and Bottom Ash (FABA) generated from the incineration process in coal-fired power plants is regarded as hazardous and potentially harms the environment if mismanaged. Managing such waste poses a common challenge for all coal-fired power plants, hence requiring YTLJT to continuously explore innovative solutions to shift towards a sustainable circular economy.

YTLJT initiated a paving block production programme in 2012 using FABA waste after undergoing several years of research. Following the issuance of a permit granted by Ministry of Living Environment and Forestry in Indonesia, the high quality FABA paving blocks are now being used for road pavement at public facilities, cementing blocks for the coral transplantation project and brick masonry for fixed dome biogas installations. In FY2019, a total of 763,529 FABA paving blocks were produced, resulting in a significant reduction of landfill waste and contribution to community well-being and development.



▲ Utilisation of FABA paving blocks to construct the Bermi Eco-Park at Probolinggo, East Java

### Malaysia

YTL Cement has embarked on the co-processing of industrial waste by reusing certain types of approved scheduled waste as raw materials and/or as a source of energy in their clinker and cement operations. Through co-processing, the use of finite resources such as fossil fuels, limestone, clay, iron ore, sand and coal are minimised whilst reducing the volume of landfilled scheduled waste. As of June 2019, the Department of Environment Malaysia (DOE) has approved nine waste generators to dispose the scheduled waste at Pahang Cement, where the consumption was recorded at 28,440 tonnes.

Recycling used cooking oil brings two major benefits: reduction in unpleasant odours and drain blockages by solidified grease, as well as generation of biodiesel for power and heat generation, which has a lower impact on the environment. Since January 2014, SGREIT malls in Malaysia, Lot 10 and Starhill Gallery initiated a used cooking oil (UCO) recycling programme, collecting UCO and selling to a third-party recycling company that processes it into biodiesel. To date, a total of 18,945.9 kg of UCO has been recycled. Just one litre of UCO can power a television for three hours, a phone charger for 1,000 hours or provide enough 'green' energy to make 240 cups of tea<sup>22</sup>.

<sup>22</sup> Source: <https://www.torfaen.gov.uk/en/News/2014/November/19-Recycleyourcookingoil.aspx>

## Protection of the Environment

### BIODIVERSITY



**OUR GOAL:** To conserve biodiversity below water and on land

The United Nations (UN) reported that approximately one million animal and plant species are facing the threat of extinction. As a consequence, emerging risks associated with biodiversity loss, ecosystem degradation and natural resource scarcity are affecting most organisations' bottom line. In line with our long-term aspirations for meeting SDG 14 - *Life Below Water* and SDG 15 - *Life on Land*, we have embarked on numerous approaches in protecting marine and terrestrial species and their habitats.

#### Biodiversity Screening and Monitoring

Biodiversity screening is a necessity in the initial stage of construction and operational activities of YTL Group, in order to address the scarcity of finite resources and biodiversity loss to meet regulatory compliance requirements. Through assessment, species inventory or baseline information can be determined prior to project planning. Subsequently, monitoring work will take place in the later phase of the project activities, which involves continuous scrutinisation in tracking anticipated impacts caused by the operations, followed by proper improvement steps to minimise the associated risks.



#### United Kingdom

Before construction starts, Wessex Water investigates for any potential impact on the environment, wildlife, archaeology and geology. This includes checking for the presence of protected and rare species. The latest innovation was to develop the ability to use a sniffer dog to support terrestrial great crested newt surveys.

Wessex Water's compliance with the national Site of Special Scientific Interest (SSSI) target is now at 99.5% of SSSI-designated land in favourable or recovering condition of which 62.5% is in favourable condition. This exceeds the national target of 95% favourable or recovering with at least 50% favourable.

This year Wessex Water continues their work to achieve their performance commitment to assess 100% of their eligible landholding for its biodiversity value by 2020. By the end of the financial year the Company brought the total land assessed to more than 95% of over 2,000 hectares of eligible land.



#### Indonesia

The power plant is equipped with an online system to monitor and ensure that all water from the power station falls within the local standard prior to discharge into the sea. Apart from that, on-site water sampling and testing are also conducted by an appointed third-party environmental authority and an independent laboratory on a monthly basis for regulatory compliance evaluation. In attempts to preserve biodiversity in close proximity to the power plant, marine biota and coral reef surveys are performed quarterly. During the year under review, 100% regulatory compliance was achieved, seeing marine life such as plankton, fish, coral and many more flourishing over the past 18 years of operations.

#### Restoration and Protection for Life

Life on Earth is complex and highly interdependent. The ecological services provided by all other living organisms inhabiting land and water supply both tangible resources (food, pest control, water purification, etc.) and intangible benefits (tourism and aesthetic value) to society. As stewards of our good Earth, we have long supported conservation efforts through non-governmental groups in meeting our aim to safeguard and restore for life on land and below water against any kind of threats. Through partnerships, these help us to address issues that we may not have the expertise, skills or resources to manage on our own.

#### Wildlife Conservation



#### Malaysia

##### Save Our Sea Turtle

##### Save Our Sea Turtle

Classified as an endangered species under International Union for Conservation of Nature (IUCN) Red List, the sea turtle is one of the significant species in marine ecosystems facing possible extinction. For years, YTL Hotels has been putting in conservation efforts to preserve the population of sea turtles, through rescuing turtles or hatchery establishment to save the turtle eggs from being sold for human consumption in the market. Over the past seven years, Gaya Island Resort Marine Centre (GIRMC) in Sabah has rescued a total of 19 turtles, nine of which have been released back into the sea and two have undergone long-term rehabilitation spanning three to five months. Whilst in Terengganu, Tanjung Jara Resort (TJR) has been collaborating with a non-profit organisation, Lang Tengah Turtle Watch (LTTW) in establishing turtle hatcheries to save and incubate turtle eggs from poachers. Kindly refer to "**Partnering for Effective Conservation**" section for more details.

## Protection of the Environment

### Safeguard the Landed Species

The Gaya Island Resort Wildlife Centre (GIRWC) was established in October 2016 as a research and conservation centre by Gaya Island Resort (GIR) and has identified a total of 245 new flora and 415 new fauna species. Key highlights of GIRWC in FY2019 are:

#### **Proboscis Monkey (*Nasalis larvatus*)**

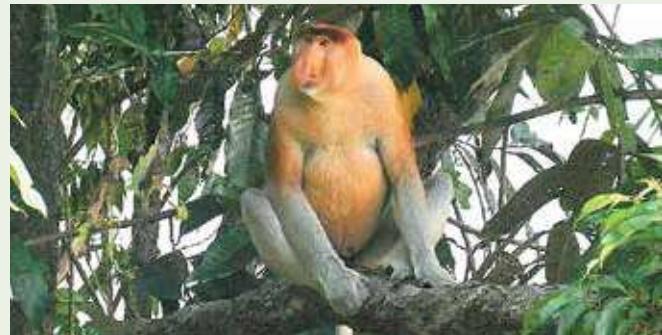
- » Classified as endangered species under IUCN Red List
- » In collaboration with Sabah Wildlife Department and Sabah Park, GIRWC has initiated its 'genetic rescue' of the proboscis monkey by translocating the species from one population to the existing population in Gaya Island. This project will develop a healthy genetic structure and population of proboscis monkeys at Gaya Island.

#### **White-Bellied Sea Eagle (*Haliaeetus leucogaster*)**

On 9 April 2019, an immature white-bellied sea eagle incapable of flying was found by our GIR Ground Supervisor floating in the sea. The sea eagle was later handed over to GIR's naturalist team for treatment and rehabilitation for a few days before being released back into the wild on 12 April 2019.

#### **Reticulated Python (*Python reticulatus*)**

On 4 February 2019, a 4.47 kg reticulated python with ticks all over its body was found slithering around GIR complex looking for a warm place to regulate its body temperature. After diagnosis, it was concluded that certain parts of its skin were damaged due to the infection of ticks. Immediate treatment was given by GIR naturalist, and after more than a month of rehabilitation and recovery, the python was released back into her natural habitat on 30 May 2019.



» A proboscis monkey spotted on Gaya Island



» A white-bellied sea eagle being released back into the wild following a period of care and treatment



» Python with skin infection caused by ticks

### Preserve Our National Bird



The Great Hornbill (*Buceros bicornis*) is categorised as vulnerable species under IUCN Red List. Both the Great Hornbill and Oriental Pied Hornbill (*Anthracoceros albirostris*) species can be found within the boundaries of Pangkor Laut Resort (PLR), one of their nesting grounds. PLR has taken the initiative in building four hornbill nesting boxes from recycled materials. Since the commencement of this project, a total of four juvenile hornbills were successfully bred.

» A pair of hornbills were spotted stopping by one of the nesting boxes to feed the juvenile hornbills

## Protection of the Environment

### Eyes on Flying Fox

The giant fruit bat commonly known as a flying fox (*Pteropus sp.*) is a protected species under Wildlife Conservation Act 2010 (Act 716) and IUCN Red List. The low density in the flying fox's population is mainly due to habitat loss, hunting and human-animal conflict. Thus, the sighting of flying foxes in Malaysia is increasingly rare.

To protect the flying fox, PLR has been supporting a RIMBA<sup>23</sup> research project in providing a suitable and safe roosting site that is free from encroachment and harassment. In addition, PLR also helps RIMBA to spread awareness of the bats by disseminating conservation information to the public, as well as conducting regular monitoring to document the abundance of flying fox colonies.

We have also seen the partnership between GIR and University College Sabah Foundation set up to monitor flying foxes around the island areas. GIR is also planning to build another 15 roosting boxes for research and monitoring purposes moving forward.



❖ Two species of flying foxes that occur in Malaysia: Island flying fox found only on islands (*Pteropus hypomelanus*) and large flying fox on the mainland (*Pteropus vampyrus*)

### Coral Reef Restoration

Approximately 95% of coral reefs located in Southeast Asia are facing threats through exposure to pollution, over-fishing and coastal development. Most of YTL Hotels are blessed with stunning eco-tourism spots where the coral reefs are located. Hence, the conservation of coral reefs is consistently carried out by teams of YTL Hotels via numerous approaches.

Over the past ten years, PLR has partnered with Reef Check Malaysia (RCM) in reef conservation and rehabilitation. The collaboration has kick-started the coral transplantation project by relocating broken coral fragments onto concrete blocks which act as a growing medium for the nubbins, at both Mentagor Island and the PLR jetty. For more information, kindly refer to "**Partnering for Effective Conservation**".



❖ Coral nubbins transplanted on cement blocks seen here growing into colonies

Similarly, GIRMC is committed to reform healthy coral colonies by utilising the concept of attaching broken coral fragments onto poly-tubes rooted in a concrete base. In FY2019, GIRMC transplanted 1,200 coral nubbins onto 100 cement blocks. As a result, the coral colonies recorded a survival rate of 85% indicating the feasibility of the transplantation project.

### Indonesia

In Indonesia, YTL JT has initiated a coral seed planting programme in the vicinity of Paiton II Power Plant. Applying the same coral transplantation method used by GIR and PLR, coral fragments are planted on the paving blocks made from FABA waste as a growth medium prior to being submerged onto the sea bed. This year, YTL JT deployed a total 850 pieces of FABA paving blocks with 2,000 coral nubbins, recording an average 88.8% survival rate of the transplanted corals.



❖ Coral seen here transplanted on blocks made from the coal-fired power plant waste - Fly Ash and Bottom Ash (FABA)

<sup>23</sup> RIMBA is a Malaysian non-profit research group focused on conducting conservation science

## Protection of the Environment

### Coastal Habitat Restoration

Coastal habitats such as mangrove and seagrass are crucial to alleviate coastal erosion, reduce atmospheric CO<sub>2</sub>, purify water and protect from flooding. Nevertheless, these habitats are facing threats from climate change, as well as stress from pollution. Acutely aware of the issue, business units across YTL Group are undertaking several initiatives that involve intensive research and development, to substantially increase afforestation and reforestation to fight climate change.

### Enriching the Mangrove Forests



#### Malaysia

In 2014, a mangrove nursery was set up by GIR to plant mangrove saplings in an effort to enrich the habitat along the coastline. As of now, over 3,000 mangrove saplings have been sowed and flourished into shrubs. Naturalists from GIR consistently carry out research on constraining factors that could impede the survival rate of mangroves. Investigations to identify the most suitable method to plant the saplings with reduced mortality rates have seen great progress this year. Instead of using recycled plywood material, adopting hexagonal concrete blocks is far more durable to hold the saplings against strong currents and waves. This method has proven successful where over 70% survival rate has been recorded.



#### Indonesia

Aiming to improve coastal erosion issues, YTL JT engaged with local groups since 2013 to carry out a mangrove and sea pines plantation programme at Randutatah Beach, Probolinggo, East Java, Indonesia. The Company has targeted to plant at least 10,000 mangroves and 5,000 sea pines every year.

To date, over 55,600 sea pines (*Casuarina equisetifolia*) and 109,800 mangroves (*Sonneratia alba*, *Rhizophora mucronata*, *Avicennia marina*, *Rhizophora tylosa*) have been planted over a 55 km stretch of coastline. In addition, 500 bamboo and 700 Tahitian Chestnut trees were also seeded in FY2019. An increase in the number of mangroves, sea pines and other trees species has driven the proliferation of biodiversity in that area. It has seen an increase in the Biodiversity Shannon-Weiner Index from 0.6 to 2.43 for flora and 2.71 to 2.84 for birds over the last five years.

On 16 January 2018, YTL JT signed an agreement with the local government to develop parts of Randutatah Conservation Area into an eco-tourism and recreational zone. The Randutatah Conservation Area programme has been a success where it has brought people, planet and profits together in the journey towards sustainability.



▲ One of the mangrove saplings embedded in a hexagonal concrete block being monitored by GIR naturalist team



▲ Randutatah Conservation Area has become a recreational tourist spot

### Reviving the Seagrass Habitat



#### Malaysia

Funded by GIR, the in-house naturalists have embarked on coastal monitoring and research works in 2016 and discovered that the poor condition of the seagrass habitat had deteriorated around Gaya Island. GIR responded by building a seagrass nursery in December 2018 to cultivate the seagrass seedlings collected from the nearby water village. A few months after cultivation, propagated seagrass was relocated to a planting site with 12 hexagonal hollow concrete blocks embedded around the seagrass to enhance their rooting progress. Through consistent implementation, three out of five species of seagrass recorded encouraging results. In future, GIR will increase their project scale to produce at least six planting sites, each constituting an area of 400 m<sup>2</sup>.



▲ Seagrass contained in hexagonal hollow concrete blocks to minimise soil loss caused by strong currents and wave attrition

## Protection of the Environment

### Partnering for Effective Conservation



With support from PLR, RCM initiated a coral reef transplantation project in 2015 to restore the population of hard coral species in the waters around PLR. The table below indicates three years of data on the number of coral colonies and their survival rates, accordingly.

