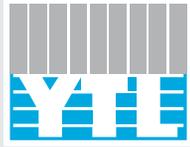


YTL GROUP
Building The Right Thing



MAKING A GOOD FUTURE HAPPEN

Sustainability Report **2017**



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Making A Good Future Happen

reflects our vision for what the 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

YTL Group Sustainability Report 2017 provides an overview of how we operate sustainably, our strategy and how we manage our day-to-day business to address our sustainability commitments and evaluate our performance - including the achievements, progress, challenges and setbacks we faced in FY2017. It is structured around the four pillars of our Sustainability Framework, and this Report represents relevant subject areas and issues material to our stakeholders and the YTL Group.

This Report is intended to provide a statement on non-financial information for YTL Group and complement our Annual Report 2017 which details the Company's business operations and financial performance. Together, the two reports provide a clear and comprehensive representation of our annual progress creating economic, environmental and social value by addressing the interests of our stakeholders across regions and industry sectors.

SCOPE OF REPORT

Reporting period	1 July 2016 to 30 June 2017
Reporting cycle	Annually
Coverage	<p>This Report covers the YTL Group's significant and active operating units, and those that we have direct operational control over.</p> <p>Our focus this year has been to streamline our key sustainability risks and opportunities through a group-wide materiality assessment exercise, and we are in the process of establishing a data management system to collate baseline data for relevant material issues, ultimately setting targets in line with the United Nations Sustainable Development Goals (SDGs) that will chart our sustainability journey until 2030.</p> <p>Unless otherwise stated, the information presented in this Report covers our utilities business in Malaysia, Singapore, Indonesia and United Kingdom, which contributes almost 70% of our Group's revenue and where there is readily available data in place. We expect to expand our scope to include other Business Units progressively in our next reporting period. However, sustainability initiatives by other Business Units and some associated companies have been included in greater detail as indicated in the text of this Report.</p>
Accessibility	<p>A PDF version of YTL Corporation Berhad Annual Report 2017 and this Report are available at www.ytl.com.</p> <p>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.</p> <p>Wessex Water - https://www.wessexwater.co.uk</p> <p>YTL PowerSeraya - http://ytlpowerseraya.com.sg</p> <p>PT Jawa Power - http://www.jawapower.co.id</p> <p>Starhill Global REIT - http://www.starhillglobalreit.com</p>
References	<p>Sustainability Reporting Guide issued by Bursa Malaysia Securities Berhad;</p> <p>Sustainability Reporting Awards (MaSRA) Guidelines for Malaysian Companies</p>

MANAGING DIRECTOR'S LETTER TO STAKEHOLDERS



Dear Stakeholders,

In our 2016 YTL Group Sustainability Report written before the USA presidential election, I highlighted the risks of protectionism and political crises and the resulting impacts on global efforts to reduce emissions. So far the scenario played out on the global environmental and sustainability stage has been thought-provoking to say the least. However, despite the alarming policy shifts, it is encouraging to see how organisations and the community at large have provided leadership, and also direction at this challenging time. It is this collaborative action and utilisation of technology that I am going to address in six separate sections dealing with the trends and also our role as a conglomerate in the liberalisation of energy markets, the future of carbon pricing, offtake agreements, the aggregation of supply and demand for renewable energy, food and other waste, and how electric vehicles will likely change the way we generate, store, distribute and use energy. This resonates well with our SDG commitments to SDG 4 - *Quality Education*, SDG 8 - *Decent Work and Economic Growth*, SDG 12 - *Responsible Consumption and Production*, SDG 13 - *Climate Action* and SDG 14 - *Life below Water*.

Firstly however, I would like to look at how the populist movement and the sometimes controversial policies of the Trump administration have shaken the values and ethics of the beacon of freedom and democracy for the world, the USA, and ushered in an unprecedented era of collaboration and cooperation, especially in the area of climate change.

PARIS AND COLLABORATION

There are procedural steps in place that may prevent Trump from effecting the USA's exit from the Paris Agreement unless he wins a second term. In the meantime however, the world will likely be looking for direction to specific states in the USA as well as to Asia where demographics and economic changes will provide a myriad of opportunities for both technology and leadership on climate change to flourish.

It is widely believed that Trump's move to abandon the Paris Agreement was a token action, intended to please grassroots supporters and show his scorn for multilateral agreements. In response, a number of leading international companies have formed the Climate Leadership Council (in addition to a number of other similar coalitions) in an attempt to build bipartisan support for climate action in the USA in what some are calling a transparent and predictable system. Individual members of the Council include James Baker, a former USA Secretary of State and President Ronald Reagan's Treasury Secretary, Lawrence Summers, who held that role under President Bill Clinton, and Stephen Hawking.

MANAGING DIRECTOR'S LETTER TO STAKEHOLDERS



Tan Sri Dato' (Dr) Francis Yeoh at the Forbes Global CEO Conference, Hong Kong September 2017, speaking about his role in creating and nurturing a culture of sustainability in YTL on a panel session aptly named "Good Values" alongside other global CEOs, Douglas Hsu from Far Eastern Group, Francine LeFrak of Same Sky, Dikembe Mutombo of the Dikembe Mutombo Foundation and S D Shibulal of Infosys & Axilor Ventures

The group is proposing a plan for carbon dividends to be paid to the USA public that was originally set out in February by a group of former senior officials from past Republican administrations. The dividends would be paid for by a tax on emissions both locally and at the borders. The carbon dividends solution is well suited to break the climate stalemate in the USA, and it also has considerable potential in larger economies such as China, Europe and India. California has also extended its cap and trade programme to 2030 from 2020 and to reduce emissions by 40% from 1990 levels. The vote in the State Legislature was supported by a two-thirds majority including eight critical votes from Republicans. This was then supplemented by a further law proposed recently in the State of California to use 100% renewable energy by 2045 otherwise known as the Renewable Portfolio Standard (RPS), clearly paving the way for the State to lead the nation's charge in carbon mitigation and renewable energy should they succeed and overcome the challenges in achieving the RPS.

Opinion has been divided over the impacts of Trump's actions, and when historians look back at 2017 from points in the future, they will no doubt see it as a year of political shocks. However, they may also conclude that it was the inflection point where Americans were forced to confront their constitution afresh and reignite the power of local government, in relation to the environment among other issues. Other states and countries are likely to follow California's lead, showing that America and the world is moving in a different direction from Trump on the issue of climate change.

SINGAPORE LEADING ENERGY LIBERALISATION AND CARBON PRICING IN SE ASIA

Singapore will be the first liberalised energy market in South-East Asia commencing with the anticipated use of smart meters and demand-side management initiatives unveiled last year. It will be spearheaded by the Energy Market Authority (EMA) and will impact competition in the Singapore electricity market as it gears up for the sector's full liberalisation in the second half of 2018. The process that started in 2001 will culminate in a nationwide event called Full Retail Contestability (FRC) creating a widespread offering of competitively-priced electricity packages to all contestable consumers, even to small business owners and households. This means that consumers will get to choose their electricity retailer. Companies can use electricity futures prices available on the Singapore Exchange website as a benchmark to assess if the prices offered by their retailers are competitive.

Some retailers offer conventional energy while others offer renewable energy plans. There are also a handful of retailers offering bundled electricity plans, pool price plans and night savings plans. This variety in electricity plans means that individual businesses would be presented with greater potential savings for eligible contestable businesses.

In the same vein, Singapore has also decided to make the bold move for a carbon tax on large emitters in the City State commencing in 2019, paving the way for other Asian countries to follow. In Europe, France also recently announced a carbon floor price of USD34 per tonne, although this is not carved in stone given the further approvals required. Germany and several other countries are also moving to a floor price, with Britain already having established a domestic carbon floor price of about USD28 per tonne. The European Emissions Trading System (ETS) charges more than 10,000 companies, but the prices have sunk lower to about USD6.75 from USD33 due to the persisting glut of permits. The total value of ETSS and carbon taxes in 2017 at the time of writing was USD52 billion, an increase of 7% compared to 2016.

MANAGING DIRECTOR'S LETTER TO STAKEHOLDERS



The YTL PowerSeraya power plant in Singapore where almost 55% of the generating capacity has been converted from heavy fuel oil to natural gas

Whilst carbon trading and pricing has had a very checkered past, we feel that it is here to stay. The global standard started with the Clean Development Mechanism (CDM) and voluntary credits, and has since moved onto government carbon taxes and internal corporate pricing. By the end of 2016, 46 carbon pricing initiatives were implemented or scheduled for implementation. One thing is clear though, that is the need to measure, manage and mitigate carbon. Whilst the World Bank-led carbon pricing Leadership Coalition (CPLC) continues to grow, individual countries efforts are also required to seek the support of businesses to expand and help nurture different mechanisms and pricing systems.

YTL PowerSeraya will be one of the emitters in Singapore required to make payments for the carbon tax, although the quantum is not yet clear. However, we have converted over 50% of the plant's generating capacity from heavy fuel oil (HFO) to natural gas, which with other efficiency measures has reduced our emissions, and hence our liability in this regard.

Furthermore and despite the challenging environment, YTL continues to maintain its carbon consulting subsidiary YTL-SV Carbon which specialises in GHG inventory (GHGI), carbon credit projects, offsets, and other carbon mitigation and energy efficiency technologies. Acquired in 2007, YTL-SV Carbon is one of the few companies that has chosen to weather the turbulent and volatile waters of the carbon credit markets. This has allowed us to continue to measure carbon and other GHG emissions as an internal management tool and prepare us for the likely eventuality of public GHGI disclosure.



Seen here is Unilever's offices in Leatherhead (Surrey) which together with other Unilever sites such as 100 Victoria Embankment (London), and its food and drink factories in Norwich, Trafford Park and Cork, will use 10,000 MWh of biomethane from GENeco to power the sites' heating

RENEWABLES AND MUTUALLY BENEFICIAL OFFTAKE AGREEMENTS

On a global level in 2016, renewables generation prevented the emission of more than 1.5 gigatonnes of CO₂, equivalent to the emissions from more than 200 million vehicles in one year. Also, renewable power generating capacity saw its largest annual increase ever in 2016, with an estimated 161 gigawatts (GW) of capacity added. Total global capacity was up nearly 9% to almost 2,017GW at the end of the year compared to 2015. Energy storage and power grid design are two main obstacles preventing renewable energy development on a much larger scale, and how to reward flexible generation and storage remain key issues. The digitisation of energy may further change the power generation landscape just as electric vehicles (EVs) will change the auto industry. We will need to innovate and adapt to technology-led changes taking place along the supply and demand spectrum.

Regulatory structures have not always been successful in promoting the use of renewable energy, and some countries have already rolled back subsidies and preferential feed-in-tariffs due to budgetary concerns and populist political movements. However, corporate power purchase agreements (PPAs) have started to provide win-win solutions to renewable energy developers and the businesses offtaking the energy produced at a set price over a fixed number of years.

YTL has already made a significant step in this direction under our YTL Power International's UK utility, Wessex Water whose subsidiary, GENeco will supply biomethane (fully traceable and certified) to Unilever; which is generated by GENeco's anaerobic digestion facility

MANAGING DIRECTOR'S LETTER TO STAKEHOLDERS

in Bristol, that converts inedible food waste and sewage into energy. GENeco's deal with Unilever UK and Ireland means that from 1 January 2017, Unilever's offices in Leatherhead (Surrey) and 100 Victoria Embankment (London), and its food and drink factories in Norwich, Trafford Park and Cork, will use 10,000MWh of biomethane to power the sites' heating and thus significantly reduce carbon emissions from the sites. With electricity already coming from certified renewable sources, the purchase of a certified supply of biomethane means that Unilever will have become carbon neutral (from an energy perspective) at these five sites.

We have also pushed ahead with solar installations, albeit on a smaller scale than biogas production. Following the completion of a 250kW array on the Wessex Water headquarters (HQ) roof in 2016, we moved forward with a rooftop unit with an installed capacity of 51.48kW in our Operator Housing Complex (OHC) Community Centre and Sports Hall in Paiton, Java, Indonesia at the end of 2016.

WORKING TOGETHER IN AGGREGATION

Another area helping to push renewable energy development is aggregation, or as it is known in the USA, the Renewable Energy Buyers Alliance (REBA) formed in 2016. Some companies don't have the energy demand to justify building a whole solar farm. Some prefer a portfolio approach to renewable energy, investing in multiple projects in different locations. Instead of relying on one large offtaker to solely finance a new solar, wind, hydropower or other renewable energy project, the so-called "aggregated" purchasing models are able to broaden the field of potential corporate backers by bringing multiple companies together in one large scale project. There are examples of the model already taking shape. One example combines Massachusetts Institute of Technology (MIT), Boston Medical Center and Post Office Square Redevelopment Corporation teaming up on a 60MW North Carolina solar farm owned by Virginia-based energy company Dominion. In Europe, Google also joined forces with Philips, AzkoNobel and DSM to build a Dutch wind farm to be commissioned in 2019.

The renewable energy tide has turned, and the momentum is now stronger than ever. We plan to continue driving and creating sustainable waste to energy solutions for YTL Group and our stakeholders for off grid rural populations and by replacing some large scale fossil fuel generation. Our rural renewable energy programme in Java, Indonesia now numbers over 587 units including biogas (470), micro hydro (39) and solar installations (78), and we plan to continue to scale this in order to increase the positive impacts on communities and the environment.



A bird's eye view of Wessex Water's HQ in Bath with 250kW of solar panels on the roof



YTL Jawa Timur's Operator Housing Complex using solar panels to optimise the abundance of sunshine to generate energy



Installing the turbine and other equipment at a micro hydro site in a rural area near the Paiton II Power Station, Indonesia



One of the 470 biogas installations in a rural area near Paiton II Power Station, Indonesia

MANAGING DIRECTOR'S LETTER TO STAKEHOLDERS

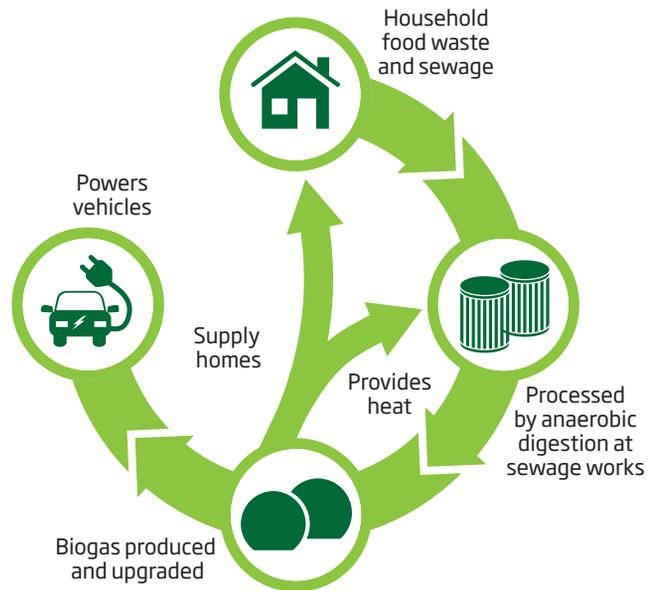


Solar panels seen here powering street lighting in Java, Indonesia

WATER AND FOOD WASTE

Last year I wrote about the global waste issue and what we were doing in that space. In the organic waste area, water and food waste treatment will remain a priority for YTL for a number of reasons. Firstly due to water's position as an essential and increasingly scarce resource for the agricultural sector and urban communities, and secondly owing to our extensive experience in water supply and treatment. We continue to innovate with R&D and tap into technology, seeking solutions to reduce the amount of phosphates, pathogens, nitrates and other pollutants in water aquifers, rivers and streams, catchment areas and reservoirs. Wessex Water's subsidiary, GENeco is now one of the leading UK companies in water and food waste treatment, producing several by-products such as biogas and fertiliser.

One of the most surprising global developments in tackling the issue of inorganic waste in 2017 was Kenya's ban on single use plastic bags - with heavy fines of up to USD40,000 and possible imprisonment. They joined other countries who also banned these bags such as France, Italy, China and Rwanda, and also Malaysia who have moved to segregation of waste in seven states and a ban on polystyrene in Federal Territories, Selangor and Penang. Another less punitive example of attempting to reduce the amount of plastic used is by an NGO in Singapore called Bring Your Own (BYO) who will run a BYO bag campaign from 1 September 2017 to the end of the year in an effort to



The process of turning food waste and sewage into biogas and fertiliser at GENeco's plant

mitigate some of the 800,000+ tonnes of plastic waste generated in the island republic each year. In this space, YTL has also joined forces with a non-profit organisation in Sabah in 2017 to address the issue of water-borne waste, and is currently bringing stakeholders together and drafting an action plan.

ELECTRIC DREAMS AND POWER

Electric vehicles (EV) and those powered by biogas, hydrogen or fuel cells seem to be as inevitable as a fully connected society. France and the UK have pledged to ban the sale of petrol and diesel vehicles from 2040, and Germany is currently debating the same ban for 2030. In the meantime Volvo made the daring prediction that they would move to only hybrid vehicles and EV by 2019 and BMW just launched its Mini EV. Volkswagen is also planning major foray into EVs, which may account for a quarter of its vehicle production by 2025. Outside of Europe, Toyota announced a breakthrough on solid state battery technology to support its EVs.

Retrofitting buses and other large diesel vehicles to run on stored energy or gas can be carried out, and at GENeco, we have one of the first buses powered by biogas from human waste, the Bio-Bus that ran between the city of Bath and Bristol Airport.

MANAGING DIRECTOR'S LETTER TO STAKEHOLDERS

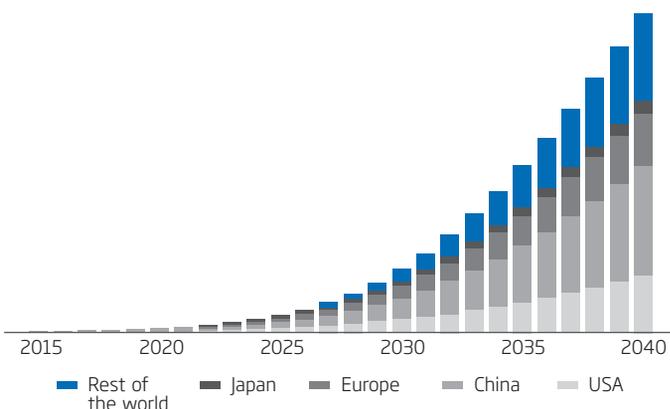


The Bio-Bus biogas filling point located at Bristol sewage treatment works

All this gives rise to an interesting development which relates to the supply of energy to charge EVs. Globally, the International Energy Agency estimates that there could be up to 70 million passenger EVs on the roads by 2025. In Europe and the USA, EVs could account for around 13% and 12% of electricity demand by 2040, and in the UK by 2050, EVs could create as much as 18GW of extra energy demand, which is equivalent to six Hinkley Point nuclear power stations.

The silver lining of the EV proliferation scenario potentially unfolding is that sometimes unchecked and harmful or unregulated emissions spewed by diesel and petrol tailpipe emissions could be replaced with controlled and cleaner emissions from fossil fuels and renewable energy power generation. This is just one of the reasons that we are committed to expanding our portfolio of more efficient and sustainable fossil fuel and renewable energy power generation installations around the globe. In addition to our current portfolio of 5,532MW of power generation, we are planning to add another 1,874MW in the next three years in Indonesia and Jordan.

Yearly electricity demand from EVs, 2015-2040 (TWh)



Source: Bloomberg New Energy Finance

TECHNOLOGY AND THE FUTURE

Technological advances in areas such as artificial intelligence, 3D printing and communications are providing hope for improved and more sustainable systems and processes, and for a better quality of life. Sustainability initiatives could be assisted by a vast array of tools to help mitigate negative impacts, but still more needs to be done on a collaborative level to make work.

If Stephen Hawking is correct about the planets' likely expiry date of 100 years and not 1,000 years as he estimated earlier, the great leaps forward in space exploration could be used to find "another Earth". However, if there is no other habitable planet in our solar system, we will need to make do with the world as we know it, and we will need to make protecting God's only creations here on earth a priority and meet our obligations as stewards of the Earth.

Perhaps we should be steered by the yardstick that John Winthrop pronounced before his shipmates on the Arbella over 385 years ago as they looked upon the mostly untouched continent of North America where they were to build a new country and a new government, when he said "for we must consider that we shall be as a city upon a hill. The eyes of all people are upon us. So that if we shall deal falsely with our God in this work we have undertaken, and so cause Him to withdraw His present help from us, we shall be made a story and a by-word through the world."

And so until today the pressure of **Building the Right Thing** remains a priority for us, and the onus of sustainable development rests firmly on our shoulders. May God continue to guide us on our journey to **Making A Good Future Happen**.

TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING

PSM, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP

Managing Director
YTL Corporation Berhad

ABOUT YTL CORPORATION BERHAD

YTL Corporation Berhad (YTL Corp) is a Malaysian-based integrated infrastructure developer and utilities conglomerate with extensive international operations in the United Kingdom, Singapore, Indonesia, Australia, Japan and China.

The core businesses of the YTL Group comprise utilities, cement manufacturing and trading, construction, property investment and development, hotel operations, management services and others, as well as information technology and e-commerce related business.

YTL Corp is amongst the largest companies listed on Bursa Malaysia Securities Berhad (the Kuala Lumpur stock exchange) and is one of the 30 component companies of the FTSE Bursa Malaysia KLCI, the stock exchange's primary benchmark index and a constituent of the FTSE4Good Bursa Malaysia Index. YTL Corp has also had a secondary listing on the Tokyo Stock Exchange since 1996 and was the first non-Japanese Asian company to list on the Tokyo exchange.



Our Brand Values

Building The Right Thing

Honesty

Moral
Responsibility

Vitality

Hard Work

Togetherness

Our Sustainability Commitment

Making A Good Future Happen



Marketplace



Environment



People



Community

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.

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 their expectations whilst minimising the harmful impacts on the environment and local communities around us. It is also a reminder that the journey towards a truly sustainable future continues for us and our stakeholders.



ABOUT YTL CORPORATION BERHAD

Performance Highlights

▶ Operating across **3 continents**

▶ Serving more than **12 million** customers

▶ More than **11,000** employees globally

▶ Included in **FTSE4Good Bursa Malaysia Index**

▶ Recipient of the **Golden Jubilee Award** at Asean@50 Achievement Awards

Awards and Accolades



President Director of PT Jawa Power, Wichard von Harrach receiving the **PROPER Gold Rating Award** handed over by Indonesia's Vice President, Jusuf Kalla



Andy Budiarto, Technical, Environment and CSR Manager of PT Jawa Power (R) receiving the Gold Award for **Best Environmental Excellence** at the Global CSR Summit and Awards 2017 for their water conservation programme



Ralph Dixon, Director of Environmental Investments, YTL Corporation (R) receiving the Platinum Award for **Best Environmental Excellence** on behalf of YTL Hotels, and the Platinum Award for **Excellence in Provision of Literacy and Education** for FrogAsia at the Global CSR Summit and Awards 2017



KLIA Ekspres awarded with **Outstanding Green Air Rail Transport** at the Business Excellence Awards 2017 conferred by the Malaysia Canada Business Council (MCBC)



ERL received the **North Star Air Rail Link of the Year Award** from Global AirRail Alliance



Wessex Water's operational contact centre received accreditation with distinction of **ServiceMark for service excellence** from the UK Institute of Customer Service



GENeco received the **Renewable Energy Association Awards** in 2017 conferred by Renewable Energy Association UK for their overall sustainability performance



GENeco won **Environmental Business of the Year** under Bristol Post Business Awards 2017

OUR APPROACH TO SUSTAINABILITY

MANAGING SUSTAINABILITY

Embedding sustainability across the YTL Group has been a labour of love, and we have been embracing a culture of socially responsible and sustainable business since our humble beginnings in 1955. It is a continuous process of value creation across our stakeholders, business operations, and society at large, that will carry us through the next 60 years and beyond. We are committed to our Group's brand values - Honesty, Hard Work, Moral Responsibility, Togetherness and Vitality, and remain focused on our Sustainability Framework as indicated below.

In 2016, the United Nations adopted 17 Sustainable Development Goals (SDGs) and under these they believe that businesses should play an important role to end poverty, fight inequality and injustice, and fix climate change among other economic, environmental and social issues by 2030. Early this year, we reviewed how our diverse businesses are able to contribute to SDGs as well as to prioritise five SDGs that are most relevant to our Group and could be incorporated in our Sustainability Framework, where appropriate. In this Report, we share how we are contributing to these goals through our business operations and various programmes.



OUR APPROACH TO SUSTAINABILITY

YTL Group Corporate Governance Principles



GOVERNANCE STRUCTURE AND PRINCIPLES

This rewarding yet challenging journey is championed by our Board of Directors (the Board), whose roles include setting the tone and laying down the foundation for sustainability to thrive across the YTL Group.

The Board's purview includes assessing and managing the impacts of our operations on economic, environmental and social capital underpinned by the Group's core governance principles spanning the Group's operations.

The Board established the YTL Group Sustainability Committee (YTL GSC) in 2011 which aims to scrutinise and perform an advisory function to address our Sustainability Framework - Marketplace, Environment, People and Community, across our multi-faceted sectors and operations across three continents.

Led by the Managing Director, Tan Sri Dato' (Dr) Francis Yeoh, the YTL GSC is represented by the Group's Sustainability Division, Group functional support divisions and Senior Management from all of the Group's business units. The YTL GSC is responsible for overseeing sustainability implementation, as well as setting a group-wide sustainability strategy, policies, processes and agenda, on a biannual basis.

As we work towards integrating sustainability into business practices and operations, the Board launched the **Corporate Statement** in 2016 as the guiding principles for responsible business, awareness and advocacy within the Group.

YTL Group Sustainability Governance Structure



Further details are set out in the Statement on Corporate Governance and Statement on Risk Management and Internal Control in the YTL Corporation Berhad Annual Report 2017 and on our website www.ytl.com

OUR APPROACH TO SUSTAINABILITY

MATERIALITY

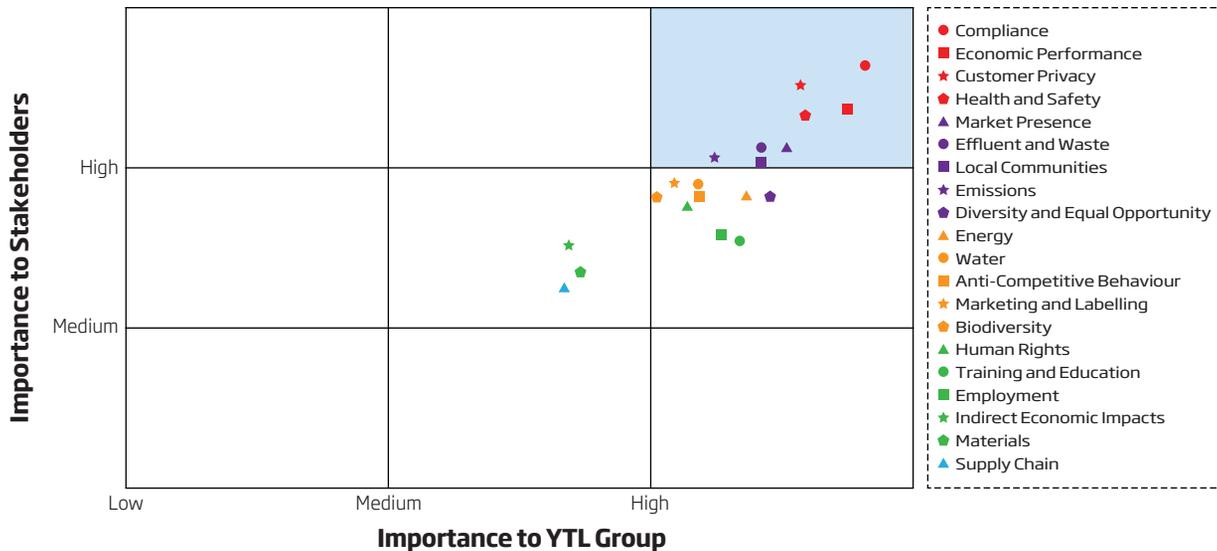
Determining materiality helps us to identify and prioritise which issues to focus our efforts on. We define material issues as those that would be more likely to have a significant impact, be it positive or negative, to the Group and are relevant to our key stakeholders.