	2017	2018	2019
Number of Coral Colonies at Mentagor Island	847	722	638 <sup>1</sup>
Coral's survival rate at Mentagor Island (%)	142	85	88 <sup>1</sup>
Number of Coral Colonies at PLR Jetty	36	37	39
Coral's survival rate at PLR Jetty (%)	44	103	105 <sup>2</sup>

#### Note:

- <sup>1</sup> Slight reduction in the number of coral colonies as some weaker colonies were unable to survive the bleaching event back in 2016, coupled with the devastating effect from high sedimented water. However, the survival rate of coral stood at 88%, manifesting the stability in survivorship of most colonies.
- <sup>2</sup> Survival rate is more than 100% due to new coral recruits that have settled naturally on the concrete blocks.



▲ At Mentagor Island, the coral colonies have grown into large colonies (picture on the left, taken in September 2016) before they were affected by a bleaching event (picture on the right). Nevertheless, they slowly revived after the bleaching event had subsided (Photo courtesy of Edmund Lau from RCM)

Aside from the coral transplantation project, RCM conducts annual Reef Check surveys at Sembilan Islands near PLR to examine the health of coral reefs prior to implementing proper mitigation measures. In March 2019, the RCM team conducted a survey at nine sites around the Sembilan Islands and one in Pangkor Laut. Ghost nets are commonly found around the survey sites, and immediate action has been put forward to regulate or prohibit fishing activities at both sites. During their surveys, a number of seahorses were spotted. These are part of a significant local population that are being studied extensively.



▲ For the corals that have grown well, marine organisms are found inhabiting the colonies at Mentagor Islands (Photo courtesy of Edmund Lau from RCM)



▲ Corals are flourishing into healthy colonies residing at PLR jetty (Photo courtesy of Edmund Lau from RCM)



▲ RCM team member is carrying out the Sembilan Islands' survey to assess the status of coral reefs around the area (Photo courtesy of Edmund Lau from RCM)

## Protection of the Environment



This is the fourth year of partnership between LTTW and TJR in saving sea turtles and their offspring from potential threats and poaching. The capacity of hatcheries remains the same as the previous year, where it comprised a total of three guest hatcheries and one larger research hatchery, known as the Jennifer Tan Research Hatchery. Buried within the hatcheries are the eggs of sea turtles and critically endangered painted terrapins. Regular nest inspections are conducted by the LTTW team to examine the eggs' and hatchlings' conditions.

Apart from that, the turtle conservation programme also actively involves the participation from the public, via a nest adoption programme. Since its launch, this nest adoption programme has received overwhelming response from guests, wherein adoptees receive regular updates from the conservation team throughout the egg incubation period. To date, a total of 398 nests have been adopted by guests over four seasons.



❖ One of the juvenile sea turtles hatched in one of the nests adopted by guests from TJR (Photo courtesy of LTTW)



❖ Tanjung Jara Resort guests checking out the hatchling nest area (Photo courtesy of LTTW)



❖ Resort guests seen here quietly cheering the hatchlings at the designated "runway" during the release (Photo courtesy of LTTW)

	2016	2017	2018	2019 <sup>1</sup>
Number of nests	34	83	129	152
Number of turtle eggs saved from being sold to market	5,837	7,567	12,116	16,766
Hatchling released	4,936	5,546	9,158	11,198
Hatchling success rate (%)	85	74 <sup>2</sup>	76	67 <sup>3</sup>

**Note:**

<sup>1</sup> Data obtained from January 2019 to September 2019.

<sup>2</sup> Hatchlings' success rate dropped by 11% in 2017 as compared to the previous year due to dry monsoon season, resulting in poor sand renewal rate which eventually led to the proliferation of bacteria that greatly impeded the process of hatching. To mitigate this issue, LTTW and TJR teams are currently exploring ways to renew/wash the sand starting from the new 2020 season.

<sup>3</sup> There are 840 eggs still incubating in the hatcheries at present, which led to lower hatchling success rate in 2019.



❖ Once a nest is adopted, a signboard written with the adoptee's name is placed next to the nest (Photo courtesy of LTTW)

## Protection of the Environment

### Biodiversity Action Plan (BAP) Partnership Programme

Wessex Water's Partners Programme has been an integral part of their Biodiversity Action Plan since 1998 and offers funding to practical conservation and research projects across the Wessex Water region. The following are four projects supported by Wessex Water between April 2015 and March 2020:

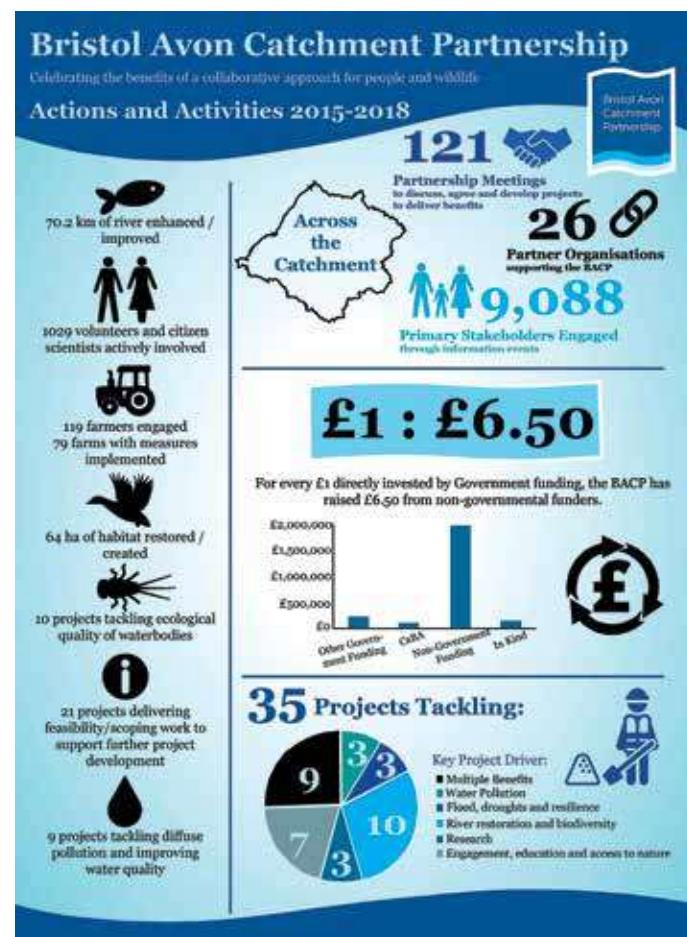
Project in Partnership	Aim
1. Dorset Wild Rivers - Dorset Wildlife Trust	To take a catchment wide approach to restoring and recreating wildlife habitat along Dorset rivers - this will also improve water quality, flood storage and community involvement in water issues.
2. Wessex Chalk Streams Project - Wiltshire Wildlife Trust	To help improve the iconic River Avon chalk streams in Wiltshire and safeguard their rare biodiversity.
3. South Wiltshire Farmland Conservation - Cranborne Chase Area of Outstanding Natural Beauty	To work with land managers in Wiltshire and Dorset to create bigger and better habitats on agricultural land, reduce pollution going into rivers and enhance wildlife populations including declining arable bird species.
4. North Somerset Levels and Moors Grazing Marsh - Avon Wildlife Trust	To restore and manage grazing marshes on the North Somerset Levels and Moors to benefit aquatic plants and invertebrate; habitats for otters, water voles and bats; and flood alleviation.

Wessex Water's Partners Programme is also offering individual small grants of between GBP2,500 and GBP5,000 for standalone projects applied for and awarded every six months until October 2019. The small grants scheme is designed to fund short-term, smaller scale practical projects which address catchment, ecosystems and science and research issues, such as habitat creation and restoration, ancillary conservation works (eg. fencing, support services for grazing), land management action to improve water quality, provision of land management advice, dissemination and communication of information, and to meet immediate research or monitoring needs.

Date	Project Funded
Spring 2018	Holt Heath Monitoring Project - Wessex Chalk Streams and Rivers Trust and Dorset Wild Rivers Project  Blackwater and Brown Hairstreaks Project - Somerset Wildlife Trust
Autumn 2018	Hedgerow Project - Great Bustard Group
Spring 2019	Devils Brook Multi Benefit Project - Farming and Wildlife Advisory Group South West (FWAGSW) and Dorset Wild Rivers

### Bristol Avon Catchment Partnership

Wessex Water also supported four catchment partnerships within their region, including co-hosting the Bristol Avon and Dorset partnerships. Since 2016, 14 projects have been delivered via the Bristol Avon catchment fund and have restored 64 hectares of habitat, improved 15 km of river and engaged or supported more than 30 farmers.



Further details can be found at <http://www.wessexwater.co.uk/environment/catchment-partnerships/bristol-avon-catchment-partnership>.

# EMPOWERING OUR PEOPLE



## Our Commitment

Recognition of YTL Group as an employer of choice

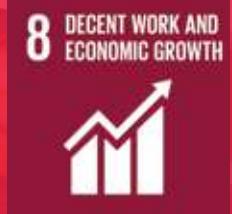


## Our Approach

- Promoting and embracing diversity and inclusiveness
- Fostering fair and equitable workplace conditions
- Nurturing human capital by growing workplace capacity and skills
- Bridging gaps through training, on the job learning and career development
- Caring for employees through active engagement and encouraging healthy work life balance
- Ensuring the health, safety and well-being of employees



## Aligned To



- Total workforce of 13,753 employees globally
- Employs 63 people with disabilities
- 31% of total workforce made up by women



## Highlights





# Empowering Our People

[GRI 102-8, 201-3, 401-1, 401-2, 401-3, 402-1, 403-1, 403-4, 403-5, 403-9, 404-1, 404-2, 402-3, 405-1, 408-1, 409-1]

In our effort to be an employer of choice, we regard our people as our greatest asset and strive to continuously create an engaged and conducive workplace to meet the ever-changing requirements of tomorrow's business and to remain competitive. To date, we have a total workforce of 13,753 employees globally, of which 69% are male, which reflects the nature of our business activities, especially in areas such as construction and utilities services.

Promoting our brand values of "Building the Right Thing" (BTRT) and encouraging a good work ethic and integrity have been a key focus this year. Following our introduction of Corporate Statements, we released a new Code of Conduct and Ethics in FY2019, which sets out acceptable practices and ethics that guide our employees and others who work with us as suppliers, contractors and communities that we serve. Both<sup>24</sup> are made available and easily accessible on our corporate website for employees and the public.

## Going forward, we will continue to:

- » Focus on promoting women in leadership roles;
- » Recognise, respect and support our people with difference in personal characteristics or disabilities;
- » Further enhance in-house training as well as to establish holistic training and development;
- » Keep our employees engaged and our workplace healthy and safe.

## DIVERSITY AND EQUAL OPPORTUNITY



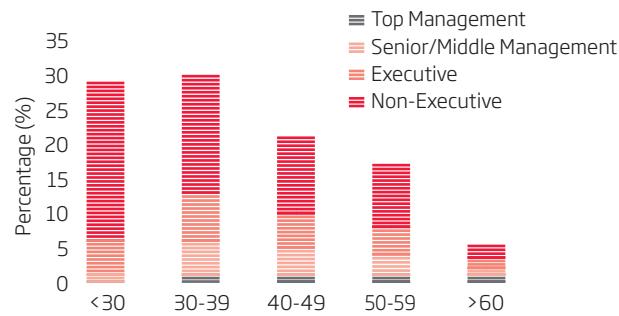
**OUR GOAL:** To embrace diversity and inclusion across our workplace and offer equal opportunity for advancement

Adopting the United Nations Global Compact principles of human rights, we strictly oppose all forms of discrimination or practices that do not ensure equal opportunity for everyone. We do not tolerate any form of child and forced labour and we take extra precautions to prevent this from happening in all our businesses and supply chains. We also respect our employees' rights to freedom of association and to be members of trade unions. During the reporting period, we are pleased to report that we have had no incidents in relation to discrimination, forced labour or child labour.

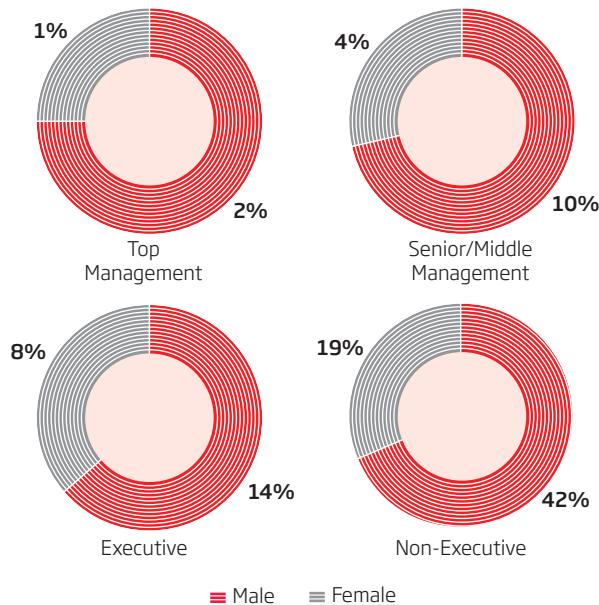
We employ 63 people with disabilities across YTL Group and they are given equal and fair treatment and suitable job responsibilities. We also provide physical and mental support to help them overcome any detrimental physiological and emotional states which may affect execution and the workplace self-efficacy negatively.