Further to our previous full materiality assessment in December 2011, we conducted an online survey this year to reassess the material issues, with inputs from leaders and senior managers from all of our key functions and business units. An extensive list of 20 potential issues was generated based on the previous findings, Company’s policies and commitments, stakeholder expectations, peer comparisons and regulatory frameworks.

A five-level Likert scale was used and respondents were asked to rate the importance of each issue. Using a materiality matrix, we systematically assessed material issues based on their importance. The significant issues were ranked High, Medium and Low on two axes - importance to internal and external stakeholders. As a result of this assessment, a final materiality matrix and a list of material issues were presented to the Board for their approval.

This Report focuses on our most relevant material issues as illustrated in the below diagram in the blue quadrant, which fall within our Sustainability Framework, and serve as guidance for the Group’s future sustainability direction and reporting process. We plan to conduct another round of materiality assessment, engaging with key external stakeholders, and publish the results of the analysis in our forthcoming report.

YTL Group Materiality Matrix



STAKEHOLDER ENGAGEMENT

As a conglomerate that has a footprint in diverse sectors across three different continents, it is undeniable that YTL has multiple and complex groups of stakeholders. We acknowledge their influence and the importance they have on our daily business operations.

YTL fully understands that each stakeholder is truly unique and distinct, as well as their needs and expectations to the Company. Hence, there is a need to strike a careful balance between that and addressing the issues that are not only material to YTL but also to other stakeholders.

As we embed continuity, one of the main principles of sustainability, we regularly engage and consult with our diverse groups of stakeholders. We incorporate their feedback into our planning and actions, where appropriate and relevant to our business operations.

Ultimately, we aim to create a win-win proposition that is mutually beneficial for both of our internal and external stakeholders. Our stakeholders are why we exist. And thus, when they speak or act, we listen.

OUR APPROACH TO SUSTAINABILITY

Stakeholder Engagement for YTL Group

Stakeholder Groups	Modes of Engagement	Frequency	Key Concerns Raised by Stakeholder
 Employees	<ul style="list-style-type: none"> Intranet, newsletters and broadcasts Town halls and Leadership Conference Trainings Annual performance appraisal Employee engagement surveys Recreational and team-building sessions 	<ul style="list-style-type: none"> ● ◐ ○ 	<ul style="list-style-type: none"> Corporate vision and brand values Business strategy and direction Reward and recognition Training and career development Welfare and benefits Respect of human rights and ethics Workplace health and safety
 Customers	<ul style="list-style-type: none"> Website and social media Marketing and promotional programmes and events Feedback channels such as emails, phone calls, hotlines and surveys Product launches and roadshows 	<ul style="list-style-type: none"> ○ 	<ul style="list-style-type: none"> Products and services quality Competitive pricing Customer experience Safety and security
 Shareholders and Investors	<ul style="list-style-type: none"> Annual General Meetings Investor relations events Annual reports Analyst briefings Website updates 	<ul style="list-style-type: none"> ● ◐ ○ 	<ul style="list-style-type: none"> Economic performance Company growth and value chain Business strategy and direction
 Suppliers, Business Partners and Industry Groups	<ul style="list-style-type: none"> Regular meetings and site visits Product launches and roadshows Supplier briefings and trainings Supplier assessment system Workshops and networking functions 	<ul style="list-style-type: none"> ○ 	<ul style="list-style-type: none"> Sharing best practices Compliance with rules and regulations Health and safety excellence Fair treatment of suppliers and business partners Ethical and responsible conduct Opportunities for business collaboration
 Government and Regulators	<ul style="list-style-type: none"> Official meetings and visits Industry events and seminars 	<ul style="list-style-type: none"> ○ 	<ul style="list-style-type: none"> Compliance with rules and regulations Opportunities for business investment Community investment
 Media	<ul style="list-style-type: none"> Press releases Official launches and corporate events Media coverage Website and social media 	<ul style="list-style-type: none"> ○ 	<ul style="list-style-type: none"> Economic performance Company growth and value chain Business strategy and direction New projects and future prospects
 Communities	<ul style="list-style-type: none"> Community outreach programmes Charitable contributions Website and social media 	<ul style="list-style-type: none"> ○ 	<ul style="list-style-type: none"> Minimising environment and social impacts Community investments including donations, volunteering programmes

- Annually
- ◐ Quarterly
- Ongoing



EMBRACING THE MARKETPLACE

Our Commitment

Striving to establish 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 business growth through effective risk management and compliance
- Creating and operating sustainable and responsible supply chains and procurement processes
- Strengthening responsible stewardship of resources, products and services
- Investing in sustainable innovation and solutions
- Actively engaging with business partners, customers and communities

Highlights



Starhill Global REIT ranked **5th in Governance Index for Trusts 2017**



Wessex Water led Ofwat's customer service league table for the **6th year** running, and became one of only ten companies in the UK to achieve the **Institute of Customer Service's ServiceMark with distinction**

EMBRACING THE MARKETPLACE

We understand that being mindful of our surroundings is critical to providing responsible products and services, and we are constantly undertaking measures to evaluate our processes and procedures across our value chain to improve our business practices, create a lasting positive impact with profitable growth and creating value for our stakeholders.

EFFECTIVE RISK MANAGEMENT AND COMPLIANCE

Our day-to-day operations are under the scrutiny of the Board of Directors (the Board) as outlined by the YTL Corporation's (YTL Corp) system of corporate governance, risk management and internal control. The Board acknowledges its overall responsibility for maintaining a sound system of risk management and internal control to safeguard the interests of its shareholders and the assets of the YTL Group.

In implementing its governance system and ensuring compliance with the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, the Board has been guided by the principles and recommendations of the Malaysian Code on Corporate Governance, which was first issued in 2000 and subsequently revised in 2007 and 2012. In April 2017, the Securities Commission Malaysia released the new Malaysian Code on Corporate Governance, and companies are expected to report their application of the practices in the new code from the financial year ending 31 December 2017. As such, the Board and the Company are in the process of determining the necessary changes to its practices and procedures and will report on compliance with the new code in YTL Corp's next annual report for the financial year ending 30 June 2018.

As a manifestation of our commitment to compliance and risk management, we launched the YTL Group Corporate Statement in 2016 which includes our position on Business Ethics and Compliance.



Over 90% of the materials used in Niseko Village were locally sourced and made in Hokkaido and other parts of Japan

SUPPLY CHAIN SUSTAINABILITY AND RESPONSIBLE PROCUREMENT

Running a business is not a one man show. It's an interdependent relationship where we rely on other businesses and partners. We are focused on building responsible and resilient value chains. As such, we embedded our commitment to ethical purchasing in our Corporate Statement launched in 2016. The statement reflects our seriousness to incorporate our environmental and social principles across our supply chain. Whilst these represent our early steps, we endeavour to strengthen our efforts moving forward with a more palpable framework and guidelines.

We continue to uphold our long standing commitment to developing products and services responsibly, incorporating value for money, competitiveness and improving quality and delivery. As reported last year, we are constantly looking for opportunities to integrate our environmental and social principles throughout our supply chains, from selecting contractors and suppliers, sourcing locally and looking at environmentally friendly procurement policies.

PRODUCT STEWARDSHIP AND INNOVATION

Staying true to one of our brand values, Vitality, we strive to strengthen our offerings across the range of diversified businesses to satisfy over 12 million customers' evolving needs and to fulfil our promises to our stakeholders. As the world changes, we acknowledge the importance of sustainability as the key driver of innovation that will in turn bring technological advancement and positive commercial advantages to YTL.

Our utilities business in Malaysia continues to evolve and YTL Power International (YTLPI) concluded a new power purchase agreement (PPA) and land lease agreement with Tenaga Nasional Berhad to resume the operations of its natural gas-fired combined-cycle power plant in Paka, Terengganu for another three years and ten months, starting from September 2017.

Meanwhile, our water and sewerage services arm in the United Kingdom (UK), Wessex Water passed new milestones in its efforts to further improve its services to people residing in Southwest of England with its water supply grid project worth GBP230 million encompassing 50 infrastructure projects across Somerset, Wiltshire and Dorset. Expected to be completed in 2018, this will enable Wessex Water to meet water demand over the next 25 years without the need to develop new resources. Recent work completed as part of this scheme includes new storage tanks at Summerslade, Littledown and Snowdown and new pumping stations at Monkton, Deverill and SturminsterMarshall.



Further details are set out in the Statement on Corporate Governance, and Statement on Risk Management and Internal Control in the YTL Corporation Berhad Annual Report 2017 and on our website www.ytl.com

EMBRACING THE MARKETPLACE

CORPORATE STATEMENT

Business Ethics and Compliance

- YTL conducts all business transactions and negotiations with transparency, and the Group is strictly opposed to any form of bribery and corruption at any level.
- We implement a strict code regarding giving and receiving gifts and hospitality which may insinuate a conflict of interest.
- We provide the optimum level of service and products we can offer at all times, and approach our businesses with a spirit of fair trade and openness.
- We believe in healthy competition in the market and fully comply with all local regulations and legal requirements at all locations in our business dealings.

Ethical Purchasing**1. Environment**

- Fully comply with local environmental regulations in all business activities.
- Implement measures to optimise resources and minimise waste.
- Operations avoid the use of toxic and/or hazardous substances where possible, and ensure responsible use and disposal in cases where they are used.
- Clear commitment and framework to reduce GHG emissions, minimise pollution levels, energy and water consumption, as well as protection of biodiversity.
- Suppliers employ environmentally friendly technology and/or processes within their operations.

**2. Health and Safety**

- Fully comply with local health and safety regulations and provide full support to governing bodies.
- Identify health and safety impacts of products/services and formulate appropriate mitigation plans and standard operating procedures.
- Ensure safe working conditions for contractors/suppliers, and other stakeholders.

**3. Social Rights and Ethics**

- Fully comply with local regulations.
- Consider human rights in all production and procurement dealings (i.e. no workforce discrimination based on gender, ethnicity, etc., no use of forced or child labour, not subject to excessive and unreasonable working hours, adhere to stipulated minimum wage, freedom for workers to be members of trade unions and to engage in collective bargaining).
- The emotional, physical, and mental well-being of workers cared for through fair and healthy working environment in terms of opportunities, workload, remuneration, etc.
- Support locally produced raw materials, consumables, products and services, where possible.
- Educate and encourage suppliers, contractors and service providers to offer cost effective and sustainable products and services.

EMBRACING THE MARKETPLACE

The year under review also saw Wessex Water constructing and upgrading sewerage infrastructure to improve bathing water on the Somerset coast, including;

- Increased storage capacity in a sewage pumping station near Bridgewater
- Installed new ultraviolet treatment and monitoring equipment at Highbridge sewage pumping station

At Wessex Water, innovation¹ is central to the ability to do their job and adapt as circumstances change. This year, the Company is working hard to reduce phosphorus discharged from sewage treatment works; has launched an online trading platform, EnTrade, to reduce nitrogen leaching from agriculture; and has continued work to lower energy consumption. Their joint research programme with the University of Bath is ongoing with the main themes being;

- Controlled growth of algae to recover phosphorus from sewage
- Methods for increasing biogas from sewage sludge digesters
- Emerging pollutants in wastewater
- Improving techniques for understanding and comparing the whole life costs of water management

Wessex Water emerged as the winner of the Institute of Water National Innovation Award 2017 for their “Innovative Catchment Management Approaches”; the award recognised Wessex Water’s work on smarter catchment permitting and EnTrade – two new elements to the Company’s catchment-based work:

- Catchment permitting: a new method for regulating end-of-pipe treatment; specifically, addressing phosphorus discharges from sewage treatment works in the Bristol Avon catchment. Developed in partnership with the Environment Agency, it includes a tonnage reduction target spread across 24 sites, and various improvement measures.
- EnTrade: reducing diffuse pollution via a ‘one buyer, many sellers’ online auction platform, devised initially for Poole Harbour. Participants bid for payment to enact measures to reduce diffuse pollution, e.g. planting winter cover crops.



(R) Innovation Award Judge, Trevor Bishop, Director of Ofwat, presenting (L) Dan Green, Wessex Water’s Head of Sustainability and Innovation with the Innovation Award 2017 trophy (Photo courtesy of Institute of Water)



Wing K Lee, Chief Executive Officer of YTL Communications (R) receiving “Most Innovative Voice Service” award from Lachlan Colquhoun, Telecom Asia Editor-in-Chief (L)



The interior of new KLIA Transit train carriages



¹ To learn more, please read Wessex Water’s Innovation Report 2016 at <https://www.wessexwater.co.uk/workarea/DownloadAsset.aspx?id=15032387938>

EMBRACING THE MARKETPLACE

YTL Communications (YTL Comms), the telecommunications arm of the YTL Group, continues to provide innovative, technologically advanced Internet solutions with its VoLTE (Voice-over-Long Term Evolution network) service available nationwide since June 2016. After only ten months of offering VoLTE service, YTL Comms clinched “Most Innovative Voice Service” at the prestigious Telecoms Asia Awards 2017 leaving behind other regional peers from India, South Korea and Hong Kong - a testament to the Company’s commitment to delivering innovative 4G mobile experiences. With **Yes’** 85% nationwide population coverage across the country, rural communities now have equal access to high-speed 4G LTE Internet comparable to those in the urban areas at affordable rates, thus effectively helping to bridge the country’s urban-rural digital divide.

On the other hand, our Group transportation arm, Express Rail Link Sdn Bhd (ERL) unveiled the first new KLIA Transit train set as they marked their 75 millionth passengers in the last quarter of 2016. Expected to increase ERL’s capacity by 50%, the new trains will be in operation by fourth quarter 2017, after undergoing extensive testing and commissioning. Manufactured by CRRC Changchun Railway Vehicles Company Limited, each train set has a better redundancy system with two compressors, more powerful traction and additional sensors to increase safety standards. In addition, the new trains will be able to provide greater passenger comfort with better air-conditioning, added handrails and more spacious legroom for facing seats.