### Group Employee Profile

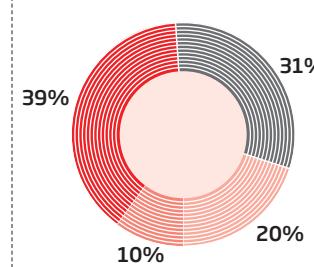
#### Age Profile



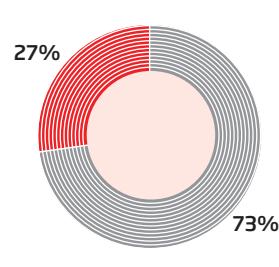
#### Gender Profile



#### Ethnicity (Malaysia)

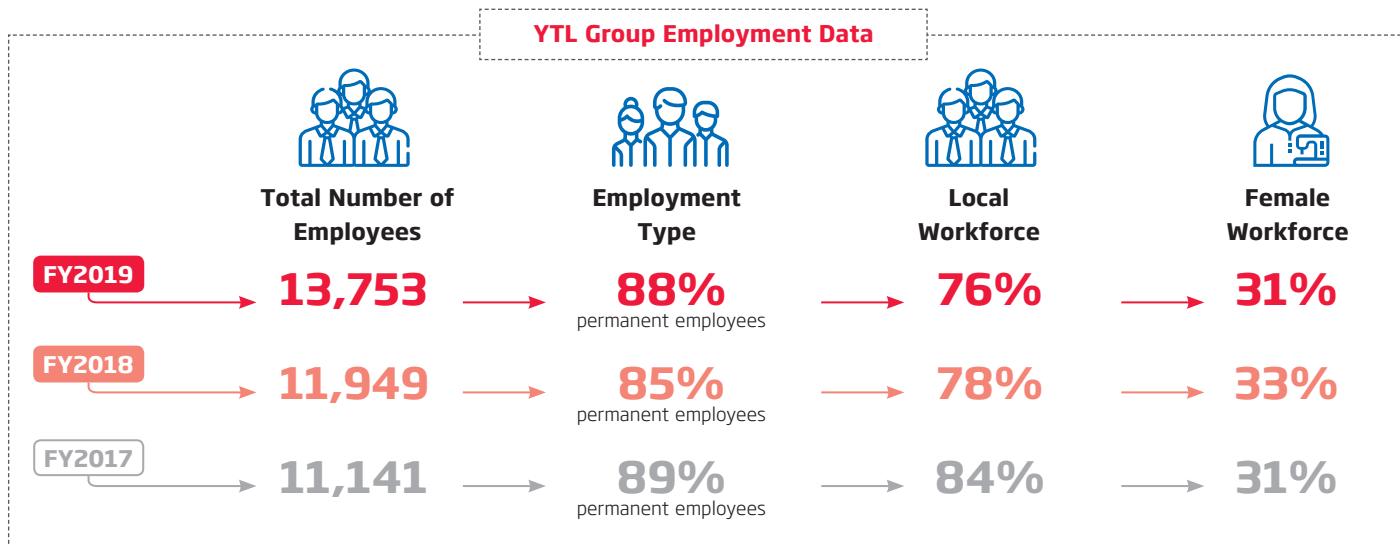


#### Ethnicity (Global)



<sup>24</sup> Please view our Corporate Statements on Human Rights and Ethics as well as Health and Safety at <http://www.ytl.com/sustainability/corporatestatement.asp> and our Code of Conduct and Ethics at <http://www.ytl.com/governance.asp>

## Empowering Our People



### Employee Retention and Turnover

Labour Practices	FY2017		FY2018		FY2019*	
	Male	Female	Male	Female	Male	Female
New Hires	1,075	666	1,798	1,120	1,802	1,226
Employee Turnover	1,208	639	1,720	1,207	1,656	1,194
Interns	185	233	198	199	217	263

**Note:**

\* Data of Malayan Cement (formerly known as Lafarge Malaysia) is not incorporated



❖ To further support our commitment to conduct business with integrity, over 600 YTL Leaders from Malaysia and overseas were briefed by our Executive Chairman, Tan Sri Dato' (Dr) Francis Yeoh, during YTL Leadership Conference 2018. Topics covered included anti-bribery and corruption, business ethics, human rights and whistle-blowing, which YTL Leaders would then be responsible for, in terms of governance, training and engagement at each business unit

## Empowering Our People



### Malaysia

In August 2018, YTL Group participated in Merdeka Parade 2018 that took place in Putrajaya as the largest contingent in the private sector category. The contingent demonstrated the diversity in YTL Group, consisting of not only junior and senior employees, but also those with different cultural backgrounds and a good mix of male and female employees. The marching practice started a month before the parade. Through this, we are able to demonstrate patriotism and express our aspirations for Malaysia to grow healthier and stronger.



▲ 60 employees from YTL Corporation, Syarikat Pembinaan Yeoh Tiong Lay and YTL Cement participated in the Merdeka march-past

Since 2015, YTL Group's women's network, "W@Y" or "Women at YTL" was launched to empower and support women across the organisation, helping them to grow and reach their full potential. Following the success of last year's W@Y initiatives, we went the extra mile this year by empowering women beyond YTL Group. This year, W@Y worked with Women of Will (WOW), a non-profit organisation to transform the lives of disadvantaged women in Malaysia and their communities through micro-credit financing combined with an Entrepreneurial Development Programme. More details can be found in the "**Community**" section.

<sup>25</sup> The mean gender pay gap is the difference in average hourly pay for men compared to women at all levels across Wessex Water

<sup>26</sup> The median represents the midpoint across a list of values in numerical order. If we list the average hourly pay in numerical order, the median is the middle number. The median pay gap is the percentage difference in average hourly pay for the middle man compared to the middle woman across Wessex Water

<sup>27</sup> Source: Office for National Statistics (ONS) median pay gap 2018



### United Kingdom

This year Wessex Water undertook a significant project on diversity and inclusion across the Company, canvassing the views of more than 200 colleagues via workshops and interviews, assessing their gaps against best practices and formulating plans to continue improving the diversity and integration. This included training on avoiding non-deliberate bias. Wessex Water commits to promoting an equal opportunity in their employment and career advancement regardless of gender.



▲ Last year, the number of women in the workforce remained constant at 22%, whilst the number of women managers increased by 1% to 20% in leadership roles

Since April 2017, the UK government requires all companies with more than 250 employees to publish their gender pay gap data. The gender pay gap is the difference in average hourly pay received by men and women. The following data represents Wessex Water's gender pay gap figures as at 5 April 2019. It should be noted that the gender pay gap is different to equal pay, the right for men and women to be paid the same rate of pay for doing work that is of equal value.

Gender Pay Gap	2017	2018	2019
Mean <sup>25</sup>	7.3%	5.4%	4.9%
Median <sup>26</sup>	4.4%	1.5%	4.6%

The mean gender pay gap has fallen over the years from 7.3% in 2017 to 4.9% in 2019, and it remains significantly lower than the UK average of 17.9%<sup>27</sup>. This reflects gender distribution in job roles across the Wessex Water workforce rather than any equal pay issues, Wessex Water has a robust job evaluation process and operates a framework of grades and pay ranges within each grade to ensure that the pay is not influenced by gender.

## Empowering Our People

In common with many businesses with a predominance of Science, Technology, Engineering and Mathematics (STEM) skills, the water industry is heavily male dominated. Wessex Water recognises that diversity is a strength and continues to create a diverse and inclusive environment to improve the representation of women within their business and the industry.

The following are the current areas of focus which will contribute to reducing Wessex Water's gender pay gap over time:

- » Reflecting the diversity of the community they serve;
- » Providing community education;
- » Providing apprenticeships, graduates and early careers;
- » Promoting and encouraging flexible working;
- » Improving all forms of diversity and inclusion at all levels.



### Singapore

Guided by TAFEP's (Tripartite Alliance of Fair and Progressive Employment Practices) principle of Fair Employment Practices, YTL PowerSeraya promotes inclusiveness in the workplace, embracing diversity amongst different races, genders, backgrounds and nationalities. The Company also ensures that employees are compensated based on their skills and experience, performance and the market value of the position they hold. As at FY2019, the ratio of base salary (Male: Female) for the entire Company stood at 1: 0.80. This compares well with Singapore's Wage Equality Score of 0.814<sup>28</sup>.

### NURTURING HUMAN CAPITAL



**OUR GOAL:** To elicit the right fit for our people to grow and develop their career with us

Our approach to talent management is simple, and we believe in growing capabilities of our workforce by attracting, developing and retaining the right people. We empower and invest in strengthening our people at all levels with relevant skills and knowledge through training, professional development and engagement activities.

We continue to operate a robust talent review process to build an effective talent pipeline and succession planning. At the same time, we also provide fair remuneration and rewards, as well as opportunities and resources to our employees to acquire new skills and enhance existing ones.

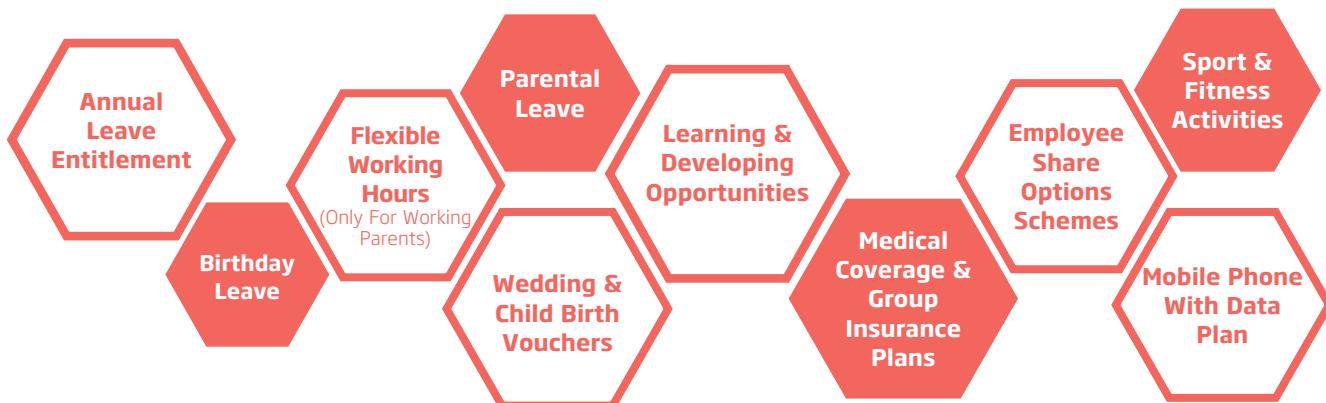
### Employee Benefits and Welfare

In the highly competitive labour market, the demand for skilled workers keeps growing. As a responsible employer, we strive to uphold fair and safe workplace practices and promote work-life balance culture in accordance with local labour laws where we operate.

All employees undergo an annual performance and career development review to assess performance, areas for improvement, development needs and career plans. Key performance indicators (KPI), both for the business as well as for employee development, are in place to ensure that performance goals are aligned with our business objectives.

In FY2019, 150 female employees went on maternity leave and 151 male employees took paternity leave. 269 returned to work, resulting in a retention rate of 89%.

### Employee Remuneration and Rewards Programme



**Note:** Certain benefits and entitlements are applicable to selected business units only

<sup>28</sup> Source: World Economic Forum's Global Gender Gap Report 2016

## Empowering Our People

### Training and Development

Various programmes were held which focused on upgrading the competencies of our people and increasing their productivity whilst creating a talent pool for effective succession planning. Investments are made in structured on-the-job trainings, workshops and seminars covering areas ranging from management, technical, communications, leadership to soft skills. In support of continuous professional development, we support our employees in their career development through coaching, feedback, advice, as well as access to learning opportunities for performance enhancement. The training is provided either in-house, e-learning or through external training providers.

#### Average Training Expenditure per Employee

YTL Business Units	FY2017	FY2018	FY2019 <sup>1</sup>
Wessex Water	GBP751	GBP810	GBP881
YTL PowerSeraya	SGD560	SGD361	SGD279 <sup>2</sup>
YTL Jawa Timur	IDR1,908,090	IDR770,700	IDR1,326,083
YTL Starhill Global REIT Management	SGD250	SGD594	SGD773

#### Note:

<sup>1</sup> The average training expenditure per employee increased in FY2019 which reflects our priority in developing competent employees

<sup>2</sup> YTL PowerSeraya's average training expenditure per employee decreased in FY2019 due to greater emphasis on in-house training initiatives



### Malaysia

In December 2018, our hospitality arm, Cameron Highlands Resort (CHR) conducted a food safety management training session to educate employees on safety and food hygiene environment relating to ISO 22000 Food Safety Management Systems. There were 70 employees mainly from the kitchen as well as food and beverage department involved in the training. As a result, CHR is able to control food safety hazards and provide an assurance to guests regarding food quality and hygiene.



ISO 22000 Food Safety Management Systems can be applied to any organisation in the food chain, farm to fork. CHR is preparing for the certification through providing training sessions to its employees

In addition, the ongoing training initiatives for maintaining competency sustainability of ERL Maintenance Support (E-MAS) are targeted at all levels of employees, including initial training, refresher training and re-skill training in technical areas. YTL Cement also conducted competency training to support the continuous skill development and lifelong learning of its employees as well as to enhance business operations.



### Singapore

YTL Starhill Global REIT Management (YSGRM) continues to enhance the Executive Development Programme which nurtures high-performing business unit leaders by providing them with additional knowledge and experience through training, workshops and seminars on management, technical skills, communication, leadership and other topics. In FY2019, each employee underwent an average 30.5 hours of training, surpassing its target to maintain at least 25 training hours a year per employee.

#### YSGRM Average Training Hours per Employee

Employee Category	Male	Female
Rank and File	0	18.8
Executives and Supervisors	24.8	44.8
Management	29.0	33.2
Senior Management	30.6	36.8
Average by Gender	29.0	31.6
<b>Average per Employee</b>	<b>30.5</b>	

YTL PowerSeraya's training expenditure per employee saw a drop. This is aligned with the company-wide cost management measures in the challenging power generation business in Singapore as well as a greater shift towards in-house training programmes.

## Empowering Our People

### United Kingdom

Wessex Water has delivered 800 courses with an average of 3.4 days' development training per employee. A partnership with Weston College enables Wessex Water to achieve leadership and management qualifications programmes in line with the National Apprenticeship Standards. This year, 45 leaders have started their studies to develop their skills in this area. Wessex Water runs in-house development programmes for new and experienced managers, as well as full soft skills training programmes, coaching and mentoring initiatives for employee development. Wessex Water has also focused on further developing their e-learning platform, iLearn, and through delivering a blended approach to learning they have delivered a record amount of training. Training is now more accessible to their employees than ever before by offering a mix of interactive courses, learning bites, video content and online training programmes.



❖ To support the mental health and physical well-being of Wessex Water's employees, more than 300 leaders and colleagues were trained with the skills to identify and manage their own stress levels and how best to support others

### Grooming Future Talents

To nurture our talent pool, we have undertaken Internship and Apprenticeship Programme to identify and develop future leaders as well as to offer rich and diverse learning opportunities. The internship opportunities offer extensive knowledge and hands-on experience to gain real-life work exposure, develop new skills and broaden their knowledge during their attachments with our diversified business units guided by senior officers. Interns who excel in internships are considered for a placement in YTL Group with a permanent role. Today, we have a robust young talent pool, comprising interns, apprentices, scholars and management trainees.

### Malaysia

E-MAS initiated the National Dual Training System (NDTS) in February 2019 and successfully registered as an accredited training centre for Sijil Kemahiran Malaysia in May 2019. The content and material of the competency certification which covers Level 2 - Rolling Stock Maintenance was developed by E-MAS in-house expertise with the guidance from an appointed third party consultant. The training modules have received necessary approvals from the Ministry of Human Resource. These training modules aim to provide quality education and experience to the apprentices and its existing employees.



❖ E-MAS providing training to young people at its depot area through its Apprentice Drive



❖ Yee Khai Chee is a YTL Scholar who started his internship at FrogAsia

As an undergraduate studying Civil Engineering at the University of Nottingham Malaysia, Yee Khai Chee believes that education elevates society and improves lives, "At first, I didn't know what to expect when I was applying for this internship programme. However, I was determined to help make changes in our education system, be it small or large. While working in FrogAsia, I had the opportunity to develop virtual learning sites and revision quizzes which will be used by millions of students across Malaysia. I really enjoyed this internship programme. It does not only allow me to be part of the impact FrogAsia is bringing to education, but it also helped me learn soft skills which are beneficial for my future".

## Empowering Our People



### United Kingdom

Encouraging widening participation in early career opportunities has been a key focus for Wessex Water in 2019. Wessex Water engages with young people excluded from traditional education through activities with Pupil Referral Units and Secure Units to provide an early career opportunity. Wessex Water has significantly increased the appointment of people from Black, Asian and Minority Ethnic (BAME) backgrounds to their early career opportunities and supported the BAME 5 Cities Project with Bristol City Council. Wessex Water also introduced the first management graduate programme attracting young local and national talent into the business.

Apprenticeship recruitment has been successful across the region with widespread interest and a significant increase to 92 people who joined for the technical apprenticeship roles. Almost 10% of Wessex Water's workforce currently undertakes learning and development through apprenticeships, further or higher education. Wessex Water works with the local community to promote apprenticeships as a valued and respected career pathway.

The Wessex Water technical apprenticeship applications have a strong success rate from female applicants with a continued 13% of the annual cohort being female. This is significantly higher than the national benchmark for the sector. The Company works closely with the education providers, Weston College and Bridgwater & Taunton College to develop the skills, knowledge and behaviours of colleagues to increase service quality and productivity within the business.



### Australia

Throughout the year, Brisbane Marriott organised several career talks with local schools, colleges and universities to provide the students with an insight into employment opportunities with Marriott. More than 390 students attended the events and a lot of interest was shown by the students. In April 2019, Marriott Journey Week was held by Brisbane Marriott to provide an opportunity for their associates to foster and further their careers with Marriott through various career coaching sessions.

Melbourne Marriott has hired 54 interns from multiple local and international schools to assist with the growth and development of students to gain the practical skills needed for a future in the hospitality industry. The 12 interns who excelled in internships were later hired as permanent employees.

### ENGAGING OUR PEOPLE



**OUR GOAL:** To bridge the gap leading to increased employee satisfaction and motivation

We actively engage our employees through various avenues, including the annual YTL Leadership Conference, town halls, YTL Connect, YTL Community website, BTRT and YTL Sustainability newsletters, HR broadcast, engagement surveys, and YTL Group Sustainability Committee for the effective flow of information and latest updates, alignment of business goals and objectives, as well as stories and interviews with management and employees across all levels of the workforce.

We have an open-door policy, allowing all employees to obtain a fair review and a prompt response to problems or concerns relating to any aspect of their work, harassment, grievance handling and whistle-blowing, by raising their concerns to superiors, heads of department, higher management or to the HR Department. We view all types of employee feedback mechanisms across YTL Group as essential in creating effective communication channels.



❖ As part of Marriott's Take Care Programme, Brisbane, Sydney Harbour and Melbourne Marriott hotels participated in Stepathlon 2018 to promote walking activity among employees as part of their healthy lifestyle and at the same time to foster team spirit through sharing a common goal



❖ Pictured here, some of the 100 University of Queensland hospitality students that Brisbane Marriott hosted during careers talk and tour of the hotel

## Empowering Our People



### Malaysia

The annual YTL Leadership Conference is a forum which gathers key senior managers and leaders across all business units to present progress on their respective projects or business units as well as exchange thought leadership matters. With different themes every year, "Building Resilience in a Changing World" was the theme in 2018. The Leadership Conference aims to stimulate and encourage diverse thoughts and approaches to accelerate the performance of YTL Group in an ever-changing world.

YTL Group recognises the extra mile efforts from employees and honours their contributions through the peer-to-peer recognition platforms. The BTRT Awards were introduced in September 2016 as an appreciation to those exemplary individuals who embody the YTL brand values, and go beyond the call of duty for the Company and its people. The BTRT Awards committee selected five people from different divisions who were nominated by their peers, and presented them with a BTRT Light Brick trophy and cash rewards during the annual YTL Leadership Conference.

#YTLBiggie is an ideas contest launched by YTL Group Sustainability Division to raise awareness on sustainability related issues and to reward concepts on how they can be implemented in YTL Group's operations or management. The theme for #YTLBiggie 2018 was "Biomimicry: Inspiration from nature" and the winner was Mohd Noor Zakuan Bin Ab Malik with his Villi Trap idea. The idea is a rubbish trap mimicking the villus that absorbs nutrients in the human intestine. With numerous pillars created from extremely durable materials installed in waterways, the Villi Trap potentially offers more surface area to trap rubbish and prevent flooding as a result of reduced rubbish blockages in waterways.

Similarly, E-MAS launched the Employee Improvement Programme (EIP) in 2002 to allow its employees to contribute ideas in enhancing E-MAS operations, services, processes, work conditions, cost effectiveness and promoting continuous improvement. As of June 2019, this exercise generated 1,550 suggestions on process, work as well as safety and health related improvements. One notable EIP from the Electrification Department is to reduce the manpower from five to three personnel in the operations team, resulting in a splicing jig being fabricated to improve work process. As a result, this programme creates good work ethic, innovation, cooperation and respect amongst employees, which all are the foundation for a sustainable operation.



↗ YTL Leadership Conference provides an ideal opportunity for senior managers and leaders to refresh and enlighten their thinking through workshops and sharing sessions



↗ Winners of BTRT Awards 2018 receiving their BTRT Light Brick trophies from Executive Chairman of YTL Group, Tan Sri Dato' (Dr) Francis Yeoh



↗ Winners of #YTLBiggie 2018 receiving their cash prizes and certificates from YTL Corp's Head of Group Sustainability, Ruth Yeoh

## Empowering Our People



### United Kingdom

The 2019 internal employee survey shows that 88% of Wessex Water's employees rated the Company as a good employer to work for, an increase of 4% compared to the previous year. Wessex Water values their employees, listens to their feedback and puts action plans in place to address key areas of feedback increasing overall employee engagement to 81%. Wessex Water recognises their employees via the "Eureka Programme" for suggestions on ways to save money, improve services to customers, reduce risks and improve the way they work. Last year, there were 62 suggestions, with seven deemed suitable for further development or reward totalling GBP1,750.

Wessex Water launched its People Programme, a dedicated programme of initiatives to address current and future strategic people priorities in areas including resourcing, talent management, reward and recognition, future working, diversity and employee well-being. In FY2019, this programme was embedded into the business with a focus on mental health awareness and training of colleagues in mental health first aid. Around 100 qualified mental health first aiders (MHFA) have been trained to spot early signs and symptoms of mental health issues, offer initial help and guide a person towards support.

GENeco UK, a subsidiary company under Wessex Water organised team building celebratory events over two dates in September 2018, with 50 attendees invited to both days. The events were arranged for Wessex Water Enterprise employees and internal business partners to maximise participation and engagement across the Company. It provides greater cross departmental teamwork and communication to enhance the appreciation of other people's skills, expertise, strengths and capabilities. The initiative was highly successful with participants responding positively to questionnaires after the event.



❖ *Wessex Water Force, launched in April 2018, is the volunteering programme open for Wessex Water employees to work with local charities across the region one working day per year. More than 400 employees took part in the first year*



### Indonesia

A group of YTL Jawa Timur (YTLJT) operations and engineering employees volunteered in the implementation of the micro hydro programme. They helped to conduct feasibility studies and supervise micro hydro construction projects in remote villages. Following completion, they continue interaction with local communities to transfer knowledge in operating and maintaining the units. Similarly, in the solar energy programme, volunteer employees provide exposure to the local schools, and university students are involved in the entire process, commencing from material preparation, installation, and solar energy utilisation so that they are equipped to learn more about the technical aspects.



### Singapore

YSGRM promotes a family-like culture and focuses on employee bonding to forge stronger team dynamics through active engagement. Its employees celebrate festive joy in the office, attend incentive trips, participate in group cooking classes as well as arts and crafts sessions. To encourage a healthy lifestyle, YSGRM introduced the 'Perfect Attendance Award' which is issued quarterly to reward employees for staying healthy. In FY2019, 66.2% of YSGRM's employees, excluding senior management, regularly received the Perfect Attendance Awards.



❖ *The incentive trip to Batam, Indonesia to promote bonding amongst YSGRM's employees, and enhance the team spirit and cohesiveness*



❖ *Wessex Water's mental health champions have been trained to spot early signs and symptoms of mental health issues*

## Empowering Our People

### MANAGING WORKPLACE HEALTH, SAFETY AND WELL-BEING



**OUR GOAL:** To improve workplace health and safety towards zero fatality and accident

The management of health and safety is critical to us and is embedded across all business areas to ensure our employees can work safely. Protecting the health, safety and welfare of our employees, contractors and communities we serve is a shared responsibility and we continue to emphasise the importance of a health, safety and welfare oriented culture in our day-to-day operations.

As guided by our Corporate Statement on commitments to health and safety, all of our key business units are certified with global standard - ISO 9001:2015, ISO 14001:2015 and OHSAS 18001 and in compliance with applicable regulatory requirements.

#### Occupational Health and Safety

We are committed to provide a sound and safe environment for our stakeholders; employees, suppliers, contractors and customers. We constantly monitor, review and improve our current health and safety procedures and practices in all our business units.

In any case where accidents or incidents occur, a study for corrective action and a thorough improvement plan will be implemented to

ensure that any similar situation does not recur. Facilities maintenance, management and audits are also carried out regularly to minimise the occurrence of accidents due to the breakdown of amenities. All performance against health, safety and welfare is closely monitored by the Health and Safety Committees of each business unit and reported to top management. During the year under review, there were no incidents resulting in fatalities.

YTL PowerSeraya and YTL JT adopts the OHSAS 18001 to ensure safety at the power plant. Every year, the power plant is audited against the standards to ensure that the safety management systems is working well to keep the workplace safe. The Workplace Safety and Health Committee, comprising representatives from different departments as well as employee union representatives, meet on a monthly basis to discuss safety and health issues. Permit-to-work systems, regular safety inspections and the maintenance of fire detection and protection systems help to keep the workplace safe.

#### Accident Frequency Rate for Employees and Contractors

Accident Frequency Rate <sup>1</sup>	FY2017	FY2018	FY2019
YTL PowerSeraya <sup>2</sup>	1.1	3.0	2.1
YTL Jawa Timur	0	0	0.468

##### Note:

<sup>1</sup> No. of workplace accidents per million man-hours worked in our operations in Singapore and Indonesia

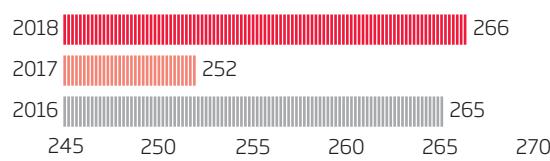
<sup>2</sup> Data is for Pulau Seraya Power Station and Jurong Power Station

#### Wessex Water's Health and Safety Data

##### All incidents

Overall, 601 incidents were reported in the 12 months to 31 December 2018, including 133 near misses and 133 service strikes. The principal cause of all incidents after near misses and service strikes remains as slips, trips and falls. This is in line with other companies and the national situation.

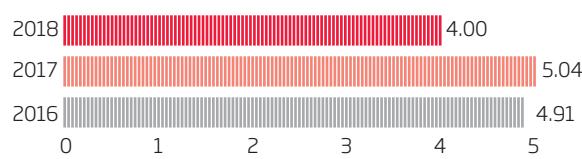
##### Incidents of near misses and service strikes



##### Reportable incident rate

This is the measure of the number of reportable incidents per 1,000 employees.

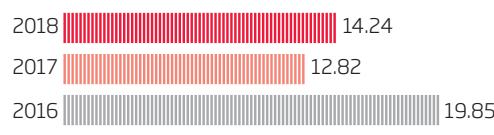
##### Reportable incident rate per 1,000 employees



##### Lost time incident rate

This includes all reported incidents involving employees that resulted in absence from work of one or more days. In 2018 there were 32 lost time incidents, with an increase of 18% from 2017. The principal causes of lost time in 2018 were slips, trips and falls, and manual handling.

##### Lost time incident rate per 1,000 employees



## Empowering Our People

### Health, Safety and Security Training and Communication

All employees, workers and contractors undergo safety awareness and induction courses in the office or on site, and also regularly updated on matters including safety and security action plans, accident and/or incident reporting procedures, relevant training programmes, as well as related articles, which are also available on the intranet and newsletters.

Training topics included Cardio Pulmonary Resuscitation (CPR) and first aid, safety and security awareness, office and construction safety, Health, Safety and Environment (HSE) policies and operating procedures, HSE risk management, emergency preparedness and response, fire evacuation, as well as specialised subjects such as safe use of electrical equipment and working at heights.

Other activities held throughout the year include annual health screenings, lunch-time health and fitness talks, sports and recreational activities, such as stress management, understanding dementia, prevention of flu, measles and chronic diseases, badminton, futsal, bowling, and many more.



❖ Complimentary support by a local hospital to provide basic health checks for employees of The Ritz-Carlton Koh Samui



❖ Thomas Baake, CEO of E-MAS speaking at the Safety, Health and Environment Day to promote awareness of safety, health and environment to all employees

### Malaysia

Perak-Hanjoong Simen (PHS) participated in the Workplace Accident Free Week 2018 (WAFEW), a programme organised by Department of Occupational Safety and Health (DOSH) to promote culture of occupational accident and disease prevention through the use of Hazard Identification, Risk Assessment and Risk Control concept. PHS has also organised in-house health and safety awareness training inclusive of on-site safety toolbox briefing, hearing conservation, fire drill and proper usage of personal protection equipment. PHS also conducted a self-audit to comply with the workplace assessment checklist. As a result, PHS has been awarded with a WAFEW participation certificate by DOSH after the successful implementation and zero accident throughout WAFEW.

PHS also participated in Systematic Occupational Health Enhancement Level Programme (SoHELP), a one-year programme supported by DOSH that aims to prevent the development of occupational disease due to exposure to excessive noise, chemicals and ergonomic risk factors in the marketplace. PHS established a working committee led by two PHS competent Safety and Health Officers to conduct workplace inspection based on SoHELP checkpoints where they develop, plan, organise and implement all the SoHELP requirements in the OSH management systems. As a result, PHS was certified with the achievement of full Level Five (Excellent) by DOSH in January 2019.



❖ Emergency Response Plan Mock Up Drill was held by Environmental, Health and Safety Team of Gemas-Johor Bahru Electrified Double Track Project (EDTP) at Bukit Siput, Segamat with the involvement from local government agencies to test the readiness and preparation of the contractor in an emergency situation

The Ritz-Carlton Kuala Lumpur and JW Marriott Kuala Lumpur conducted an annual Job Safety Analysis in April 2019 to provide more understanding on safety method of working procedures for employees. The training session intended to raise employees' awareness about hazards and risks at the workplace to prevent any accident or incident in future.

## Empowering Our People

E-MAS conducted an accidental spillage exercise at Dangerous Goods and Chemical Storage (DGCS) area as part of its Emergency Response Plan (ERP) initiative to gauge the capacity of sump pit at DGCS, and to evaluate the effectiveness of Material Management Department Response Team (MMT) in managing accidental spillage. The outcome shows that the sump pit did not meet the DOSH guidelines, and a proposal to modify the sump pit was put forward to the top management as part of the corrective measures taken. At the same time, MMT also initiated a study on chemical packaging and looked into the possibilities of reducing chemical packing sizes. This resulted in the Company's saving on renovation costs of the sump pit and possible disruption to operations.



### Indonesia

Our utility operation in Indonesia, YTLJT is committed to the safety of its people and community residing within the Operator Housing Complex (OHC) in Paiton, East Java. Therefore, safety training on 'Confined Space and High Angle Rescue Training' was conducted to educate the team on how to deal with rescue operations in limited spaces and at high altitudes. Conducted at the OHC Video Room and Fire Ground Training Facilities, the training saw 45 participants from the operation shift and core teams participating.