On the hospitality front, YTL Hotels strives to deliver Malaysian hospitality employing global standards with the opening of Hotel Stripes Kuala Lumpur, Autograph Collection in February 2017 amidst a challenging economic backdrop. Built on the same piece of land where YTL Corp’s very first office was built, the hotel is designed to showcase local heritage resembling the colonial period of the 1940s with a touch of modernity.



Hotel Stripes Kuala Lumpur



The largest continuous concrete pour in Malaysia at the TRX Signature Tower project by YTL Cement

EMBRACING THE MARKETPLACE

YTL Cement via its subsidiary Buildcon Concrete Sdn Bhd recorded a groundbreaking milestone during the year under review when it completed the largest continuous concrete pour of 19,500m³ concrete, within 48 hours for the development of Tun Razak Exchange (TRX) Signature Tower in Kuala Lumpur, Malaysia. The concrete pour required about 3,000 tonnes of pulverised fly ash (PFA) supplementing Ordinary Portland Cement (OPC) to meet multiple challenging requirements for lower concrete temperatures, high concrete workability, high durability and high strength concrete. The use of PFA helped to significantly reduce the carbon footprint of the construction materials used.

In addition, being one of the leading eco-friendly and innovative cement producers in Malaysia, customer focus and value creation remain YTL Cement's priority when it comes to research and development (R&D). These include a number of their R&D projects last year:

- Successfully improved the quality of the Castle brand of bag cement, which benefited customers, as well as minimised the carbon footprint of the product, and reduced the cost of production.

- Through constant feedback and support from customers, the Company has also improved on the overall consistency and quality of their bulk cement product.
- Their bulk OPC from both Perak-Hanjoong Simen and Pahang Cement are now certified by SIRIM QAS International, in compliance with the premium of 52.5 cement grade.

YTL Land & Development's upcoming freehold high-rise condominium in the prestigious Orchard Boulevard, Singapore, has been awarded the Green Mark Gold Plus award under the Building and Construction Authority's (BCA's) Green Mark Scheme for its sustainable design and construction in helping to conserve the environment. Home owners and residents are becoming increasingly sophisticated and look for green features which are not only environmentally friendly, but also economically feasible over the long-term by reducing energy and water consumption, and mitigating their carbon footprint in their day-to-day living. Among the green features include the extensive conservation of more than 12 trees, energy-efficient air-conditioning systems rated four-tick under Singapore Energy Labelling Scheme, WELS (water efficiency labelling scheme)-certified water-efficient fixtures, charging stations for electric vehicles in the carpark, timer-controlled irrigation systems in the gardens, sleep mode function for all lifts as well as motion-sensor lights at common area such as staircases, toilets and lift lobbies.



An artist's impression of the Green Mark Gold Plus development - 3 Orchard By-The-Park at Orchard Boulevard, Singapore

EMBRACING THE MARKETPLACE



YTL Construction teams assembled at Midfields 2 (L) and Shorefront (R) projects after the CONQUAS assessment

Our construction arm, YTL Construction formerly known as Syarikat Pembinaan Yeoh Tiong Lay continues their long-standing commitment to creating a better built environment with the highest standards in quality and service. Below are some of the key achievements and initiatives undertaken by YTL Construction during the year under review:

- Reviewed current ISO9001 to comply with ISO9001:2015 standard.
- Working towards obtaining ISO14001 and OHSAS18001 certification in 2017.
- Midfields 2 and Reed in Sungai Besi, as well as Shorefront in Penang were all certified with CONQUAS². The team was determined to infuse quality into every part of the construction progression. Among the steps taken were;
 - o Regular performance reviews to pick up work performance anomalies and variances as well as adaptation of appropriate corrective or preventive actions.
 - o Regular and rigorous inspection and testing regime planned to ensure compliance with relevant standards and specifications.
 - o Deployment of digital-collaboration tools to provide field-mobility solutions
- Periodic management review with project leaders to review, identify and resolve construction constraints to achieve scope, time, cost and quality objectives.
- Continue enhancement of employees skillset and competency by conduct of various professional and training courses as required - Project Management Professional, Standard Operating Procedures (SOP) review, Safety, Health and Environment awareness, ISO Internal Quality Audit, etc. More details can be found in **People** section.

ENGAGING OUR CUSTOMERS, PARTNERS AND COMMUNITIES

At YTL, our customers, partners and communities are the quintessential elements of our success. None of our business units can thrive without the equitable treatment of these important stakeholders, be it in commercial ventures or in sustainability efforts that require broader support and expertise.

As a conglomerate, we have a wide spectrum of customers and partners from different geographical locations, with broadly varying appetites and preferences. Staying committed to our philosophy of producing world class products at competitive prices means to serve our customers exceptionally and to treat our partners with respect. We strive to cater to those needs through a variety of engagement channels and initiatives. Our interaction is sometimes limited to institutional or industrial customers, whilst other business units attend to both retail and corporate customers across various online and offline touch-points. We ensure our corporate, customers and employees information is strictly private and confidential, and is treated as such at all times.

² CONQUAS stands for Construction Quality Assessment System which is assessed by BCA Singapore, is a quantitative measure of the overall quality of a building's workmanship during the various stages of construction. It is widely recognised and accepted internationally as a benchmarking tool for quality

EMBRACING THE MARKETPLACE

REACHING OUT TO CUSTOMERS AND PARTNERS

Understanding our customers need for a hassle-free travel experience, ERL and Malindo Air launched Malindo Air's in-town check-in service and Sales Ticketing Office at the KLIA Ekspres Departure Hall, KL Sentral in January 2017. After 15 years of operations, ERL is proud to note that the city centre check-in facility has a 100% delivery record for checked-in luggage. To further enhance security, ERL also introduced x-ray luggage screening in August 2016, on top of the normal luggage screening conducted in KLIA.

Set to restore its popularity experienced in the 90s, Lot 10 Shopping Mall (Lot 10), Kuala Lumpur launched a rebranding and rejuvenation exercise and in early 2017 announced its transformation into a dynamic retail destination for young consumers with a trendy digital environment that excites, entertains and engages. As a social destination for all, Lot 10 aims to support environmental and social causes driven by the younger generation to encourage community engagement. The full transformation is expected to be completed in early 2018.

YTL Hotels is known for providing bespoke experiences and relies on customer feedback to drive improvement. The same is being practiced at The Surin Phuket, Thailand and its Weekly Cocktail Party conducted every Friday night for its management and customers help this effort. The event has been successful in serving as an informal platform to solicit feedback from hotel patrons on services provided.

Similarly, JW Marriott Kuala Lumpur (JWMKL) and The Ritz-Carlton Kuala Lumpur (RCKL) took the approach of listening to their customers after receiving customer feedback via social media and a guest voice system on the subject of older buildings and facilities. To meet customers' demands, JWMKL and RCKL have been undertaking upgrading work on hotel facilities from the lobby area to the ballroom since second quarter 2016.

To attract and engage millennials to sign up with **Yes** 4G bandwagon, YTL Comms ran numerous marketing campaigns and contest activities. This ranged from offerings of marked down festive packages, bundling for both **Yes** postpaid and prepaid data plans, to engaging two prominent local artists as brand ambassadors with distinct social media following; local celebrity radio host and TV personality Jack Lim and Malaysian actress, TV host, model and business woman extraordinaire Noor Neelofa Mohd Noor.

YTL Cement believes that building strong relationships with its customers and partners is key to achieving its goal in becoming a supplier of choice and leader for eco-friendly cement. In order to further its goal, its marketing arm YTL Cement Marketing ran a series of customer engagement programmes ranging from appreciation nights to seminars in different locations across Malaysia. The programme began with an appreciation dinner in Kuantan, followed by Johor, and concluded with the "Optimising Performance in Concrete" seminar held in Kuala Lumpur which connected YTL Cement with over 800 customers, suppliers and industry players.



Participants at YTL Cement's appreciation dinners and seminars

EMBRACING THE MARKETPLACE



A Seraya Energy employee assisting a customer to optimise their energy consumption

Seraya Energy, the retail arm of YTL PowerSeraya in Singapore, is taking part in an industry pilot programme known as Project Optiwatt which aims to help consumers optimise energy consumption through energy demand management initiatives. Engaging consumers in this initiative allows Seraya Energy to further understand their behaviour to best serve their electricity needs, especially following full liberalisation in 2018 (which will give households the option to choose their preferred electricity retailer). Seraya Energy also brought retail channel partners on board to reach more customer segments in the commercial and industrial sectors.

Dedicated to providing the highest level of customer service, Seraya Energy's Fulfilment team will facilitate customers in the switching process from public to private electricity retailer. The team liaises with customers and various parties involved and looks into their infrastructure and regulatory requirements to ensure that the transition process is seamless and stress-free. The team will also provide after-sales service to maximise customer value such as an auto-alert system to remind High Tension customers to review their Contracted Capacity at an appropriate level. To elevate the customer experience, the team is also looking into enhancing its customer portal which will give them access to pertinent information and market insights.

Wessex Water was ranked top among all water and sewerage companies during the second year of Ofwat's new look service incentive mechanism (SIM), used by the regulator to assess customer satisfaction. Last year, the Company focused on

reviewing customer experiences and resolving or fixing any problem areas; improving communications; developing better feedback tools and metrics; improving self-service offerings; reviewing community work; and extending its opening hours. Over the year, the projects included a new and improved contact management system, a customer self-service portal and improved signage.

Wessex Water has also enhanced their efforts to accommodate and support customers who are financially vulnerable and who have difficulty paying or managing their water bills. The Company has kept average household bills flat since last year and has continued to:

- help more than 27,000 customers through its assistance programme, "**tap**" to pay ongoing charges and repay debt, as well as offering additional practical help to reduce water and energy bills - this represents a 28% increase over the year.
- assist around 10,000 customers who are in receipt of its main social tariff, "**Assist**", which offers discounts of up to 90% off water charges for those in the greatest financial hardship.
- ensure that a further 3,000 pensioners on Pension Credit are receiving a discount of around 20% on their bills.
- support financial capability and money management projects in their communities, funding four additional projects this year through its Money Matters awards. At the same time, the Company launched five new projects in hard-to-reach areas such as deprived housing estates.



Delivering excellence in customer service is a priority at Wessex Water

CLOTHES FOR CHARITY

L0622

CLOTHES, HANDBAGS, BELTS,
LINEN AND SOFT TOYS ONLY



PROTECTION OF THE ENVIRONMENT

Our Commitment

Integrating responsible environmental decisions and related sustainability strategies into our core business decisions that protect and improve the natural environment for future generations



Our Approach

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

Highlights



GENeco became the **first company in the UK** to start injecting biogas into the national gas grid



The Tanjung Jara Resort/Lang Tengah Turtle Watch partnership turtle hatcheries **saved 11,513 endangered eggs**



YTL Jawa Timur **secured the Indonesia Patent** for their Water Conservation Programme and production of paving blocks from waste fly ash and bottom ash

PROTECTION OF THE ENVIRONMENT



Global economic activities are all linked directly or indirectly with resources provided by the natural environment. With key evidence of ever more pressing environmental issues like climate change and the rapid extinction of species, natural capital across our planet is being depleted at an alarming rate.

Six out of 17 SDGs highlight the urgency of environment impacts in the name of development which require immediate international cooperation, including SDG 12 - *Responsible Consumption and Production*, SDG 13 - *Climate Action*, and SDG 14 - *Life Below Water*. As we are perhaps the last generation who can do something for our good Earth, we have no time to spare.

Protection of the environment remains business as usual in YTL through commitments stated in our Corporate Statement. From our recent sustainability materiality assessment, all default material environmental indicators remain a top concern for our stakeholders, and we continue to do our best by fulfilling the commitments for a better planet.

Many of our business units' constant commitments on their overall environmental performance continue to be recognised through awards and certifications. YTL Jawa Timur (YTLJT) was awarded for the second time the PROPER³ Gold Rating Award from the Indonesian Ministry of Living Environment and Forestry that acknowledges their innovation in overall environmental management. Wessex Water was also commended as an industry leading performer according to the Environment Agency's annual environmental performance assessment in which they have achieved 100% compliance with abstraction licenses, discharge consents, and sludge standards. Besides these awards, Express Rail Link (ERL) won the Outstanding Green Air Rail Transport Award by the Malaysia Canada Business Council for similar endeavours. Furthermore, both YTL PowerSeraya and YTL Starhill Global REIT's (SGREIT) main office buildings have recently obtained Singapore's Eco-Office recertification in recognition of their unceasing effort to sustainably consume electricity, water and paper. SGREIT's Ngee Ann City in Singapore is also a Platinum holder of Building and Construction Authority (BCA) Green Mark Scheme since 2015 where the overall green features of the building are recognised.

Notably, most of our key businesses including Wessex Water, YTLJT, YTL PowerSeraya, YTL Cement as well as ERL's wholly-owned operations and maintenance company, ERL Maintenance Support (E-MAS) are existing ISO14001:2004 Environmental Management System certification holders. YTL Construction also announced their intention to obtain this certification in the near future.

CORPORATE STATEMENT

Environment

YTL is dedicated to providing quality products and services whilst at the same time minimising our impacts on the environment. We recognise the adverse impacts of environmental degradation, pollution and climate change, and strive to pursue purposeful measures in ensuring our businesses that are genuinely sustainable and in compliance with legal and regulatory environmental requirements. We contribute towards this cause mainly through the following activities:

1. Measuring, managing and reducing greenhouse gas (GHG) emissions.
2. Promoting energy efficiency and renewable energy.
3. Improving water efficiency.
4. Managing waste streams and ensuring reuse or responsible disposal.
5. Optimising resource efficiency and consumption.
6. Conserving terrestrial and marine biodiversity and ecosystems.

CLIMATE CHANGE, ENERGY EFFICIENCY AND RENEWABLE ENERGY

There was unprecedented urgency on climate change issues globally over the year under review, with 2016 being the warmest year on record, and the carbon concentration in the atmosphere surpassing the no-turning-back threshold of 400 parts per million. The Paris Agreement's rapid entry into force on 4 November 2016 with 195 signatories' within a year of adoption is another historic milestone which reflects the testament of world leaders in acknowledging this pressing issue. Countries like Malaysia, Singapore, Indonesia and the United Kingdom (UK) where YTL has interests have also ratified the landmark Agreement to translate the commitment into domestic procedures which also resonates with SDG 13 - *Climate Action*.

³ PROPER is mandatory for all Indonesian companies whose operational processes have impacts on the environment. The evaluation criteria include Innovation on Environmental Management System, Energy Efficiency, Emission (GHG) Reduction, Water Efficiency, Hazardous Waste Reduction & Management, Waste Reduce-Reuse-Recycle, Biodiversity and Community Development

PROTECTION OF THE ENVIRONMENT

Drawing from these events, YTL Group as a whole further made commitments to undertake more voluntary local action in achieving the ambitious 1.5°C goal. YTL was a signatory to the Paris Pledge for Action, a pledge for non-Party stakeholders to support the Agreement. We continue our efforts to reduce GHG emissions, improve operational energy efficiency, explore more renewable energy opportunities as well as adapt to the existing or potential climate change impacts.

YTL Group Climate Change Advocacy - Earth Hour 2017

YTL Group has been a strong supporter of Earth Hour. Every year without fail, we continue advocacy work to support this cause. 2017 marks the tenth anniversary of Earth Hour being a global environmental movement, and it also continues with the previous year's theme to "Shine a Light on Climate Change". In our eighth year of participation, all subsidiaries supported this occasion once again by switching off their office and other buildings' non-essential lights for the hour. Educational messages on climate change were also shown or spread through respective business units' social media, online platforms as well as outlets or office displays to raise awareness internally and externally.

To further spread the message, several subsidiaries decided to celebrate together with customers and the public. Lot 10 Shopping Centre (Lot 10) introduced a few initiatives during Earth Hour alongside the mall's new look launch, including the introduction of power-charging via bicycle pedal power which promotes sustainable energy and resonates with the Earth Hour theme. They also launched the placement of three recycling bins to collect unused fabrics and clothing items where all proceeds from the sales would be channelled to National Cancer Council (MAKNA), Malaysia Association for the Blind (MAB) and Recycle Community Malaysia Lestari (RCOMM Lestari). Lot 10 also hosted a Green Furniture Design Exhibition during Earth Hour week with Raffles College of Higher Education based on the theme of 'Green and Sustainable' that embraced designs using recycled and/or recyclable materials. On the other hand, ERL organised an Earth Hour trivia contest on their Facebook page as part of an effort to engage and educate customers which saw a total of 105 participants and five winners.



Joseph Yeoh, Vice President of YTL Land & Development and Chris Hughes, Life Line (Kloth Cares) Clothing Wholesale Export and Environmental Manager seen here showing shoppers at Lot 10 how to charge their phones and mobile devices on the spot using the bicycle-powered chargers launched during Earth Hour 2017

Other subsidiaries also used this occasion to organise activities that served to bond and raise awareness amongst their employees. YTLJT made this a day programme which covered group beach cleaning at their Nature Conservation Area located at Randutatah Beach and a series of environmental talks to showcase internal environmental initiatives before celebrating the hour with a traditional music performance. YTL Singapore office at Wisma Atria continue weekly Friday lights off from 12:30pm to 2pm carried out since Earth Hour 2015 whilst for their office desk potted plants from Earth Hour 2016, they did a round of best plant upkeep evaluation and awarded five winners. FrogAsia followed in the footsteps of YTL Singapore last year by "bring a plant to work" for the entire month of March to remind everyone about the importance of life on land and the relationship with climate change. YTL Communications (YTL Comms) formed a team of 23 to join the Earth Hour Night Walk organised by WWF (World Wildlife Fund) Malaysia, and literally showed that they would continue to walk the talk!



FrogAsia employees bringing a plant to work during the Earth Hour month

PROTECTION OF THE ENVIRONMENT

Climate Mitigation

GHG Inventory

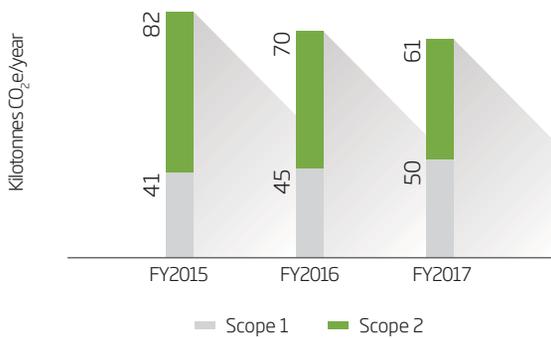
YTL Corp’s carbon consulting subsidiary, YTL-SV Carbon (YTL-SVC) has for many years been promoting the integration of GHG measurement, disclosure and carbon offsets to protect the environment, save energy, reduce costs as well as to create new low carbon business opportunities. YTL-SVC continues to engage in the Technical Standards Working Group of the Business Council for Sustainability and Responsibility Malaysia and the Technical Committee on country-specific carbon reporting standards under Standards Malaysia which promotes a similar agenda. YTL-SVC also engages with the Malaysian business community on the benefits of carbon management, reporting and trading through

talks, training sessions, stakeholder interaction and thought leadership commentaries, as well as providing expert advisory support to climate-related private and public initiatives.

This year, YTL-SVC consolidated and updated the YTL Group GHG inventory. All GHG emissions and intensity measurements comprise only CO₂ with the exception of Wessex Water taking in methane (CH₄) due to their wastewater treatment operations.

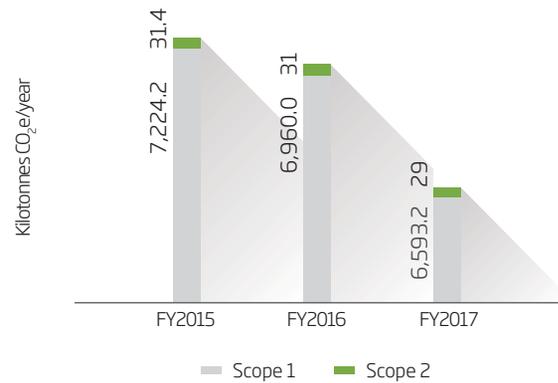
As part of YTL Group’s commitment to climate change advocacy, we have been constantly striving to mitigate our GHG emissions through the enhancement of energy efficiency which includes energy and electricity savings; as well as increasing the renewable energy portfolio in our operations.

Wessex Water GHG Emissions



Wessex Water’s reduction in GHG emissions over the years was achieved through concerted energy efficiency work, increasing renewable energy generation (from digested sewage, food waste, solar, and hydro) and the falling CO₂ intensity of the UK grid electricity.

YTL Jawa Timur GHG Emissions



Paiton II Power Plant’s gradual reduction of GHG emissions over the years is a result of constant energy efficiency initiatives, including the use of biodiesel for most of its heavy-weight equipment which they started in September 2015. There has also been a decrease in the total power generated from the power plant.

YTL PowerSeraya GHG Emissions



YTL PowerSeraya’s GHG emissions (Scope 1) in FY2017 fell by about 3% against FY2016 due to a slight drop in units generated.

YTL Communications GHG Emissions



The increase in YTL Comms’ GHG emissions is due to addition of Kota Kinabalu and Sarawak Points of Presence (POP) and an increase in the overall number of base stations.

PROTECTION OF THE ENVIRONMENT

GHG Emission Intensity

Business Units	Unit	FY2015	FY2016	FY2017
Wessex Water ^a	tonnes CO ₂ e/MI (treated water)	0.333	0.320	0.303
	tonnes CO ₂ e/MI (sewage)	0.256	0.313	0.233
YTL PowerSeraya	tonnes CO ₂ e/MWh	0.385 (Scope 1)	0.389 (Scope 1)	0.389 ^b (Scope 1)
YTL Jawa Timur	tonnes CO ₂ e/MWh	0.870	0.868	0.875

Note:

^a Wessex Water Limited's regulatory year starts from 1 April 2016 to 31 March 2017

^b Within target of keeping emission intensity below 0.4

Energy Consumption

Business Units	Unit	FY2015	FY2016	FY2017
Wessex Water ^a	GWh	241	244	239
YTL PowerSeraya	GWh	292	267	261
YTL Jawa Timur	GWh	420	440	432
YTL Communications	GWh	28	31	59

Note:

^a Wessex Water Limited's regulatory year starts from 1 April 2016 to 31 March 2017

Optimising Energy Efficiency

Complying with ISO50001, Paiton II Power Station, in Java, Indonesia established yearly programmes to promote the reduction of primary energy consumption, which contributes to overall GHG reductions. Being the sole Indonesian coal-fired power plant to be a two-time winner of PROPER Gold Award, YTLJT's team further initiated several modifications as part of their Energy Management System (EnMS) during the year under review.

Cumulatively, other initiatives such as heating, ventilation and air-conditioning (HVAC), and Flue Gas Desulphurisation unit optimisation, changing to LED lighting by YTLJT which were reported in the previous YTL Group Sustainability Report, brings a total of 53,006MWh electricity savings, 243,780 tonnes of coal savings and 1,456,182 litres of fuel savings that total up to an equivalent of 1,254,742 tonnes CO₂ reduction since 2014.

Initiatives/Modifications	Expected Reduction in Electricity Consumption
Solar cell supplied energy substitution on street lights at entrance of Operator Housing Complex (OHC)	65%
Rooftop solar cell supplied energy substitution during day time at main office	20%
Modification of burner and Separate Over Fire Air (SOFA) tilt arrangement to reach maximum main steam temperature and lower Furnace Exit Gas Temperature (FEGT)	To improve Turbine Heat Rate by 0.2%
Overhaul Compressor (Model SCA10) in main plant	5%
Evaluate effectiveness of acoustic horn gas air heater (GAH) at unit 50 to minimise usage of compressed air	7%
GAH basket replacement unit 60 to reduce primary air (PA) fan and forced draft (FD) fan load	2%
Chemical cleaning gas-gas heater (GGH) basket unit 60 to reduce induced draft (ID) fan load	3%
Optimisation of exhaust fans and lighting operation and study turbine ventilator at workshop and store building as alternative	50%

PROTECTION OF THE ENVIRONMENT

On the other side of the globe, Wessex Water trialled an innovative approach in saving energy with Open Energi's dynamic demand technology. The system enables instantaneous and temporary adjustment of the site's energy use to maintain a balance on the local electricity grid. Overall energy consumption is unchanged, but by shifting demand intelligently this way, it provides capacity to the electricity network when needed most. They have identified 18 more sites besides the current trial site at Taunton sewage treatment works, which together could potentially provide up to 10MW flexible capacity.

Following the success of the waste heat recovery unit in YTL Cement's Dama Plant in China, the Company then extended this initiative to their plant in Perak-Hanjoong Simen (PHS), Malaysia. The waste heat source is the residual heat energy emitted from the pre-heater and clinker cooler during the cement clinking 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. This RM70 million project has generated 64,000 to 65,000MWh of electricity since 2015 resulting in a reduction of approximately 45,000 tonnes of CO₂e emissions per year.

This year, several business units worked on their lighting systems as part of the energy saving programme. E-MAS signaling department initiated an energy saving effort to replace high energy consumption platform lighting at the Putrajaya and Cyberjaya ERL station. 30 units of 250W (watt) metal halide lights were replaced with 40 units of 120W LED lights over a period of eight months. A total of 32.4kWh savings per day had been achieved as a result of the replacements exceeding the initial target of 20kWh. The lighting brightness also improved tremendously from an average of 70 lux to 200 lux. Under YTL Hotels, The Surin Phuket (TSP) also completed LED lighting replacement in all of their guest rooms this year. Likewise, SGREIT's Wisma Atria, Myer Centre Adelaide (MCA), Starhill Gallery and Lot 10 continue to change the fluorescent lights in their carpark and common areas to LED lights since 2015.

Besides LED lighting conversions, several SGREIT retail buildings carried out some major changes to further enhance their building energy efficiency. For instance, MCA installed software to optimise the operation of the cooling towers and chillers for the recently installed HVAC plant that led to a reduction in energy consumption. Together with other system enhancements, the building was recently awarded a 4.5 star rating under the

National Australian Built Environment Rating System (NABERS) Energy Base Building for their overall energy performance. This rating is certified by Australia New South Wales Office of Environment and Heritage. On the busy Orchard Road in Singapore, Wisma Atria's common area was included in a new mandatory energy usage report to BCA via Building Energy Submission System (BESS). The property operations team and vendors will have to work closely to maintain respective facilities energy usage for this purpose.

Venturing into Renewables

Wessex Water has surpassed their 2020 target of 24% electricity demand generated from their own renewable sources, and they hit 29% this year with most of the renewable energy derived from anaerobic digestion (AD) of sewage sludge and food waste, plus hydroelectricity. Their most recent installation of renewables was the advanced AD and associated electricity generation at Trowbridge sewage treatment works in 2016, as well as a scheme to improve digestion at Berry Hill, near Bournemouth. In addition, their subsidiary, GENeco finalised an exciting agreement with consumer goods giant Unilever, earlier this year for supply of certified biomethane originating from anaerobic digesters at Bristol sewage treatment works. This partnership is projected to supply 10,000MWh of biomethane to over five Unilever's sites in the UK and Ireland effective 1 January 2017.

As part of YTLJT's energy policy to reduce their dependence on non-renewable energy sources, they have embarked on a series of solar photovoltaic system installations on the roof of their OHC Community Centre and Sports Hall. These installations are projected to reduce the mentioned buildings' electricity consumption by 20%. By the end of 2016, the total energy savings from the installations was approximately 20.8MWh. They have also substituted 13 units of solar cells on street lighting at the OHC entrance which brings it to a total of 2.6MWh of electricity substitution.