### Singapore

YSGRM continues to promote the merits of healthy living and encourage employees to embrace a holistic lifestyle through Workplace Health Programme (WHP). The WHP comprises a series of sports and health related activities organised for employees to stay fit, healthy and productive. Regular badminton sessions were held to promote healthy lifestyles, and educational talks were given to create safety awareness. The activities also created team bonding opportunities among employees to become closer in other aspects besides work. In FY2019, YSGRM experienced a zero-injury, fatality, and occupational disease rate.

YTL PowerSeraya's continued emphasis on health is aligned with its aim of keeping its aging workforce active and healthy so they can lead meaningful and productive lives both at work and outside. The Company conducts annual health screening exercises that help identify health risks and improve employees' well-being. In addition, a number of safety and health awareness initiatives were also conducted in FY2019, in line with the Company's Safety and Health theme for the year: Work Safely, Work Responsibly, Stay Healthy.

This theme was also celebrated during Safety Day, an event that encourages employees to take responsibility for their own health whilst also touching on the Company's safety performance over the year and giving due recognition to fire-fighting and first aid teams.

YTL PowerSeraya's focus in the coming year is to develop a Safety Case with the aim of assessing its current ability of preventing major accidents and mitigating risks should a major accident occur. The Safety Case is a new regulatory requirement under Singapore's Workplace Safety and Health (Major Installations) Regulations. Over time, the Company will boost the organisation's capability in addressing major accident hazards through the implementation of preventive measures.



### United Kingdom

Wessex Water continues to embed a positive health, safety and welfare culture in their daily operations and activities. Where possible, they look to share innovation and best practices and also to learn from internally and externally reported incidents.

Wessex Water launched a new worker protection system - Safe Hub for lone workers, in June 2019. The Safe Hub app is a reporting app that is installed in smart phones, tablets and laptops to monitor the health and safety of workers, incidents and near misses, and at the same time replacing the existing paper-based systems. The app will monitor reports made by Wessex Water's workers on their observations on safety practices and incidents. Depending on the severity of the case reported, further actions can be taken by Wessex Water including additional investigation, planning and execution of rectifying solutions to ensure that the similar incidents do not recur. To-date, the app monitors about 1,600 employees in total, where up to 750 users who are deemed to be at greater risk are provided with a dedicated SOS button for immediate assistance.



» Awarded a **Highly Commended** in the Royal Society for the Prevention of Accidents (RoSPA) Construction Engineering Industry Sector Award 2018

» **EDF HPC Best Safety Performance - Local Supplier Award** in the 2018 Hinkley Point C Excellence Awards

# ENRICHING COMMUNITIES



## Our Commitment

Positively impacting and enriching the lives of communities where we operate



## Our Approach

- Developing future generations of leaders by supporting education initiatives
- Engaging and supporting local community groups, social institutions, NGOs, social enterprises and non-profit organisations
- Promoting arts and culture by showcasing unique heritage assets and providing alternative media and venues for artistic expression and communication



## Aligned To



## Highlights

- 300 schools across Malaysia have been recipients of the Frog Classroom transformation
- Installed more than 17.03 kWp solar energy for off-grid communities in Malaysia and Indonesia
- Built 29 infiltration wells, seven water storage tanks and eight hydram pumps benefitting more than 1,900 people in Indonesia through the provision of clean water access



# Enriching Communities

[GRI 413-1, 413-2]

In line with our vision of 'Making a Good Future Happen', YTL Group is committed to being a responsible corporate citizen, driving positive impact and sustainable change as well as enriching the lives of communities in which we operate.

Through employee volunteerism, engagement programmes, partnerships, fundraising, and in-kind donations, we aim to play a pivotal role to do good for the communities in need, and make a difference with a more structured and holistic approach. We believe in improving the lives of local communities by creating equal opportunities in education and employment. We also support the underprivileged society through financial assistance and donations, as well as building safe communities.

**Going forward, we continue to streamline our efforts and leverage our skills and competencies under three key pillars:**

- » **Education**
  - To promote 21<sup>st</sup> century learning approach and technology to shape values, skills and knowledge towards sustainable communities
- » **Local Communities**
  - To improve health and well-being of communities, and elevating their livelihoods towards greater socio-economic development
- » **Arts and Culture**
  - To protect and preserve arts and culture for the next generations for learning, growing and enriching experiences

## NURTURING EDUCATION



**OUR GOAL:** To promote 21<sup>st</sup> century learning approach and technology

The progress and maturity of a nation is often determined and measured by growth, development, and the quality of its future leaders. Likewise, education is at the heart of nurturing future generations. At YTL Group, education is a central theme of YTL Group Sustainability Framework as we believe in the empowerment of individuals and communities through education. We constantly invest in programmes that contribute to the strengthening and improvement of education standards within society.

## Malaysia

Established in 1997, YTL Foundation strives to build better societies through better education, believing that education empowers individuals and communities to be catalysts of change. YTL Foundation is dedicated to the mission of redefining teaching and learning processes through programmes, funding, thought leadership and by championing the use of technology.

### YTL Foundation Scholarship Programmes



#### **YTL Foundation Scholarship Programme**

- » 384 applications received.
- » After screening, **25 scholars** were awarded scholarships in FY2019.
- » The scholars selected were mainly in construction related courses followed by business and accounting courses.



#### **Yeoh Tiong Lay Award**

- » An excellence award that sponsors extraordinary candidates to pursue tertiary education in top universities around the world.
- » **Two candidates** were awarded the Yeoh Tiong Lay Award in 2018;
  1. Dorcas Chua - Oxford University (Psychology, Philosophy and Linguistics)
  2. Vythilingam Siva Shanmugam - Cambridge University (Bachelor of Medicine and Surgery)

### YTL Foundation Induction Ceremony

On 29 August 2018, YTL Foundation held its annual induction ceremony for the new cohort of scholars at The Hotel Stripes Kuala Lumpur (HSKL). The 2018 cohort of scholars and their parents were given a briefing on the culture and values of YTL Group. YTL Foundation Trustee and former Secretary General of the Ministry of Finance, Tan Sri Aris Othman and his wife, Puan Sri Sherina L. Aris shared their experiences on how education opened doors for them to achieve their goals despite coming from humble backgrounds. They also advised the scholars to make full use of the opportunities given to them. The event ended with dinner and games with YTL Foundation's existing scholars joining in to get to know and welcome the new scholars.

## Enriching Communities

### UK Scholar Training 2018

In September 2018, 16 YTL Foundation United Kingdom (UK) Scholars spent the weekend in Cambridgeshire at an outdoor centre to start their academic year at the annual YTL Leadership Training weekend.

The aim of the weekend was to develop self-awareness and personal effectiveness. To achieve this, the scholars completed a personal DISC (Dominance, Influence, Steadiness and Conscientiousness) profile before the event and were introduced to the concept of thinking preferences using the DISC analysis.

The trainer commented that, 'without exception, the scholars gained a great deal of personal insight from the session.' Using

a range of outdoor challenges, the scholars worked in groups to understand the preferences of other styles and how to work better and more collaboratively with diversity. The outdoor challenges included sailing, navigating a course blindfolded and raft building.

#### The impact of the training



- 92%** would recommend this training to a friend
- 83%** increased confidence in new social situations
- 75%** increased ability to feel comfortable receiving feedback

### Local Scholar Training 2019

Trainers from the UK conducted a weekend programme for the YTL Foundation Local Scholars at HSCL on 12 and 13 January 2019. The scholars discovered their working styles (DISC profile) and the roles best suited for them in a team (Belbin Team Roles). They learnt to distinguish between leaders and managers, and dived deep into discussions on personal power. The scholars enjoyed the two-day programme, with many feeling that the DISC profile enabled them to understand their working styles better.

**"I definitely learnt how to determine my work personality and be more effective in a team,"** Voon Pei Si, YTL Scholar



▲ Kenzon Yeoh (center), YTL Foundation's first visually impaired scholar also attended the training event. It was heartwarming to see the other scholars come together to make sure Kenzon felt included and was able to participate in all the activities during the training

### YTL Foundation Scholars Alumni Association



▲ YTL Foundation Scholars Alumni treated to a scrumptious dinner during the gathering

YTL Foundation has been providing scholarships to deserving students since 1997. Over the years, YTL Foundation has developed a scholar alumni community within YTL Group. YTL Foundation believes that by bringing the scholar alumni together as a single force, they can positively impact the workplace.

A gathering was held for YTL Foundation Scholars Alumni at HSCL in May 2019. During this gathering, an executive committee was formed with the aim to work better towards mentoring and empowering a new generation of scholars and employees in the organisation.

## Enriching Communities

### Puan Sri Kai Yong Yeoh Book Prize

An annual book prize to empower, nurture and strengthen the creativity, critical thinking and problem-solving skills of the next generation in YTL Group.

Open to the children of YTL Group employees between the ages of 15-21 years, participants submit a 1,000-word essay and a video on a specified topic. Five winners received prizes worth USD12,000 in 2018.

After six years of running the Book Prize, the Book Prize was redesigned in 2019 to make it more accessible. The Book Prize will include a new age category of 10-14 years and allow for submission in three languages; English, Bahasa Malaysia and Mandarin. More details of Puan Sri Kai Yong Yeoh Book Prize is available at <https://ytlfoundation.com/book-prize/>

**Puan Sri Kai Yong Yeoh Book Prize winner 2016 turns social entrepreneur Sarina Saddiq**, used her prize money to start a sustainable clothing business called **Smart Squid**.

Smart Squid uses garments from certified, sustainable suppliers, and low-impact inks for designs. This business venture was her winning entry in the Book Prize and we hope more children of the YTL Group employees will participate in the Book Prize.



*"It is estimated that the fashion industry is the second most polluting industry after oil. I believe that transparency in the fashion industry is key to positive change."* Sarina Saddiq



➤ The participant being presented with certificates by Datin Kathleen Chew, Programme Director of YTL Foundation (center) and Cheryl Fernando, the Country Director of GSLM (right)



➤ Participants teamed up for group activities during the leadership workshop



### Global School Leaders Malaysia (GSLM)

Incubated by YTL Foundation, GSLM curates and examines best practices in school leadership. By 2021, GSLM hopes to be independent, raising its own funds and continuously supporting principals and school leaders from all around Malaysia.

Some initiatives that have been carried out by GSLM include:

- Two-year fellowship programme for school leaders in underperforming schools, focusing on improving the quality of teaching and learning in schools.
- Engaging with 25 schools and over 50 school leaders for its pilot programme in 2018/19.
- **Key success:** Improving rating of school leaders and classroom practices.
- Conducting leadership workshops for adopted schools under the PINTAR Foundation.
- Raising funds from various other corporates with the guidance of YTL Foundation to continue the programme and expand to a new cohort next year.

## Enriching Communities



### Acumen Fellows Programme

YTL Foundation, in partnership with Acumen Academy Malaysia, launched the Acumen Fellows Programme, an intensive leadership development programme which brings together individuals building solutions to tackle some of Malaysia's biggest social issues.

On 5 July 2019, YTL Foundation held its fifth dialogue series in collaboration with Acumen to bring together leaders from different fields to spark new conversations of creating hope in a cynical world.

- » Over 200 guests from the public and private sectors attended the event at JW Marriott Kuala Lumpur (JWMKL).
- » The keynote speaker for the event was Jo-Ann Tan, Director of +Acumen. This was followed by a panel discussion with representatives from Pitched, Yayasan Hasanah, Epic Collective and Acumen Global Fellow, Navin Muruga.
- » Discussions were around the importance of moral leadership in driving social change, with the aim of changing ways to tackle poverty and building a more equitable society based on dignity.



» Panellists sharing their personal experiences in socially driven businesses



» One of the social innovators, The Asli Co. empowers indigenous people through the sale of homemade plants and soaps

### Lottie's Science Adventure

In October 2018, YTL Foundation in partnership with PETROSAINS organised a STEAM (Science, Technology, Engineering, Art and Mathematics) themed fair at Lot 10 Shopping Centre (Lot 10), Kuala Lumpur. The launch was officiated by Tan Sri Datuk Seri Panglima (Dr) Abu Hassan Bin Othman, a member of YTL Foundation Board of Trustees.

Guests at the launch were treated to a science skit which set the mood for the three-day event.

The participants at the various workshops made slime, built catapults, constructed scribbler machines, documented insects and created Apps. The colourful decorations, free balloon animals and popcorn made the Lot 10 concourse festive and vibrant.

The theme was chosen to increase interest among youth to pursue science-based courses. YTL Foundation sponsored students from seven public schools to attend and enjoy the many fun and educational activities available throughout the event.

Proceeds from the sale of the 'Lottie Bears' and the toys collected during the fair were donated to Toy Libraries Malaysia.



» Students from public schools channelling their "inner scientist" whilst trying interesting science experiments



» Indigenous children performing at Lottie's Science Adventure in their traditional costumes

## Enriching Communities

### 54C Holiday Programme

The full-day 54C Holiday Programme is organised for YTL Group employees' children during the school term holidays. This year the activities carried out were team building games, Lego Robotics, science experiments, balloon modelling, wood work, speech and drama, financial literacy, and playing the Ukulele.

*"My children enjoyed themselves as they were exposed to activities and learnt things that are not taught in school. I saw them communicating with confidence with other children. This made me really happy."* -Amelia, YTL Cement.



▲ Children having fun learning how to model and twist balloons into interesting shapes during the 54C Holiday Programme

### 54C After-School Educational Programme

The After-School Educational Programmes focus on academic, vocational and soft skills. Students from around Bukit Bintang attend the programmes that are run at the centre. The centre conducts more than 13 programmes and workshops for children on a weekly basis.

Since its launch in December 2015, 54C has supported over 450 underprivileged children from 15 community schools and engaged over 40 volunteer teachers from University Tunku Abdul Rahman, Heriot-Watt University and YTL Scholars.



▲ The After-School Educational Programme helps kids enjoy learning through fun and engaging workshops

### Creative Learning Information Centre (CLiC)

Located in Sentul UTC (Urban Transformation Centre), CLiC hosts after-school activities conducted by YTL Foundation for the local communities in Sentul area.

240 children have benefitted with eight distinctive programmes and workshops such as English, Science Projects, Ukulele and many more.

CLiC is a joint initiative between YTL Foundation, Sentul Raya, Kuala Lumpur City Hall and FrogAsia.



▲ Children cheering on their mini robots created during the workshop

## Enriching Communities

# Frog Classroom

by YTL foundation

This programme transforms ordinary classrooms into 21<sup>st</sup> century learning spaces. **300 Frog Classrooms** have been transformed across Malaysia that promote student-focused and technology-enabled learning.

### A fully digital school

SK Stowell in Bukit Mertajam took a leap into the future with the full adaptation of digital learning for students from primary one to six.

The school has been equipped with a Frog Classroom and 18 projectors enabling all classrooms to be fully digitalised - a shared 21<sup>st</sup> century teaching and learning space designed to elevate collaboration and creativity among students.

The new equipment and the Frog Classroom was jointly funded by YTL Foundation and a contribution by YB Steven Sim, member of parliament for Bukit Mertajam and Deputy Minister of Youth and Sports Malaysia.

**A special needs Frog Classroom** was installed in SJKC Sin Min in Perak in 2019, benefitting 15 students with learning difficulties aged seven to 14 years experiencing autism, attention deficit hyperactivity disorder (ADHD), dyslexia, cerebral palsy, delayed development, and slow learning disorders will now have the opportunity to learn in a classroom designed specially to cater to their learning needs.