Newly installed solar panel units on YTLJT OHC Community Centre and Sports Hall rooftop

PROTECTION OF THE ENVIRONMENT

Project	Number of planned and newly installed units as at end 2017	Number of cumulative installed units as at end 2017	Installed Capacity (kW/ number of cows/Wp ^a)	Total Electricity Generated (kWh/year)	Equivalent CO ₂ reduction (tonnes/year) ^b
Micro Hydro	4	39	106 kW	887,388	790
Domestic Biogas	100	470	940 cows	171,550 (total methane captured, m ³)	7,131
Solar Energy	-	78	23,030 Wp	20,174	18

Note:

^a Wp stands for watt peak, the peak output power achieved by a solar module under full solar radiation

^b Jawa Bali Electricity Grid CO₂ emission = 0.891 tonnes CO₂/MWh

Moving from in-house renewables, YTLJT's long standing Alternative Energy Development (AED) programme commenced in 2012 and continues to expand across the region to power up more local communities with sustainable energy. For 2017, the Company installed four new micro hydro units and 100 domestic biogas units. They decided not to add solar panel units but to focus instead on maintaining the existing units as the maintenance itself is manpower-intensive. Future solar panel installations under AED will be reviewed based on project feasibility. To date, this programme has already chalked up 907,562kWh/year of electricity generated, 171,550m³ of methane captured from cows manure as well as a significant reduction of 7,939 tonnes CO₂e/year.

Climate Adaptation

YTL Group also strives to go beyond being mitigation-centric when it comes to combating climate change in our business operations. Several adaptation plans or initiatives were seen across some of our business units. In the year under review, YTLJT initiated a water conservation programme for a nearby village to assist them in adapting to more extreme weather events that herald inconsistent clean water supply. More details about the programme can be found in the **Community** section of this Report.

On the other hand, Wessex Water's adaptation plan for 2015-2020 has been derived from 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 the two major risks to Wessex Water. To ensure safe water quality, plans and ongoing work to manage and monitor water resources, as well as enhance 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 to protect property there. The scheme involves building a new sewage pumping station, installing several new sewers as well as making improvements to the existing sewerage system using micro tunneling.



The installation of micro hydro (top) and biogas units (bottom) at villages near Paiton II Power Plant, Probolinggo, Indonesia by the YTLJT team



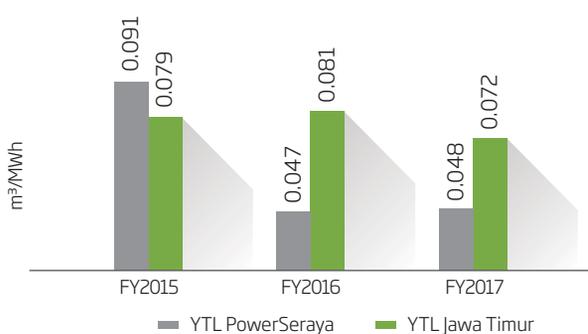
PROTECTION OF THE ENVIRONMENT

WATER EFFICIENCY

Water availability brings stable economic growth and human security. However, with increasingly extreme weather events induced by climate change, water scarcity has become more severe accompanied by the rapid rise in the global population. SDG 6 - *Clean Water and Sanitation* has brought water security to the fore where all sectors are expected to play a role in reducing water pollution, promoting water efficiency and restoring water-related ecosystems.

YTL Group businesses use both seawater and freshwater in our operations, thus we believe in making "every drop count". We are committed to managing water resources effectively across our businesses, from processed water in our power plants to even the smallest amount of water used in our resorts, commercial and retail buildings. Besides optimising water usage, our business operations also look at ways to protect water sources and maintain good water quality to minimise our consumption of this precious natural capital.

Power Plant Water Intensity



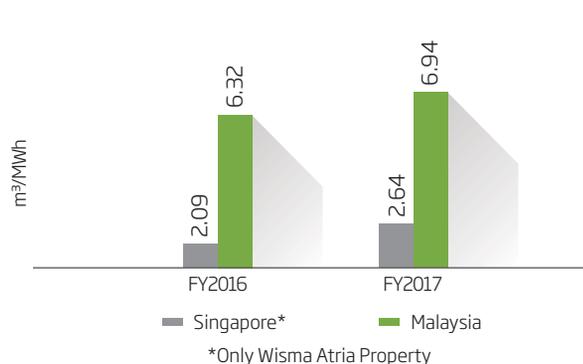
Water intensity for YTL PowerSeraya decreased mainly due to the drop in water used for operating the power plant, whereas YTLJT's reduction was a result of in-house water consumption reduction efforts.

Water Footprint

As a power plant operator, YTL PowerSeraya and YTLJT have taken extra care in monitoring their water usage as part of their commitment to sustainability. Their water saving initiatives can be found in the coming section. For the year under review, the total plant water consumption for these two entities has decreased by 22% and 16.4% respectively. YTLJT in particular has achieved their target of 40% reduction in water consumption compared to 2009. Most of the power plants' water sources are desalinated water, and another portion which is less than 10% is recycled and municipal water.

Meanwhile, SGREIT also monitors their water consumption closely. Overall, an increase in water consumption was seen across the majority of properties as explained in the chart below.

SGREIT Water Intensity



The increasing water intensity is due to the progressive reopening of Isetan's operations at both SGREIT's Singapore and Malaysia properties.

Water Consumption

Business Units	Unit	FY2015	FY2016	FY2017
Wessex Water ^a	Litres/person/day	141	138	141 ^b
YTL PowerSeraya	million m ³	1.86	1.55	1.89 ^c
YTL Jawa Timur	m ³	615,447	674,675	578,115
YTL Communications ^d	m ³	23,824	28,986	27,152

Note:

^a Wessex Water Limited's regulatory year starts from 1 April 2016 to 31 March 2017

^b Slightly increased from last year due to dry weather from June through late autumn 2016

^c Increase in FY2017 mainly due to an increase in desalination water produced to increase high purity steam supply to customers

^d Only Data Centre NOC Sentul

PROTECTION OF THE ENVIRONMENT

Water Monitoring and Control

Certified under ISO14001, water quality in the vicinity of YTL Cement sites are assessed and monitored periodically. For their plants and quarry sites, groundwater, river water and/or general water quality analysis is conducted every three months by an accredited third party consultant approved by Department of Environment Malaysia (DOE).

All wastewater and sewage from power plant operations are also regularly monitored as part of the ISO14001 standards and wastewater management processes.

On the other hand, Wessex Water achieved 100% compliance for their sewage treatment sites' discharge conditions (sanitary standards). More details about Wessex Water's innovation work on smarter catchment permitting can be found in the **Marketplace** section of this Report.

Besides monitoring the effluent volume, water discharge quality is of utmost importance to ensure minimal negative impacts to the discharge environment and surrounding ecosystems. As such, YTLJT maintains a 100% compliance of their water discharge quality with local standards.

YTLJT has taken additional steps to monitor seawater quality and nearby marine ecosystems where most of their treated discharge enters the sea. Every three months, the temperature, suspended solids (SS), total dissolved solids (TDS), seawater pH, biological oxygen demand (BOD), chemical oxygen demand (COD), and heavy metals concentration of seawater are measured. The biodiversity surveys conducted every year for marine biota and coral reefs show aquatic life continues to thrive in the ocean's ecosystem and further proves that co-existence is possible with strict adherence to regulations and standards.



New pipeline installed at Paiton II Power Plant, Indonesia to direct recycled water from the sampling panel feed water to the reverse osmosis unit

Water Savings

A water conservation programme was initiated by YTLJT in 2009 to reduce the amount of service water, potable water, and demineralised water used by the Paiton II Power Plant. Meticulous work and studies were carried out ranging from identifying points of water usage to analysing the respective flow and consumption patterns. To date, there have been eleven improvements or initiatives introduced to reuse different sources of effluent or cooling water and process water into various systems, as well as technical modifications of processes that bring a cumulative 43% reduction from an average of 2,590m³/day (cubic meter per day) to 1,477m³/day in water usage, surpassing their target of 40% reduction. The amount of water recycled by YTLJT has increased consecutively for the past three years mainly due to the said initiatives. This programme also brings YTLJT significant savings on electricity and chemical usage as well as lower water discharge to the sea. They have recently published a book on Water Efficiency Innovation Programme that features water saving best practices.

Water Treatment and Recycling

Business Units	Total Treated Water (m ³)			Total Recycled Water (%)		
	FY2015	FY2016	FY2017	FY2015	FY2016	FY2017
YTL Jawa Timur	92,815	125,820	87,581	4.6	5.9	4.9
YTL PowerSeraya	97,613	114,503	80,854	24.5	30.4	42.7

PROTECTION OF THE ENVIRONMENT

Wessex Water is committed to reducing leakages as part of an overall approach to water management. In FY2017, leakages were reduced to 68.3MI/day (megalitres per day), below the agreed target for the year. Of the water that leaks, around three quarters is from the Company's water mains and one quarter from their customers' pipes. In order to resolve this, they have completed more than 5,000 free in-home water efficiency checks, fitting devices and sharing behavioural advice, and repaired nearly 4,300 customers' leaking pipes free of charge to help reduce their water use. This year, they also added graphical water use information to metered bills to help customers identify leakages. Wessex Water is expected to operate well below the economic leakage level and also below their 2020 target of 66.5MI/day, with the completion of the integrated water supply grid in 2018.

Wessex Water also goes the extra mile to enhance water usage awareness. With a goal of achieving 3.26 litres/person/day of water saved via water efficiency promotion by 2020, they attended several summer shows around the region to educate customers to be smart about water usage. These include the Yeovilton Air Day, the Bournemouth Air and Dorset County Show. Wessex Water has also supported Waterwise and WaterSafe for their third annual Water Saving Week campaign, where each day is filled with a different theme on educating customers on how to save water in places like schools, the workplace, at home, in the garden, and in the community. Besides the outreach efforts, this year Wessex Water also offered free water saving kits, including sprinkler heads for hosepipes and more efficient showers for customers that should provide 0.88 litres of daily savings per person.

Furthermore on the theme of YTL Group's water savings commitments, YTL Hotels actively encourages guests to reuse towels and bed linen which has successfully reduced water and detergent use. Other business units also practice rainwater harvesting and sustainable use in their daily operations. For example, E-MAS, YTL Construction and YTL Cement use rainwater to wash their trains and trucks, whereas most of the YTL Hotels and shopping malls use the same sources of water for gardening and watering purposes.



Young visitors to Wessex Water's "Water Saving Week" taking pictures in the water saving smart tips photo booth

Similarly, SGREIT's Wisma Atria has also stayed true to their implementation of the Water Efficiency Management Plan (WEMP) and usage of private water meters for essential areas mandated by the Public Utilities Board (PUB). They adopted water efficient flow rates and flush volume through the use of water efficient fittings. This adoption earned them the PUB's Water Efficient Building (Basic) certification in 2015.

Excellence in Water Supply - Core of Wessex Water's Commitment

Protection of Water Sources

There are nine water catchments in the Wessex Water region. In FY2017, Wessex Water achieved their target of 100% compliance with abstraction licenses - most of the water abstracted is from groundwater sources. 20 sources have been protected through catchment management this year, which has allowed them to hit the 2020 target much earlier than planned.

Abstraction from Mere water source has caused local concern in the past, especially during dry conditions when there have been low flows in two streams fed by groundwater in the area. To tackle this, Mere source is now only used as a backup when other sources are unavailable or unable to meet public water demand. 341MI has been abstracted from Mere in the year under review and is expected to meet the 2020 target of 100MI once the integrated water supply grid is completed.

PROTECTION OF THE ENVIRONMENT

In the upper part of the Hampshire Avon catchment, there are several abstraction points which are from an interesting chalk aquifer. As the area is dominated by farming activities, Wessex Water works closely with farmers in the region to reduce nitrate levels in the groundwater. Years of continual surveys have been carried out by Wessex Water to study the hydro-ecological relationships as a result of reduced water abstraction in this catchment. The investigation has looked at river gravel, ranunculus, silt or marginal plants in the water body.

Delivering Reliable Water Quality

Wessex Water is committed to providing the highest quality drinking water to its customers. In FY2017, their overall compliance with drinking water standards was 99.95%, or marginally below the 2020 target of 100%. The slight misses were made up of 23 failures out of approximately 34,000 tests, where 20 were due to domestic plumbing and service pipe issues such as lead pipes, nickel taps and copper plumbing. The remaining three were related to iron water mains.

For bathing water quality, 98% of Wessex Water's region passed European (EU) standards, slightly below the 2020 target of 100% compliance. This figure is not due to any underlying deterioration in water quality but rather a tightening of the recent Bathing Water Directive's classification. Burnham Jetty is

the only bathing water that failed to meet the new "satisfactory" standard. In order to address that issue, several National Environmental Programme schemes were completed on time to improve their assets in the vicinity of Burnham Jetty, including:

- constructing a 1,200m³ underground storage tank;
- increasing pumping capacity to reduce overflow operation;
- proactively investigating misconnections of foul flows; and
- installing 67 event duration monitors at overflow locations.

WASTE MANAGEMENT AND RESOURCE EFFICIENCY

World Overshoot Day 2017 fell on 2 August 2017 - the day where the human race used up the planet's available supply of natural resources for the year. This is a reality check on our unsustainable consumption patterns and lifestyle, from global levels down to us as individuals. It is no wonder SDG 12 - *Responsible Production and Consumption* has received much attention underlining this as one of the key global challenges for the decade.

YTL Group is acutely aware of the importance of effective resource usage in our daily operations. From raw materials to alternative materials and reusable waste - all resources used are carefully planned, efficiently utilised and processed to optimise output levels and to minimise unnecessary wastage.

Types of Waste Produced

Business Units & Types of Waste	Unit	FY2015	FY2016	FY2017
Wessex Water^a				
<i>Non-sludge waste diverted from landfill</i>	%	98	98	98
YTL PowerSeraya				
<i>Industrial waste</i>	tonnes	686.3	517.6	314.3 ^b
<i>General waste</i>	tonnes	310.8	223.9	265.3
<i>Recyclable waste</i>	tonnes	389.5	32.8	12.8
YTL Jawa Timur				
<i>Fly ash</i>	tonnes	98,698	86,389	77,252
<i>Bottom ash</i>	tonnes	23,184	20,664	14,070
<i>Special waste^c</i>	tonnes	165.7	159.2	103.9
YTL Communications^d				
<i>Domestic and non-domestic waste</i>	tonnes	Not available	520	

Note:

^a Wessex Water Limited's regulatory year starts from 1 April 2016 to 31 March 2017

^b Decrease due to minimal running of oil-fired power plant units

^c Other waste (non-ash) i.e. oil waste, wastewater treatment plant sludge, contaminated waste, used resin, laboratory waste, etc.