▲ Specially designed Frog Classroom to assist children with slow learning abilities in Taiping, Perak



This year's theme was "**Fostering National Unity and Integration**" with the objective of further encouraging 21<sup>st</sup> century learning and enabling schools to carry out related initiatives.

80 applications were received from schools who each submitted creative ideas, detailed implementation plans and budgets on adopting 21<sup>st</sup> century learning and teaching to fostering National Unity and Integration.

Five winning schools received RM20,000 each to turn their ideas into reality. The winning schools were SMK Dengkil, SK Teriang, SMK Ampang Pecah, SK Merbok Pusat and SMK Sindumin Sabah.

**The first higher learning institute to have a Frog Classroom** is National Universiti of Malaysia (UKM), launched by Professor Dato' Ir. Dr Mohd Marzuki Mustafa, the Deputy Vice Chancellor of Academic and International Affairs.

Dr Radha led a study on the impact of Frog Classrooms published in 2017 - *A Study on the Impact of Redesigned Malaysian Classrooms on Teacher Pedagogy and Student Learning Behaviour and Outcomes for the 21<sup>st</sup> century*. At UKM, the setting up of a Frog Classroom resulted from a long collaboration between Dr Radha and YTL Foundation, which began with a research grant in 2016 to study the effectiveness of Frog Classrooms in improving student engagement and learning efficacy as well as upgrading teaching through the integration of technology.



▲ Officiating ceremony for the first Frog Classroom at UKM by Prof. Radha M.K. Nambiar, Professor of Literacy of UKM, Prof. Dato' Ir. Dr Mohd Marzuki bin Mustafa, Deputy Vice Chancellor of UKM, Datin Kathleen Chew, Programme Director of YTL Foundation and Prof. Dato' Dr Imran Ho Abdullah, Deputy Vice Chancellor of UKM (left to right)

## Enriching Communities



Transforming Education through Technology

### Transforming Education Through Technology

Founded in 2012, FrogAsia believes that everyone should have equal access to a 21<sup>st</sup> century education regardless of background and location. FrogAsia strives to provide every child with equal opportunity to be equipped with knowledge, information and skills that empower them to be changemakers in their own communities and across the globe. With a firm belief in a world where students love learning and where technology removes boundaries, FrogAsia connects educators and students to the tools to learn as well as to other communities of teachers and students where knowledge and information can be shared.



Over 1,000 parents, teachers and educationalists gathered to celebrate the collective effort of the education community and were inspired to work together to "Power Up" the nation.

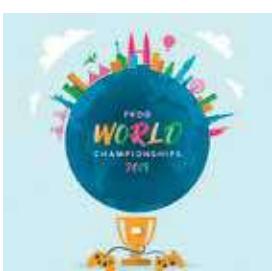
Attendees obtained new skills to make a difference in their classrooms, communities and country through the nationwide content sharing platform, Frog VLE (Virtual Learning Environment).



An extension of FrogAsia's annual Leaps of Knowledge conference to leverage education for the communities through available technology tools provided.

Over 12,000 attendees benefitted from the conference held across Penang, Kedah, Johor and Perak.

Centred around the commitments of educators, parents and individuals.



A total of 12,000 participants from 14 countries worldwide joined the Frog World Championships 2018 and 2019, which used gamification to develop critical thinking, collaboration and communication skills.

42 winning schools competed in Frog Championships: World Challenge where participants designed solutions to real world problems through the Design Thinking method and created awareness on the global SDGs.

Frog Championships: Level Up is another series of subject-based championships riding on the usage of Frog Boost, which are ready-to-use lessons sites that incorporate curriculum-aligned and interactive content to enhance teaching and learning. It saw the participation of over 7,000 schools worldwide.



Winners of Frog World Championships 2018 were presented with their trophies during YTL Foundation Awards Night at JWMKL



Students having a fun and fruitful day at Frog World Championships 2018: World Challenge

## Enriching Communities

### Providing Finance Support for Education

YTL Power Services believes that education is the key element to nurture talent, cultivate leadership and is essential to long-term community stability. Thus, the Company mobilised their resources to provide financial support to a selected group leading the way in supporting education, particularly in Malaysia.

**RM1,000** sponsored annually to Universiti Putra Malaysia (UPM) Engineering Faculty to reward and encourage one outperforming student with potential talent for the Company. This is a **five-year project** totalling **RM5,000**.



**RM2,000** sponsored annually to German-Malaysian Institute's (GMI) Convocation Award for the "**Best Final Year Project Award**" under the category Sustainable Energy and Power Distribution.



**RM4,000** sponsored to the State Department of Education in conjunction with **Teacher's Day Celebration** to improve communications amongst schools. **1,000 teachers and officers** attended this event.



**RM16,200** sponsored to **20 local schools** in communities surrounding Paka Power Station in Terengganu for the "**I Can Challenge**" programme, enabling children to take the lead in creating impacts within the communities and instilling children with creative thinking, empathy, problem-solving and leadership skills.



▲ The appearance of 'Beary The Bear' stimulated the interest of students to learn more about engineering in the rail sector

### Singapore

YTL PowerSeraya strives to promote a positive and sustainable environment as well as to improve their social contributions to local communities with the aim to fulfil their corporate social responsibility (CSR) vision. To support this aim, the Company organised various outreach programmes to the community including youth groups namely:

#### PLAY

Punggol Learning Adventure for Youths (PLAY) seeks to raise young people's awareness and knowledge on water issues at both local and global levels. This water education programme developed by YTL PowerSeraya, in partnership with NGO Waterways Watch Society, saw the participation of more than 190 students across six upper primary and secondary schools across Singapore in FY2019. Students went through an education trail to learn about water-climate change issues, causes of water pollution and also to gain an appreciation of water as a precious resource through activity stations.



▲ Students learning about water and climate change through group activities and games

### Schools Engagement with YTL Construction

YTL Construction anchored on YTL Group's philosophy of Building The Right Thing (BTRT), through the five brand values of Honesty, Hardwork, Moral Responsibility, Togetherness and Vitality. A series of activities were carried out to share and educate the local community on the Gemas – Johor Bahru Electrified Double Track Project (EDTP) as well as to highlight some health and safety measures during the construction period. YTL Construction also organised knowledge sharing sessions at four primary schools, on safety tips and 'Do's & Don'ts within the construction site' of EDTP.

## Enriching Communities

### REAP (Junior)

Responsible Energy Advocates Programme, REAP (Junior) seeks to educate and engage pre-tertiary students on issues surrounding energy and climate change. Schools that signed up to REAP (Junior) were provided education materials via its microsite which ended with an energy-climate change quiz to test their knowledge on energy and its relationship to climate change. This programme saw more than 200 students taking part in it. Students were also invited to participate in a jingle contest to sing about behaviour that helped to reduce energy waste.



### United Kingdom

Wessex Water's endeavours in educating its communities and customers on water conservation and public health, with the inception of education centres and education services to schools helps to ensure a long-term and sustainable business. GENeco UK, a subsidiary of Wessex Water, believes that diversity is an asset to their business and encourages young people to work with waste and recycling by organising programmes for students to experience working life in the sustainability discipline.



▲ Wessex Water education adviser seen here teaching students about the water cycle and issues during one of the school visits to Wessex Water's water treatment and water recycling centres

### Education Service

Wessex Water's long-standing free education service to schools continues to deliver topics associated with water, sewage, public health and the environment. Their three education advisers cover Bristol, Bath, Somerset, Wiltshire, South Gloucestershire and Dorset and not only visit schools, but also offer sessions at their education centres. Currently, there are eight education centres across Wessex Water's region.

Last year, 35,212 children and students benefitted from school visits and trips to Wessex Water's water treatment and water recycling centres, where the sessions included interactive presentations, demonstrations and hands-on science investigations. And as part of Wild about Wessex, their advisers promoted educational access for young people to their reservoirs.

### Ignite Work Experience Programme

Ignite is an exclusive work experience programme that assists students in a smooth transition from education into working life by providing them the opportunity to experience what a job in the sustainability sector looks like, with the aim of bridging the gap of young people between the disadvantaged and affluent areas. It allows students to enhance their key employment skills through activities such as group projects, workshops and site tours. This year, five students had the opportunity to participate in this programme at Bristol Bioresources and Renewable Energy Plant during the last week of June 2019. They were also involved in site tours at the Wessex Water Clean Water site in Ashford and Wessex Water Operation Centre in Claverton.



▲ Students visited the water treatment plant as part of Ignite Work Experience Programme

## Enriching Communities



### Indonesia

Understanding the impact of its operations on surrounding communities, YTL Jawa Timur (YTLJT) continues to create environmental awareness as the Company believes that education is the key to achieving betterment in environmental protection and conservation. To meet this goal, the Company conducted various programmes in local schools and communities around Probolinggo, East Java.

#### Scholarship and Education Support



**21 full scholarships** awarded to excellent local students/orphans in Paiton and Banyuglugur districts



**2,000 education packages** distributed to schools in Probolinggo and Situbondo regencies



**100 students** benefitted from support packages funded by YTLJT



**Soccer Academy Programme** was held for kids under 12 years by YTLJT in cooperation with ASA (Asian Soccer Academy) Foundation. Two kids from Jawa Power YTL Elite Soccer Academy were invited by The Indonesian Soccer Association to join the trial for the U-15 National Soccer Team and nominated for AIA Elite Football Training in Phuket, Thailand.



#### Adiwiyata Green School Awards

**60 schools** participated with the support of local government

Year	2016	2017	2018
Nasional Adiwiyata	5	7	4
Mandiri Adiwiyata	0	0	0



Some of the 2,000 students receiving packages containing education material



Children from U-15 Jawa Power participating in YTL Tournament 2019

#### SERVING LOCAL COMMUNITIES



**OUR GOAL:** To improve community well-being and livelihoods

Serving local communities and creating value in society has long been YTL Group's practice. As a responsible employer, we are committed to improving the livelihood and socio-economic well-being of local communities, supporting socially disadvantaged groups in terms of empowerment and development, and giving back to local communities through charitable causes. Through partnerships, we combine our collective resources and leverage our competencies to make a good future happen to communities in need. Over the years, we have supported various programmes that have benefitted local communities we serve.

#### Elevating Communities Towards a Better Society

We believe that our ability to participate proactively in society is vital to bringing forth thriving communities, from tackling poverty to supporting their long-term welfare in sustainable and holistic manner.

## Enriching Communities



### Providing Local Communities with Basic Necessities

Clean water and electricity are basic necessities for everyone, and YTL Group has a long-standing commitment to community development. We strive to improve sanitation and access to drinking water as well as to ensure universal access to affordable and sustainable energy for local communities.

In 2018, YTL Power International Berhad (YTLPI) entered into a collaboration with Agensi Inovasi Malaysia<sup>29</sup> (AIM) and the Global Peace Foundation<sup>30</sup> (GPF) to fund **Communities Unite for Purewater (CUP)**, a social intervention programme that seeks to uplift the welfare of targeted rural and underserved communities through the provision of clean water.



➤ Villagers from Kampung Sion were provided access to clean water for daily use

➤ Villagers from Kampung Semada Belatok attending the workshop under the CUP programme



Following the success of the CUP programme, YTLPI continued its partnership with GPF on another community uplift project at Kampung Sion, Sarawak. YTLPI sponsored a solar project called "**Solar for Sion**" to provide the villagers with sustainable and renewable solar energy, whilst simultaneously reducing their financial burden and ensuring sustainable livelihood.



*"Sometimes I use my phone's flashlight to shine on their books while they read. But then the battery runs out and I can't even charge it without electricity. We end up going to sleep early.", said Aida, a labourer at a construction site and a mother of two boys. Her children now have a more conducive study environment.*

<sup>29</sup> Agensi Inovasi Malaysia (AIM), Malaysia's National Innovation Agency is a statutory body under the Prime Minister's Department created to jump start wealth creation through knowledge, technology and innovation to stimulate and develop the innovation ecosystem in Malaysia.

<sup>30</sup> The Global Peace Foundation (GPF) is an international non-profit organisation with a stated mission to promote "an innovative, valued-based approach to peacebuilding, guided by the vision of One Family under God".

## Enriching Communities

### Empowering Women through WOWED

In 2019, YTL Group's very own women's network, "W@Y" or "Women at YTL" had the privilege to work with Women of Will<sup>31</sup> (WOW) to empower the local community through the 12-month WOW Entrepreneurship Development programme (WOWED), which aims to uplift the socio-economic mobility of B40<sup>32</sup> single mother by providing 50 of them with an opportunity to initiate or grow small businesses and earn an income.

This programme aims to improve the socio-economic status and livelihoods of single mothers and their families in B40 categories as well as develop B40 communities in a wholesome manner, addressing not only poverty alleviation, but also health and education enhancement.

### WOW Entrepreneurship Development Programme

<b>Stage 1 - Providing capacity building programme for single mothers to start and run a business</b>		<b>Stage 2 - The beneficiaries giving back through Community Development programmes, once the business is up and running, and profitable</b>	
	Entrepreneur Training Course		Business Equipment Support (Grant) of RM1,500
	Practical Skills Training		Business Coaching Support

### Malaysia



**EXPRESS RAIL LINK**

#### Blood Donation Drive

50 people from E-MAS and the public participated in the blood donation campaign, which contributed 32 packs of blood to the National Blood Bank. ERL also organised two blood donation drives which saw donations by 176 donors in October 2018 and April 2019.

#### Community Cleanup

Ten E-MAS employees and their family members took up the worldwide initiative #ChallengeForChange to cleanup the community recreational area at Sungai Mahang in Nilai, Negeri Sembilan. Around 200 kg of trash was collected at the end of the operation.

### Australia



#### Red Cross Blood Donation Drive

Eight associates from Sydney Harbour Marriott participated in the blood donation drive which contributed to the blood bank of Red Cross Foundation.

#### Business Cleanup Australia Day

11 associates from Sydney Harbour Marriott came together on 26 February 2019 for a cleanup at Circular Quay.

<sup>31</sup> WOW is a non-governmental organisation (NGO) that aims to transform the lives of less-fortunate women in Malaysia and their communities. These women are single mothers, widows, abandoned or abused women and women with incapacitated husbands living in poverty.

<sup>32</sup> B40 refers to the bottom 40% of households with monthly income of RM3,000 and below.

## Enriching Communities



### Singapore

YTL PowerSeraya believes in reaching out the community at large. The Company is actively involved in organising various activities for its adopted charity, GROW<sup>33</sup> as part of its corporate citizenship programme. Similarly, Geneco SG, the retail energy brand of YTL PowerSeraya, does not just generate and supply electricity, but also powers change for a more sustainable energy future by harnessing the positive energy of like-minded individuals and organisations who share its vision.

#### **Powering Change with Geneco SG ChangeMakers**

Geneco SG has partnered with four sustainable organisations, where their inspiring stories and initiatives were shared through Geneco SG's digital platform. Within six months, their stories reached five million viewers across Singapore Press Holding's network. At the same time, about 500 children participated in four Geneco SG-led events, held in collaboration with each of four partners. These events showcased how Singaporeans are able to adopt a well-rounded sustainable lifestyle, one step at a time.



❖ *Volunteers from Repair Kopitiam guiding local communities in repairing their defective devices and equipment at their monthly workshop*



**ComCrop** – Engages communities by hiring retirees and disadvantaged people to harvest affordable, healthy and locally produced food



**Cultivate Central** – Creates urban food gardens to connect children to nature and provide spaces for learning and community development



**Repair Kopitiam** – Hosts monthly workshops to combat the throwaway culture and also aims to reduce e-waste



**Food Bank** – Redirects excess food to over 200 beneficiaries, turning food waste into energy for the hungry

#### **Doing Good the Green Way**

YTL PowerSeraya also worked with GROW on the 'Give your Trash a Second Life' initiative, collecting older items which were still in good condition. This initiative aims to educate employees about giving old items a second life rather than disposing of them. Old items that are still in good condition are donated to GROW's Thrift shop which not only generates revenue for GROW but also gives the items renewed worth and purpose.



❖ *Old clothes were sorted before going on sale at GROW's Thrift shop*

#### **Coastal Cleanup at Punggol Beach**

33.5 kg of man-made trash was picked up by 12 employees and their family members across YTL companies in Singapore, namely YSGRM, YTL Cement and YTL PowerSeraya on 15 September 2018. They joined more than half a million people around the globe cleaning up coastal areas, and they focused on Punggol Beach as part of the International Coastal Cleanup effort.



❖ *YTL PowerSeraya's employees and their family members had a productive day cleaning the coastal area at Punggol Beach*

<sup>33</sup> GROW (Goodwill, Rehabilitation and Occupational Workshop) is a sheltered workshop under CPAS (Cerebral Palsy Alliance Singapore) that provides vocational training and sheltered employment for adult aged 18 years old and above with Cerebral Palsy and other associated disability conditions.

## Enriching Communities



### United Kingdom

Wessex Water is committed to engaging and giving back to the community whilst constantly working towards protecting and improving the environment for the community's well-being. The Company has been expanding their work and including a range of new initiatives:

#### Hydrate Feel Great

Hydrate Feel Great campaign promotes drinking tap water for healthy living. Wessex Water has supported and sponsored youth sports teams and organised local races with water and refillable bottles. Working in partnership with local communities and councils, the Company helped to provide public access to water refill points in Freshford and Bradford on Avon, Bath, Salisbury, Trowbridge and Weymouth.



❖ Sponsorship of water refill bottles and sports attire was warmly received by Wells City FC youths

#### Wessex Water Force

More than 400 colleagues took part in the Wessex Water Force employee volunteer programme, working with local charities from beach cleanups, to painting a local school classroom and collecting Christmas trees for charity recycling. The scheme was successfully relaunched for 2019 with a marketplace, attended by several of the charities they work with, to recruit new volunteers.



❖ Volunteers from Wessex Water Force came together for a beach cleanup

#### Community and Environmental Funding

Wessex Water's community and environmental funding supported 46 groups across its region in the last year. The environmental Watermark Awards included Curry Rivel in Bloom who received a grant of GBP300 towards a water supply project, and the Companion Planting community organisation in Bristol who received GBP1,000 towards their Water Stories project. The Company helped support stronger communities through its partnership work with local community foundations in Bristol, Wiltshire, Dorset and Somerset.



❖ 'Companion Planting', a small dynamic allotment project in Bristol receiving the Watermark Awards

#### Wild about Wessex

The Wild about Wessex scheme, set up to protect the natural environment and for customer health, well-being and enjoyment, has supported the local Yellow Fish campaign to raise public awareness of drains connected directly to rivers and streams, and for protecting local river health. The Company supported Dorset Wildlife Trust to protect and encourage biodiversity through promoting water efficient planting for pollinators and insects.



❖ Yellow fish are painted beside drain covers to raise awareness on water pollution issues



❖ Certification provided for successfully twinned toilet

#### Toilet Twinning

GENeco UK, partnering with Toilet Twinning, has recently twinned their main office toilets, and will be sponsoring bathroom facilities in developing countries in support of sanitation and access to clean water.

## Enriching Communities



### Indonesia

YTLJT is committed to improving the quality of life of the local community in which the Company operates. Since the inception of Bhinor Cooperative Development in 2005, YTLJT has now further developed a number of economic empowerment programmes in collaboration with the local government and community members.

<p><b>YTLJT Economic Empowerment Programmes</b></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 20%; vertical-align: top;">  <p><b>Sea Pines and Mangrove Cultivation Programme</b></p> </td><td style="width: 80%; vertical-align: top;"> <p>11 community groups including "Bhinor Green Community", "Mangrove Pantai Harapan" and many more</p> <p><b>Impact:</b></p> <ul style="list-style-type: none"> <li>» Self-propagated seeds for Randutatah Sea Pines and Mangrove Conservation Areas</li> <li>» Developed into eco-tourism destination, which improves income of the community</li> <li>» Educational site for camping and the study of biodiversity</li> </ul> </td></tr> <tr> <td style="vertical-align: top;">  <p><b>Cooperative Development Programme</b></p> </td><td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>» Bhinor Jaya Abadi engaged 325 members to provide financial assistance and business coaching for small 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## Enriching Communities

### Fundraising and Charitable Giving

YTL Group strives to "Making a Good Future Happen" through meaningful fundraising and charitable contributions to communities, in the form of cash or in-kind gifts. We cultivate values of "Togetherness" and "Moral Responsibility" among YTL families and propagate the act of kindness through various initiatives. In FY2019, some of our in-kind donations included hotel room nights, meal and gift vouchers, event spaces, food and beverages, and used amenities like towels and soaps.

### **Speak Up - There's An Elephant In The Room**

YTL Foundation supported Hospis Malaysia in the "Speak Up" campaign launched in October 2018 by adopting the blue elephant 'Cik Biru' to:

- » Educate society on palliative care and to improve the quality of life for those with serious or advanced illnesses;
- » Encourage conversations that matter for patients living with life-limiting illnesses;
- » Encourage the public to advocate better access to quality palliative care.

### **The 14<sup>th</sup> Funder's Roundtable: Culture, Faith and Inclusivity**

As the nation started its journey towards Malaysia Baru, YTL Foundation hosted a funder's roundtable on 'Culture and Faith: Why we need more inclusivity'. The speakers included Rita Sim from *Centre of Strategic Engagement (CENSE)*, Irfan Amal from *Peace Generation Indonesia*, Zainah Anwar from *Musawah* and Pastor Elisha from *Dignity for Children Foundation*. The panel was moderated by Dina Zaman from *Iman Research*, with the hope of private funders will play more of a role in funding programmes that aim to foster better intercultural and inter-religious understanding.

### **Singapore Committee for UN Women**

YTL Corp's Head of Group Sustainability, Ruth Yeoh, as the new executive of Singapore Committee for UN Women, participated in the fundraising event. In conjunction with UN Women's 20<sup>th</sup> anniversary, a private screening of movie blockbuster, "Crazy Rich Asians" was organised by Ruth Yeoh, together with Hollywood actress, Michelle Yeoh to raise funds, where all the proceeds raised amounting to SGD500,000 were dedicated to supporting the work of Singapore Committee for UN Women in empowering women and girls in Singapore.



» 'Cik Biru', part of the Cik Gajah Limited Edition Elephant Sculpture Series by Yusof Gajah, was displayed at Suria KLCC



» Panel discussion on why we need more inclusivity

### **Donations to UK Charities**

Wessex Water aspires to be a responsible member of the community, and they donated GBP336,292 to UK charities (2018 - GBP334,780) of which GBP186,230 (2018 - GBP224,690) was donated to local debt advice agencies to help provide debt and financial advice to customers who are struggling to pay their water bills.

## Enriching Communities

### **"September" Fundraising by Cerebral Palsy Alliance Singapore (CPAS)**

YTL PowerSeraya raised close to SGD9,000 for GROW, inclusive of employee donations with the Company matching dollar-for-dollar, as well as donations pledged from third parties. More than 50 employees clocked in and challenged 10,000 steps a day in September 2018.

### **Giving Back through Sports**

YTL employees participated in sports and physical activities to help raise funds for;

- » Malaysian AIDS Foundation at the Hot and Cold Charity Run (YTL Corp and YTL Land)
- » National Kidney Foundation at the Run to Give 2018, where The Ritz-Carlton Kuala Lumpur (RCKL) and JWMKL also sponsored three dialysis machines
- » Starlight Children's Foundation at Run to Give 2018 (Brisbane, Sydney Harbour and Melbourne Marriott)

YTL Communications (YTL Comms) has continuously supported community events such as Star Walk Penang & Ipoh, and has returned as Platinum Sponsors for the seventh time. Star Walk sponsorship for 2019 includes RM70,000 in cash and RM11,000 worth of prizes.



» YTL employees participating in Hot and Cold Charity Run to raise awareness for HIV and AIDS



» Employees from Brisbane Marriott ran to raise funds for The Starlight Foundation



» YTL PowerSeraya's workplace health activities contributed to the 10,000 steps challenge

### **Pink October with Breast Cancer Foundation**

The Majestic Hotel Kuala Lumpur (TMHKL) helped to fundraise for Malaysia Breast Cancer Foundation with the sale of orchids. Total donations amounting to RM8,000 were used to raise awareness and improve accessibility to treatment and care for breast cancer at all levels of society.



» The Majestic Orchids - The Gift Collection represents love, elegance and joy, and made a perfect gift in support of Breast Cancer Awareness Month

## Enriching Communities



### Fundraising for Starlight Children

#### Trivia Night

- » 26 associates from Brisbane Marriott participated in the fundraising and raised a total of AUD3,628, together with other Marriott properties in Brisbane.
- » Raised AUD1,100 by 80 associates from Melbourne Marriott.

#### Sleep at the "G"

The GMs' from Melbourne Marriott, Sheraton and Four Points participated in the Melbourne City Mission event to highlight the issue of homelessness of young people in the city and raised a total of AUD1,100.

#### Starlight Day

Six associates from Sydney Harbour Marriott attended and raised AUD500.

### Fundraising Against Child Marriage

In September 2018, YTL Hotels sponsored a total of RM832 worth of dinner vouchers in support of a fundraising charity event - "Still Too Young" to Voice of the Children, an NGO that advocates for law and policy reform to ensure the rights of every child in Malaysia are protected and not at risk of violation.



« Fight against child marriage at "Still Too Young" charity event

### Uniting Care Business Leaders Forum

20 Brisbane captains of industry attended the Uniting Care Business Leaders Forum to show their support for Uniting Care which is committed to deliver quality health, aged care, disability and community services. Brisbane Marriott assisted Uniting Care to profile their charity, which raised a total of AUD1,359.

### Mater Little Miracles

In support of Mater Hospital's Little Miracles charity, which invests in life-saving research, care and equipment, Brisbane Marriott has organised a 12 days Christmas Raffle and an Easter Raffle, which raised a total of AUD1,006 for Mater Little Miracles.

### Space for Charity

In optimising the retail space of malls under SGREIT, Wisma Atria in Singapore, Myer Centre Adelaide in Australia and Lot 10 Shopping Centre in Malaysia often provide space for non-government organisations to raise funds and awareness for social causes. In FY2019, these charities included The Salvation Army, World Wildlife Fund for Nature (WWF), Singapore Bone Marrow Donor Programme and many more.



« Roadshow for Bone Marrow Donor Programme at Wisma Atria

### "Buy a cake bring a smile"

RCKL and The Ritz-Carlton Koh Samui (RCKS) jointly raised RM6,500 (245 cakes sold) and USD4,358 (601 cakes sold) during the Smile Asia Week - a fundraising initiative to treat children with cleft palates.



« The proceeds from cakes sold were donated to children at Smile Asia Foundation

## Enriching Communities

### Helmet Hero

60 students from a local primary school (Ban Had Ngam) in Thailand participated in Helmet Hero event arranged by RCKS and five other Marriott International Hotels. This event aims to inspire children with the importance of safety helmets in protecting them and saving lives. Children are encouraged to paint and decorate their own helmets and bring them back home.



▲ Children painting their white helmets to create colourful art pieces

### English Class for Local Students

An English class was arranged by RCKS for 60 students at Plai Laem school to improve their English language proficiency and instil confidence to speak English with foreigners.



▲ Students from Plai Laem School were delighted to learn new words and vocabulary preparing them to speak with the next foreigner they met

### Amazing Parent's Day 2019

In conjunction with Mother's and Father's Day 2019, YTL Comms and The China Press Berhad introduced the 'Amazing Wefie Photo' campaign, with YTL Comms contributing to a grand total of over RM70,000 worth of prizes celebrating strong family values amongst Malaysians through capturing family moments and sharing their most creative instants on social media.



▲ Participants celebrating Mother's and Father's Day by joining the Parent's Day Photo Competition

### Donations to Needy Communities

The Surin Phuket and TMHKL, part of YTL Hotels continue to donate old hotel uniforms, stationery, towels and soap to local schools, orphan centres and communities where they operate. Brisbane Marriott donated obsolete hotel equipment valued at approximately AUD70,000 in 2018.



▲ The Surin Phuket donating bar soap to an orphanage in Phuket after switching to liquid soap as part of their effort to reduce waste

## Enriching Communities

### Zero Food Waste - Feed the Hunger Not the Landfill



➤ Sponsored by YTL Corp, the truck has helped TLFP to rescue one million kg of excess food and avoid 1.8 million kg in carbon emissions



➤ Volunteers from TMHKL and Kechara Soup Kitchen collecting leftover food to be delivered to feed people in need

### The Lost Food Project

YTL Corp donated a two-tonne truck to The Lost Food Project (TLFP), allowing them to transport excess food to 56 charities and two PPR (People's Housing Project) communities.

### Zero Food Wastage by Tengku Zatasha

In support of #Zerofoodwastage2019, TMHKL and HSKL joined hands with Selangor Princess, Tengku Zatashah and Kechara Soup Kitchen to bring awareness of food waste. 362 kg of leftover food from the festive buffet was saved and delivered to feed those in need.



➤ Dry food items and some non-perishables were sorted and donated to Foodbank Australia

### Fighting Hunger with Foodbank

Brisbane Marriott and their associates donated canned food and some non-perishable items worth AUD600 in support of Foodbank Australia, which then contributed the items to help feed over 116,000 school students around the country.

Wessex Water organised collections for eight foodbanks and helped to distribute an incredible 100 kg of food and toiletries. Last year, around GBP1.3 million worth of food parcels were given out across the UK.



➤ Food was donated to the local shrine which provides free food to the local community during the Vegetarian Festival

### Donation to Local Shrine and Community Church

The Surin Phuket made their annual donation of food and fresh ingredients to the local shrine in conjunction with Phuket Vegetarian Festival.

Sydney Harbour Marriott donates food which is then prepared and served in Redfern Community Church to the homeless by ten participating associates.