^d Only Data Centre NOC Sentul

PROTECTION OF THE ENVIRONMENT

Waste Generation and Recycling

SGREIT's properties	Total Recycled Waste (tonnes)		Total Non-recycled Waste (tonnes)	
	FY2015	FY2016	FY2015	FY2016
Singapore ^a	10	17	1,444	1,479
Australia ^b	109	78	10,439	8,430
Malaysia	28	31	Not available	

Note:

^a For the entire Wisma Atria

^b Covers Myer Centre Adelaide only

Diversion from Landfill

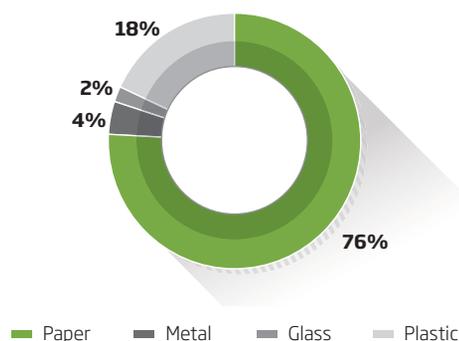
Non-hazardous Waste

On the retail side, all of the SGREIT properties have incorporated proper general waste segregation into their day-to-day business operations. Cardboard waste, being one of the primary waste streams from retail tenants, is collected daily. At Wisma Atria, approximately 12.6 tonnes of used cardboard boxes were recycled in FY2017, a slight increase from 10 tonnes recycled in the previous year. The increase is attributed to the commencement of operations at Isetan in the year under review. For MCA, most of the waste collected is delivered to respective dedicated facilities for sorting and recycling apart from the non-recyclable waste which accounts for approximately 2.5% of total waste. However, Lot 10 and Starhill Gallery recorded 16.2 tonnes of cardboard and nearly 10 tonnes of other non-cardboard recyclables in the same year, including mixed paper, scrap, tin and plastic. Both shopping malls also recycled 3.6 tonnes of used cooking oil from their food and beverage vendors to a third party recycling company for biodiesel production this year. Since 2015, this initiative has resulted in the recycling of nearly 16 tonnes of used cooking oil.

Wessex Water sustained their previous record of 98% of waste diverted from landfill with zero office waste sent to landfill. A zero waste to landfill contract for all soil and stone waste from construction activities was established this year and they are working towards the same treatment for other waste streams. Internally, several schemes to reuse and reduce waste were initiated, including training for employees and schemes for reuse of construction materials, and an auditing programme across supply chains to optimise resource efficiency.

As reported previously, YTLJT's Waste Bank Programme commenced in 2015 in their OHC has also achieved strong results. The basic principle of the waste bank remains the same, which is to cultivate behavioural change via collecting recyclables with rewards given. The waste generated by OHC residents is divided into two categories - organic and inorganic. Inorganic waste is divided further into four categories: plastic, paper, glass/bottles and metal. In 2016, the programme was extended to Paiton II Power Plant adopting a similar concept. To date, 7.1 tonnes and 6.2 tonnes of waste was collected from the OHC and power plant respectively since the commencement. Besides this, ongoing recycling campaigns further brought paper usage in YTLJT down by 45.6% compared to the 2009 baseline.

**YTL Jawa Timur OHC and Power Plant
Total Recycled Waste in 2015 - 2017**



SGREIT, YTL Cement and YTL PowerSeraya employees and their family members at Punggol Beach, Singapore during International Coastal Cleanup Day. A total of 22kg of trash was collected during the cleanup activity

PROTECTION OF THE ENVIRONMENT



TJR employees together with LTTW volunteers and other local community members including schools and governmental bodies during the beach cleanup resulting in the collection of a total of 785.5kg of waste

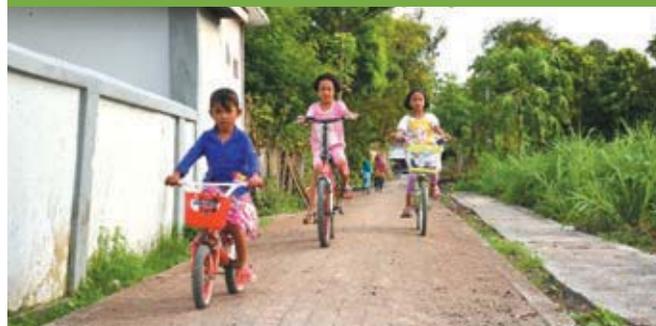
There were also initiatives that encouraged employees' participation in waste collection and recycling across YTL Group. For example, YTL Hotels' Pangkor Laut Resort (PLR) conducted their usual periodic beach cleanup with around 40 employees, whilst Tanjong Jara Resort (TJR) worked with Lang Tengah Turtle Watch (LTTW) for a joint beach cleanup on the East Coast. Similarly, YTL PowerSeraya, SGREIT and YTL Cement Singapore also took part in beach cleanup along Punggol Beach in conjunction with this year's International Coastal Cleanup Day. Recyclables found from these cleanups were segregated and disposed of properly.

Hazardous Waste

Paiton II Power Plant generated 77,252 tonnes of fly ash and 14,070 tonnes of bottom ash in FY2017 - these are the primary types of waste from coal-fired power plant operations. Since 2001, YTLJT's team has been reusing these two types of incinerated coal ash as their commitment to divert waste from landfills. This year, 98% of fly ash was reused by third party cement industry players, and another 0.24% was reused for in-house paving block production. Bottom ash was a relatively new application in paving block production compared to fly ash utilisation but has worked well as a substrate. A feasibility study conducted back in 2015, led to the production of bottom ash for paving blocks in March 2016 as reported last year. To date, a record of 13% of bottom ash generated was used to produce 600,000 paving blocks. The team has also secured an Indonesian Patent for the production of paving blocks from coal ash. A publication on this technology was also released as part of their efforts to share best practices in hazardous waste management.



YTLJT's in-house pavement block production facility (top) producing durable pavement blocks for their community projects (bottom)



Used oil is another hazardous waste that is widely reused or recycled across YTL Group. For instance, 100% of transformer and turbine oil from Paiton II Power Plant is sent to a third party oil recycling company.

Sludge is a byproduct of wastewater treatment operations. Instead of disposing treated sludge, Wessex Water sends 100% of their 52,121 tonnes of sludge to be reused on farmland as fertiliser. In Paiton II Power Plant, their in-house wastewater treatment plant produces significant amounts of sludge every year as their second major source of waste. Since 2006, the sludge has been reused as an alternative fuel source for their in-house power plant boiler instead of disposing it at landfills. As a result, the team has managed to achieve 100% utilisation of the sludge since 2012.

GENeco, Wessex Water's subsidiary carried out an expansion on a groundbreaking composting technology for hard-to-treat biodegradable waste. The composting operation now accepts 27,000 tonnes per year, where the process is designed to recycle material that was previously sent to landfills. Currently, the facility processes grit and screenings from all of Wessex Water and Welsh Water sites as well as drainage waste, leaf litter, road sweepings and grit washings from external customers. Furthermore, it is capable of recovering nutrients from the organic fraction and generates electricity from the screened plastics.

PROTECTION OF THE ENVIRONMENT

Material Substitution

Buildcon Concrete uses ground granulated blastfurnace slag (GGBS) and pulverised fly ash (PFA) from industrial sources as supplementary cementitious materials or aggregates in their concrete mixes. More sustainable manufactured sand is also used to replace natural sand.

Likewise, Pahang Cement Sdn Bhd (PCSB) started an initiative to receive suitable external industrial scheduled waste as alternative raw material or alternative fuel. They have accepted 289,109 tonnes of spent copper slag since 2009 as well as 899.6 tonnes of spent garnet since March 2017 from heavy industry peers as an alternative raw material to replace iron ore in the production process. Subsequently, they are looking at receiving industrial gypsum and oil sludge from various local heavy manufacturing sources in the coming years. The use of these materials yielded many benefits besides producing concrete with better specifications, including the recycling of valuable resources, reducing the need for mining natural resources, solving waste disposal problems, conservation of finite natural resources, as well as reducing overall CO₂ emissions in the production process.

Similarly, Slag Cement Sdn Bhd (SCSB) has exported over 8,000 tonnes of their iron ore reject granules to be reused in the steel and alloy industries since 2007. These are the one percent waste found in the otherwise clean raw granulated slag obtained from other industries.

PCSB has also explored ways to maximise the use of limestone in Portland Composite Cement production. This effort makes the cement more environmentally friendly and also reduces CO₂ emissions. At the same time, the quality and consistency of the cement remains assured.

Additionally, TSP replaced some of their resort's appliances with longer-lasting materials as part of their efforts to optimise resource usage. For example, they have introduced wooden "Do not disturb" and "Please make up room" signs which are more durable in the face of salt water conditions as the resort is located by the beach. They have also changed plastic shampoo bottles in all bathrooms and public restrooms to refillable ceramic bottles.

Public Outreach in Waste Management

As an initiative to encourage more public participation in recycling, YTL Singapore with the support of SGREIT sponsored a trial run of ten units of smart bins along Singapore's popular Orchard Road's pedestrian walkway stretching from Ion Orchard and Wisma Atria to Mandarin Gallery from November 2016 to end of June 2017. Led by Terra Sol, with the support of the Orchard Road Business Association and the Singapore National Environment Agency (NEA), the BigBelly bin pilot project introduced the solar-powered and WiFi enabled compacting bins to Orchard Road. As the BigBelly name suggests, the bins are capable of compacting trash that can hold up to eight times more volume than normal street bins so fewer trips are needed to empty the same number of bins.

During the trial, a reduction of 80% in collection frequency per bin was achieved - from an average of five to seven times a day for a conventional bin to just three times a week for the BigBelly bins. The bins are completely powered by solar energy, and equipped with smart sensors that monitor fullness and automatically alert cleaners when they need emptying. An added feature is free WiFi provided from the bins which also provide promotional opportunities for Orchard Road retailers when users log in for the free service.



One of the solar powered BigBelly bins along Orchard Road which comes with an automatic compacting function and WiFi

PROTECTION OF THE ENVIRONMENT

Wessex Water has been relentlessly opposing the use of “flushable” wet wipes over a number of years to solve a problem that has caused nearly 130,000 blockage cases in the region they serve. Besides enhancing their sewer facilities by adding nearly 460m of sewer onto a routine jetting programme that reduces the risk of blockages, they also led a complaint with other water companies and environmental NGOs to the Advertising Standards Authority and Trading Standards, calling for a ban on the word “flushable” on wet wipes. Wessex Water continues to urge customers to “love your loo” by only flushing the three Ps - paper, poo and pee. They also released a video called ‘Four hours, four blockages - all caused by wet wipes’, to show how the aftermath of flushed wipes has become a daily problem.

In a similar programme, GENeco worked with Bristol Waste Company on a social media campaign to raise awareness of the benefits of reducing, reusing and recycling (3Rs), particularly on food waste and how GENeco’s biowaste processing business has come about. The festive season is when household food waste rises by around 80% and thus the campaign was carried out throughout December 2016 around the festive season and over the holidays. Public awareness initiatives are extremely important to educate the general public on small steps like the 3Rs that are capable of contributing to a circular economy and at the same time diverting useful waste from landfills and providing the waste with a second life. Every year, GENeco treats and processes over 700,000 tonnes of varied biowaste, including food waste. They transform it into biofertilisers, renewably-sourced gas and electricity powering thousands of local homes in Bristol. Their circular economy approach has won them the Environmental Business of the Year award at Bristol Post Business Awards 2017.

Atmospheric Emissions

The quality of air emissions at sites and plants are of paramount importance to our business operations, not just for compliance purposes, but also for the benefit of our employees, the communities nearby and the natural environment.

YTLJT monitors their atmospheric emissions from two of their chimneys that cover sulphur oxides (SO_x), nitrogen oxides (NO_x), and passes particulates through a Continuous Emission Monitoring System (CEMS). During the reporting period, the quality of stack emissions achieved 100% compliance to the local standards. Likewise, YTL PowerSeraya also complied with the air emission limits set by the NEA during the year under review.

Similarly, all YTL Cement plants continue to monitor their air emission quality closely. For example, Dama Cement plant in China carried out improvements on their facilities and operational procedures to ensure that the high China national air quality standards are consistently met. The ammonia spray gun in their DeNO_x⁴ system was relocated for more effective functionality. Bag filters in the production line are regularly checked and maintained as a usual practice to ensure dust emission compliance. In PHS Trading’s plant, they initiated a block pavement project last year in order to cover the entire open area in the backyard. This has helped reduce the dust from moving vehicles and strong winds, as well as increase the storage capacity for pallets.

BIODIVERSITY

Echoing SDG 14 and SDG 15 - *Life below Water* and *Life on Land* respectively, it is also our belief that protection of biodiversity is viewed seriously as part of development. Unsustainable practices in marine and forest management have led to the rapid loss of species estimated by experts to be between 1,000 and 10,000 times higher than the natural extinction rate. Mankind appears to be almost wholly responsible for this cycle of extinction when in fact, we are relying heavily on living ecosystems and the biodiversity therein to sustain our survival.

Understanding that such a crisis exists, YTL Group embarked on a biodiversity conservation journey to protect endangered marine and terrestrial species such as turtles, proboscis monkeys, coral reefs and hornbills. We also recognise the importance of collaboration with conservation partners across the region to speed up this work including enhancing public awareness on biodiversity through various education and awareness programmes.

⁴ DeNO_x is a process where nitrogen oxide is converted into nitrogen and water which both have environmentally friendly outputs

PROTECTION OF THE ENVIRONMENT

Biodiversity Assessments and Monitoring in Operations

Biodiversity screening is conducted in the initial stages of key construction and operational activities of YTL industrial projects both as a legal requirement from authorities and for sustainability reasons. Through this process, we are able to identify areas with high conservation value and hence avoid developing or mitigating our potential impacts. Subsequently, continuous monitoring work is also important to ensure the surrounding biodiversity isn't interrupted by operations and other activities.