## Enriching Communities

### Bringing Festive Joy to the Less Fortunate

#### *Spreading Christmas Joy*



Through the "Make-A-Wish" event, Christmas wishes of 50 children from local schools, churches and special children homes were fulfilled by hotel guests and visitors at RCKS



Through the annual event "Toys for Tots" organised by JWMKL, a total of 189 children from various charity homes had their Christmas wishes granted through contributions from hotel guests and employees. RCKL and JWMKL also organised a dry food drive for PPR Desa Rejang and United Learning Centre during Christmas in support of eradicating hunger and poverty in the local community



18 children from Charwika, a non-profit organisation based in Kuala Lumpur were treated for a day out at the Christmas Creative Workshop held by Lot 10



More than 15 YTL PowerSeraya's employees volunteered to celebrate Christmas with over 80 individuals from CPAS at Pasir Ris, Singapore



YTL Infoscreen and YTL Land teamed up to visit Kirtash Home for the handicapped and disabled, to spread some Christmas cheer. They donated sundry goods and spent a quality day at the home. An awareness video was produced to promote the qualities and care that Kirtash Home provides to its dependents, with a call to action for potential donors and volunteers

## Enriching Communities



### Celebrating Ramadhan

**RCKL & JWMKL** - 25 children from Pertubuhan Kebajikan Dan Perlindungan Nur Qaseh Malaysia were treated to a feast during the fasting month.

**YTL Cement** - Perak-Hanjoong Simen (PHS) donated RM18,650 to local mosques and surauas during the month of Ramadhan as well as holding in-house Majlis Buka Puasa (breaking fast) with employees, local communities and government officials. In the spirit of giving back, a total of RM52,500 was donated by Pahang Cement to schools, social clubs, government and non-government organisations in cash and in-kind.



▲ 'Majlis Rumah Terbuka Aidilfitri 2019' was honoured by Directors of Rail Division, Member of Parliament Sekijang, Secretary of Development Division (MoT), local authority representatives and SIPP-YTL Kluang employees

**SIPP-YTL JV** - 'Majlis Rumah Terbuka Aidilfitri 2019' was organised in Kluang main office to instil and share the spirit of togetherness amongst internal and external stakeholders in conjunction with the Raya month.

**ERL** - ERL organised a buka puasa with 35 orphans from Pertubuhan Kebajikan dan Bimbangan At-Taqwa. ERL employees joined the orphans in breaking fast and had their Tarawikh prayers together.



▲ YTL Comms supported cultural celebrations such as Pesta Kaamatan and Christmas festivities in Sabah for the fourth and fifth time respectively, and gifted several sponsorships to local communities to promote and keep cultural heritage alive during the festive season. YTL Comms recently contributed to the following events:

1. DBKK Christmas Celebration 2018 - RM180,000
2. Harvest Festival Carnival 2019 - RM40,000

**SIPP-YTL JV** visited the old folks house at Pusat Jagaan Murni Bahagia (Segamat), and orphanages at Grace Manna Homecare (Labis) and Damo Children Home (Kluang) on 13 December 2018 to share festive cheer with the less fortunate. Other festive engagements included the gifting of Indian snacks, murukku, during Deepavali 2018 and mandarin oranges during Chinese New Year 2019.

▲ The orphans breaking fast with ERL employees at the arrival hall in KL Sentral

## Enriching Communities

### PROMOTION OF ARTS AND CULTURE



**OUR GOAL:** To protect and preserve arts and culture for future generations

Preserving the arts and culture is a shared ambition of the global community. Rooted in a multiracial community, we realise the importance of preserving diverse artistic and cultural heritage to pass on to future generations. Hence, we support programmes that promote and foster arts and culture in the countries that we operate in, whilst at the same time supporting artists and others working in this area to gain better visibility as well as promoting body wellness and mentally stimulating experiences which in turn enable the public to have better access to arts and culture.



**United Kingdom**

#### Sponsorship of the Thematic Art Exhibition "Eye on the Tiger"

In 2018, YTL Hotels continued its partnership with wildlife charity initiative - Save Wild Tigers through an exclusive exhibition at the famed Royal Albert Hall, London, "Eye on the Tiger". In association with YTL Hotels and Eastern & Oriental Express, Save Wild Tigers enlisted over 30 of the world's best photographers to display stunning and powerful images of these majestic creatures and raise awareness of the plight of these critically endangered cats.



▲ 14-month-old sibling cubs cool off in a watering hole in India's Bandhavgarh National Park, India



▲ A Sumatran tiger suspected of "man-eating" is saved by a unique rehabilitation project in Sumatra, Indonesia

### Promoting Health and Mental Wellness

A stimulating series of wellness-related events were held to encourage visitors and locals to focus on their well-being and health, both physically and mentally.

#### Wellness at The Gainsborough



▲ 50 people attended the wellness talks on subjects of 'The Power of Sleep' and 'Looking After Number One'

#### Feel Good February at Thermae Bath Spa



▲ This event celebrates Bath's natural thermal waters, which are seen positively as celebrating the history, culture and well-being synonymous with Bath

#### Bathscape Walking Festival



▲ Thermae Bath Spa was the key supporter of this festival, which encouraged participants to explore the countryside in a 20-mile Circuit of Bath Walk

## Enriching Communities



### Malaysia

#### Supporting Local Artisans - Handcrafted Products, Food and Culture

"Art is a serious business". A series of art events were held throughout the year in support of local artisans and art enthusiasts to display a curation of unique handcrafted products from limited edition handcrafted jewellery to local fashion apparel and homemade food, desserts and cookies.

##### We. Women Market Event



❖ We. Women Market, held in support of women empowerment presented a Raya themed market with the floor designed in the shape of "Ketupat" in Lot 10

##### Art Plus D



❖ The artisan booths at Lot 10 allowed local artisans to present their wares for sale, attracting a huge crowd of art enthusiasts

##### Merdeka Kraf



❖ Taking up the patriotic spirit, crafters gathered to exhibit their woodworks, ceramics and paintings with a homegrown studio in support of literary and fine arts

#### #Lot10NomNom



❖ Since the kick off of #Lot10NomNom initiative in August 2018, the monthly event has attracted a huge crowd and brought people together over food with live music performances, featuring a wide selection of local delicacies from Lot 10 Hutong and international bites

#### Cinema Paradiso



❖ Lot 10 Cinema Paradiso featured a local social documentary entitled "Rediscovering Each Other" by The Rojak Projek, which focused on the rich diversity of race, language and the culture of Malaysia

### Singapore

#### The Social Exchange



❖ Held in October and November 2018 at Wisma Atria, this was a community market which brought together quirky and bespoke products and crafts

# GRI Content Index

[GRI 102-55]

## CUSTOM CONTENT INDEX - 'IN ACCORDANCE' CORE

This Content Index provides an overview of the GRI Standards Disclosures made in this report and the YTL Corporation Berhad Annual Report 2019.

GRI Standards	Description	Page
<b>GRI 102: GENERAL DISCLOSURES</b>		
<b>Organisational Profile</b>		
102-1	Name of the organisation	1
102-2	Activities, brands, products, and services	Annual Report
102-3	Location of headquarters	Annual Report
102-4	Location of operations	Annual Report
102-5	Ownership and legal form	Annual Report
102-6	Markets served	Annual Report
102-7	Scale of the organisation	Annual Report
102-8	Information on employees and other workers	5
102-9	Supply chain	18-19
102-10	Significant changes to the organisation and its supply chain	8-9
102-11	Precautionary principle or approach	12-13
102-12	External initiatives	1
102-13	Membership of associations	1
<b>Strategy</b>		
102-14	Statement from senior decision-maker	2-7
<b>Ethics and Integrity</b>		
102-16	Values, principles, standards, and norms of behaviour	12-13
<b>Governance</b>		
102-18	Governance structure	12-13
<b>Stakeholder Engagement</b>		
102-40	List of stakeholder groups	13-14
102-42	Identifying and selecting stakeholders	13-14
102-43	Approach to stakeholder engagement	13-14
102-44	Key topics and concerns raised	13-14
<b>Reporting Practice</b>		
102-45	Entities included in the consolidated financial statements	Annual Report, 1
102-46	Defining report content and topic boundaries	1
102-47	List of material topics	15
102-48	Restatements of information	No restatements were made
102-49	Changes in reporting	8-9
102-50	Reporting period	1
102-51	Date of most recent report	1
102-52	Reporting cycle	1
102-53	Contact point for questions regarding the report	1
102-54	Claims of reporting in accordance with the GRI Standards	1
102-55	GRI content index	94
102-56	External assurance	No external assurance was made

## GRI Content Index

## SPECIFIC STANDARD DISCLOSURES

GRI Standards	Description	Page
<b>GRI 200: ECONOMIC</b>		
<b>GRI 201: Economic Performance</b>		
103	Management Approach Disclosures	59
201-1	Direct economic value generated and distributed	Annual Report, 8-9
201-3	Defined benefit plan obligations and other retirement plans	59
<b>GRI 202: Market Presence</b>		
103	Management Approach Disclosures	13
202-2	Proportion of senior management hired from the local community	13
<b>GRI 204: Procurement Practices</b>		
103	Management Approach Disclosures	18-19
204-1	Proportion of spending on local vendors	19
<b>GRI 300: ENVIRONMENTAL</b>		
<b>GRI 302: Energy</b>		
103	Management Approach Disclosures	29-34
302-1	Energy consumption within the organisation	30
302-2	Energy consumption outside of the organisation	30
302-4	Reduction of energy consumption	31-34
<b>GRI 303: Water</b>		
303-5	Water consumption	35-39
<b>GRI 304: Biodiversity</b>		
103	Management Approach Disclosures	47-53
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	47-53
304-2	Significant impacts of activities, products, and services on biodiversity	47-53
304-3	Habitats protected or restored	47-53
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	47-53
<b>GRI 305: Emissions</b>		
103	Management Approach Disclosures	27-29
305-1	Direct (Scope 1) greenhouse gas (GHG) emissions	28
305-2	Energy indirect (Scope 2) greenhouse gas (GHG) emissions	28
305-3	Other indirect (Scope 3) greenhouse gas (GHG) emissions	28
305-4	GHG emissions intensity	28
305-5	Reduction of GHG emissions	27
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	35
<b>GRI 306: Effluents and Waste</b>		
103	Management Approach Disclosures	39-46
306-1	Water discharge by quality and destination	37
306-2	Waste by type and disposal method	40-46
306-3	Significant spills	35
306-4	Transport of hazardous waste	40-46

## GRI Content Index

<b>GRI Standards</b>	<b>Description</b>	<b>Page</b>
<b>GRI 300: ENVIRONMENTAL (CONT'D.)</b>		
<b>GRI 307: Environmental Compliance</b>		
103	Management Approach Disclosures	26
307-1	Non-compliance with environmental laws and regulations	26
<b>GRI 400: SOCIAL</b>		
<b>GRI 401: Employment</b>		
103	Management Approach Disclosures	56-59
401-1	New employee hires and employee turnover	57
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	59
401-3	Parental leave	59
<b>GRI 402: Labour/Management Relations</b>		
103	Management Approach Disclosures	59
402-1	Minimum notice periods regarding operational changes	59
<b>GRI 403: Occupational Health and Safety</b>		
403-1	Occupational health and safety management system	65-67
403-4	Worker participation, consultation and communication on occupational health and safety	65-67
403-5	Worker training on occupational health and safety	65-67
403-9	Work-related injuries	65
<b>GRI 404: Training and Education</b>		
103	Management Approach Disclosures	60-62
404-1	Average hours of training per employee	60
404-2	Programmes for upgrading employee skills and transition assistance programmes	60-62
404-3	Percentage of employees receiving regular performance and career development reviews	60-62
<b>GRI 405: Diversity and Equal Opportunity</b>		
103	Management Approach Disclosures	56
405-1	Diversity of governance bodies and employees	13, 56
<b>GRI 408: Child Labour</b>		
103	Management Approach Disclosures	56
408-1	Operations and suppliers at significant risk for incidents of child labour	56
<b>GRI 409: Forced or Compulsory Labour</b>		
103	Management Approach Disclosures	56
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	56
<b>GRI 413: Local Communities</b>		
103	Management Approach Disclosures	70-93
413-1	Operations with local community engagement, impact assessments, and development programmes	70-93
413-2	Operations with significant actual and potential negative impacts on local communities	70-93
<b>GRI 418: Customer Privacy</b>		
103	Management Approach Disclosures	18
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	18

# MICROPLASTICS

## Tiny Yet Destructive and Dangerous

01

### WHAT ARE MICROPLASTICS?

Small pieces of plastic

**LESS THAN  
5mm long**



02

### WHERE DO MICROPLASTICS COME FROM?

Most microplastics come from manufactured products that enter the environment and are broken down into smaller pieces through degradation, attrition and decay



Personal hygiene products - microbeads

Clothing - fibres

Larger plastic products - broken down into smaller pieces

Nurdles (small plastic pellets used in industry)

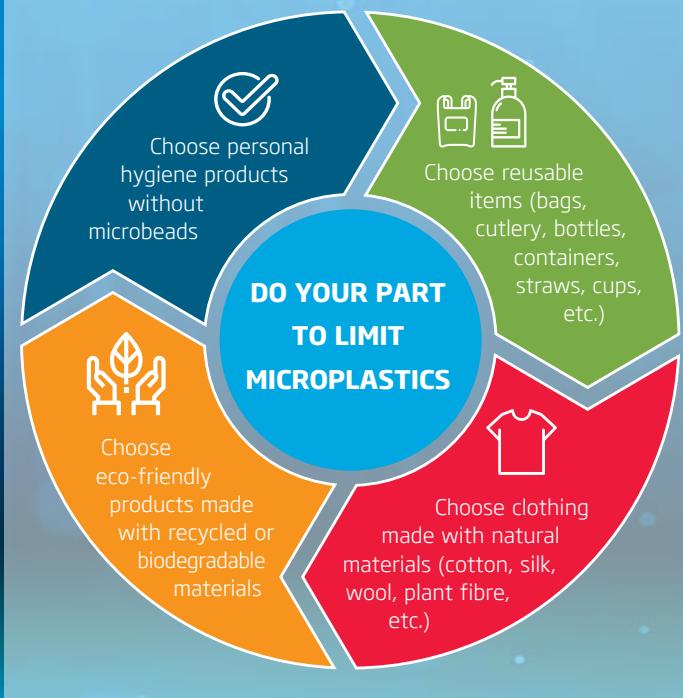
03

### WHY SHOULD YOU CARE?

- Microplastics are everywhere: in the food we eat, in the water we drink, and in the air we breathe
- Potential negative health impacts resulting from bioaccumulation and biomagnification of microplastics and chemical contaminants in our body

04

### DO YOUR PART TO LIMIT MICROPLASTICS



#### SNAP - Say No to All Plastic

Join us and Be Part of the Solution.  
Together we can make a difference.

**YTL Corporation  
Berhad**



**YTL Sustainability**

Making A Good Future Happen

**Sources:**

[https://www.researchgate.net/publication/324420845\\_Trophic\\_transfer\\_of\\_microplastics\\_and\\_mixed\\_contaminants\\_in\\_the\\_marine\\_food\\_web\\_and\\_imPLICATIONS\\_for\\_human\\_health](https://www.researchgate.net/publication/324420845_Trophic_transfer_of_microplastics_and_mixed_contaminants_in_the_marine_food_web_and_imPLICATIONS_for_human_health)  
<https://oceanservice.noaa.gov/facts/microplastics.html>

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