Wessex Water has a performance commitment to assess 100% of their landholdings for biodiversity. Over the last five years, they surveyed key conservation sites in excess of ten hectares amounting to 71% of their land area. Currently, they are embarking on a plan to develop a "Biodiversity Index" to calculate biodiversity loss/gain in more detail for individual schemes and work out the amount of compensatory habitat. This year, Wessex Water maintained a good record which exceeds the government targets of having 99.5% of their Sites of Special Scientific Interest (SSSIs) in favourable or unfavourable but recovering status. They were also a proud recipient of the 2017 International Green Apple Award for the Built Environment and Architectural Heritage for the way their water supply grid was constructed using sustainable and innovative techniques, whilst protecting local wildlife and the environment. The Company also works closely with wildlife organisations in the region through its Biodiversity Action Plan (BAP) partners programme.

YTL Hotels has been doing similar work across Malaysia, particularly under several luxury resorts – Gaya Island Resort (GIR), PLR and TJR. As the resorts operate in the proximity of protected areas or primary forests, and some of the resorts' attractions also rely on the ecosystem services provided, extra care has been taken to assess and monitor the habitat changes and trends. Their constant work in this area has resulted in them being awarded the Global CSR 2017 Environmental Excellence Platinum Award. More of their work for FY2017 can be found in the next section.

Protection and Restoration of Marine and Terrestrial Habitats

Marine Species

This year, Spa Village Resort Tembok Bali (SVRTB), Indonesia employees came across 60 turtle hatchlings on their beach and rescued all of them. The team is planning to nurture the hatchlings until they are large and fit enough to be safely released. At the time of writing, all the hatchlings had settled down in several temporary tanks within the resort. In Peninsular Malaysia, TJR's three hatcheries in collaboration with LTTW have shown immense success with the release of 4,936 endangered Green Turtle hatchlings and 16 critically endangered Painted Terrapins, and have completed their third hatchery to meet the growing demand for their nest adoption programme.

Gaya Island Resort Marine Centre (GIRMC) carried out three turtle releases in FY2017 where all turtles required no treatment or rehabilitation. This is a good indicator showing that fewer turtles were negatively affected by adverse incidents in the area such as accidents with boats, being caught in fishing nets, ingesting plastic bags, etc.

Adult and Juvenile Turtles Rescued, Rehabilitated and Released by GIRMC

Year	No. of Turtles Rescued		No. of Turtles Rehabilitated		No. of Turtles Released	
	Green Turtle	Hawksbill	Green Turtle	Hawksbill	Green Turtle	Hawksbill
2013	3	-	1	-	1	-
2014	3	-	1	-	2	-
2015	3	2	3	-	1	2
2016	7	-	2	-	2	-
2017	1	-	-	-	1	-

PROTECTION OF THE ENVIRONMENT

Since the launch of Gaya Island Resort Wildlife Centre (GIRWC) in October 2016, the team has worked tirelessly and recently established a turtle hatchery. The hatchery is an extension of the current GIRMC turtle conservation programme that acts as an incubator for rescued confiscated turtle eggs. This is another pioneering turtle facility in Malaysia and in this case initiated by GIR with the assistance of Sabah Wildlife Department that is able to accommodate 15 nesting pits. Incubated hatchlings undergo a year of rehabilitation until it is suitable to return them to the natural environment.

Inspired by the success of PLR and Reef Check Malaysia's (RCM) coral transplanting on cement blocks, GIRMC used a similar approach in 2015 in addition to their ongoing coral rehabilitation project. Following the first experimental batch outcome of almost 100% survival rate, a second batch of coral nubbins were transplanted. The *Porites cylindrica* species were observed to have higher tolerance under high temperatures despite harsh conditions resulting in bleaching.

Coral Reef Block Survival Rate at GIRMC

Block Number	Nubbins Added	Live Coral	Survival Rate (%)
1	2	1	50
2	8	8	100
3	6	5	83.4
4	10	10	100
5	11	11	100
6	10	10	100
7	10	10	100
8	10	7	70

During the periods when GIRMC turtle tanks are vacant, a modular coral nursery has been trialled in the tanks using scrap materials from the turtle hatcheries. Not long after the healthy growth of coral nubbins, several clownfish species were spotted actively breeding in the tanks. GIRMC is planning to isolate the fish into breeding tanks in their next phase of work to raise larval clownfish.



The newly built turtle hatchery at Gaya Island Resort

At the same time, YTLJT joined forces with the local environmental groups Bhinor Green Community and The Pasir Putih conservation team of Situbondo Regency to explore the possibility of coral transplanting within the Paiton II Power Plant vicinity. After identifying an area located at the Northern part of Paiton II Coal Stockpile as a suitable spot, 20 frames with 2,000 nubbins of coral were transplanted in January 2017. As of June 2017, up to 85% of live corals were recorded representing a high survival rate.



YTLJT team during the coral transplantation launch



Coral nubbins seen thriving when inspected during periodic monitoring and assessment near Paiton II Coal Stockpile

PROTECTION OF THE ENVIRONMENT

Terrestrial Species

Continuing the 2015's artificial hornbill nesting box project, PLR welcomed two new Oriental Pied Hornbill (*Anthracoceros albirostris*) chicks in two nesting boxes during the nesting season between April and May 2017. Out of five boxes, the two selected boxes provided their in-house naturalist department a better picture regarding suitable nesting spots. This experience has also prepared the team to apply similar nesting approaches for another endangered hornbill species, The Great Hornbill (*Buceros bicornis*) also found in the resort area.

On Gaya Island in Borneo, proboscis monkey (*Nasalis larvatus*) coastal monitoring research was carried out across the whole of Gaya Island by GIR in-house naturalist department to analyse its main habitat, diet, movement patterns and population. Sightings and audible sounds were recorded in certain parts of the island and it was observed that in general the proboscis monkeys spent most of their time early on in the day in the coastal areas before entering deeper into the forest.

Over the years, several rescue efforts on Gaya Island were carried out, and in the year under review, highlights include the following:



Factsheets were displayed together with the wooden nesting boxes to educate resort guests about the hornbill project



On 4 May 2016, a Bornean Short Tail Python (*Python reticulatus*) was attacked by a huge monitor lizard. The GIR gardening team bravely chased away the lizard and rescued the badly injured python. Surgery and follow up medication was given for about 40 days. Unfortunately, the python didn't survive the traumatic ordeal despite the care given



The rescue and translocation of a proboscis monkey at Gaya Island was carried out in collaboration between Sabah Wildlife Department, Sabah Parks and GIR on 13 August 2016



This Collared Scops Owl (*Otus bakkamoena*)'s right eye was in bad condition when rescued. One Eye, as they named it, recovered from its eye infection after three months of treatment, but still lost its sight in that eye. It was released on 28 November 2016 after around seven months of rehabilitation

PROTECTION OF THE ENVIRONMENT

After four years of sapling cultivation work, GIRWC team deemed themselves all set for the mass mangrove planting activity along GIR's coastal area. More than 250 saplings were planted from October to November 2016 using both direct planting and another innovative planting method - saplings in a wooden box made of scrap plywood. The latter method had higher mortality rates of up to 70%. The mass planting covered an area of 658m² and was projected to accommodate up to 1,974 mangrove trees in the planting period.

Mangrove tree species for this project includes:

- *Rhizophora apiculata*
- *Rhizophora mucronata*

- *Bruguiera sexangula*
- *Bruguiera hainesii*
- *Excoecaria indica*
- *Dolichandrone spathacea*

The team has also relentlessly explored more effective ways to grow mangroves and it was concluded that the marcotting⁵ method on *Rhizophora apiculata* and *Rhizophora mucronata* species was appropriate. It was found that this method was capable of nurturing mature mangrove trees as well as producing saplings with high resistance to diseases. This method is projected to produce 800 marcots for an area measuring 260m² in six months, followed by a three-month germination process transplanted in a wooden box.

Gaya Island Resort Wildlife Centre

The long-awaited GIRWC was launched on 26 October 2016. It was a dream come true for GIR in-house naturalist department after four years of hard work. Led by Justin Juhun, Senior Resident Naturalist, GIRWC is committed to long-term conservation, raising awareness for sustainable seafood choices, and crafting experiences and educational programmes (to protect and improve the natural environment for resort guests and future generations) and all with the unwavering support of Sabah Parks and local governing bodies.



Justin Juhun, Senior Resident Naturalist presenting GIRWC's work to the media and invited guests during the launch

Key GIRWC achievements in FY2017:

- Mass planting of 250 mangrove saplings across the island coastal areas
- Conducted two-month of proboscis monkey coastal monitoring research
- Installed two units of camera traps in selected areas of the island
- Identified several new species with a new total of 245 flora and 486 fauna species including insects:
 - o Upriver orange mangrove (*Bruguiera sexangula*)
 - o Twig-legged spider (*Cyphalonotus sp.*)
 - o Double-spotted spiny (*T. brevispina*)
 - o Dead leaf grasshopper (*Chorotypus gallinaceus*)
 - o Asian brown flycatcher (*Muscicapa dauurica*)
 - o Eyebrowed thrush (*Turdus obscurus*)
 - o Blue and white flycatcher (*Cyanoptila cyanomelana*)
 - o Doria's spiny spider (*Thelacantha brevispina*)
 - o Fiddler crab (*Uca annulipes*)



Dead leaf grasshopper (*Chorotypus gallinaceus*)

⁵ Marcotting or air layering, an asexual or vegetative method of plant propagation, can be easily performed with less skill

PROTECTION OF THE ENVIRONMENT



Mangrove planting in batches led by GIRWC saw high participation from GIR employees



Local communities assisting with the YTLJT's mangrove reforestation programme in one of their maintenance activities

Similarly, YTLJT continues their work started in 2013 planting sea pines (*Casuarina equisetifolia*) and mangroves (*Sonneratia alba*, *Rhizophora mucronata*, *Avicennia marina*, *Rhizophora stylosa*) at the Randutatah conservation area along the Probolinggo coastal area as their commitment to develop biodiversity and conservation sites and to prevent coastal erosion. In the year under review, 10,000 sea pines and 15,100 mangroves were planted with the participation of eleven local groups spread across eleven nearby villages. With the support of the local Probolinggo Government, the 11ha area has seen an increase in its biodiversity (Shannon) index from 1.47 to 1.5 for flora and 2.71 to 2.98 for fauna; with new sightings of bird species as well as endangered species such as *Haliaeetus lucogaster*, *Halycon chloris*, *Alcedo coerulescens*, and *Falco moluccensis* found in the area following continuous monitoring.

Wessex Water initiated ten recreational improvement projects this year, which cover wildlife conservation initiatives. For instance, in Durleigh Reservoir and Tucking Mill where there is public access, four large trees raised safety concerns – a willow at Durleigh and three oaks at Tucking Mill. Wessex Water's team used sonic tomography, a non-invasive technique to assess the level of decay in the trees. Analysis of sonic tomographs allowed the internal condition of these trees to be assessed so that remedial surgery, proportionate to their level of decay, could be carried out. As a result, it was possible to retain two trees.



The Randutatah conservation area shown here is now awash with greenery, mostly made up of sea pines and mangroves planted by YTLJT



PROTECTION OF THE ENVIRONMENT

Investigations to identify and quantify the risk of invasive species in Wessex Water's catchment areas and sites have seen great progress this year. They have identified four key groups of species and eight pathways that present the highest biosecurity risk. Once identified, the non-native and invasive plant species were removed where possible, using customisable approaches, for example:

- Japanese knotweed – long-term herbicide treatment
- Himalayan balsam – a mix of strimming and hand pulling
- New Zealand pigmy weed – public engagement and education are key to reducing the risk of spread from amenity users

Partnerships in Conservation

Wessex Water BAP Partners Programme

Wessex Water's Partners Programme is a key strand of their long-term BAP which seeks to support wildlife and the natural environment in the region. The 2015-2020 phase of the programme continues to support four large projects with a yearly investment of GBP80,000 including:

- Dorset Wild Rivers project – tackling diffuse pollution across 6.5ha of habitat creation or buffering along streams and 3km of river restoration or enhancement
- Wessex Chalk Stream project – 3.4km of river restoration and 7.5ha of land being identified for floodplain reconnection as well as guided walks and talks for the public
- Avon Wildlife Trust project – restoring coastal and floodplain grazing marsh in the North Somerset Levels
- South Wiltshire Farmland Conservation project – using a farmer led and landscape scale approach in the Chalke Valley on selection of priority species and detailed mapping in conservation work

The newly added small grants scheme has supported three projects this year:

- Dorset Extended Riverfly Monitoring initiative – creation of a training booklet to extend and improve the accuracy of riverfly monitoring in Dorset whilst recruiting more volunteers.
- Midford Brook Habitat enhancement – improving 0.46km of river including construction of six flow deflecting brushwood berms, 0.16km of coppicing and improved angling access.
- Riparian Habitat enhancement project – a research project to explore new ways of controlling Himalayan balsam on the banks of the River Frome, River Malago and River Trym in Bristol.

Wessex Water Bristol Avon Catchment Partnership

The Bristol Avon catchment partnership is a good example of private-public-NGO collaboration hosted by Wessex Water that comprises a range of organisations including local authorities, wildlife trusts, environmental NGOs, Natural England and the Environment Agency. A 'participatory ecosystem services visualisation' was applied in this partnership that enables stakeholders and technical specialists to evaluate data and evidence relating to the environment and the ecosystem services found within a catchment area. More than 70 maps covering 30 catchment areas in England have been produced indicating risks and opportunities for improvement. For example, erosion and diffuse pollution risk maps show where efforts would have the greatest potential to reduce soil and nutrient losses.



Snapshots of Wessex Water's BAP Partners Programme activities and animal sightings

PROTECTION OF THE ENVIRONMENT



Transplanted corals growing on concrete blocks at PLR with occasional spotting of marine life

Reef Check Malaysia

With the support from YTL Group and PLR, RCM has been able to extend reef surveys to the Sembilan archipelago following work at Pangkor Laut Island. In RCM's annual Sembilan Island Survey Programme 2017, nine coral reef sites were covered and no bleaching was recorded. More thriving habitats were observed, including butterfly fish, parrotfish and even rare cryptic critters, such as a pipefish despite the deteriorating condition of the reefs.

In Mentagor Island, the survival rate of the rehabilitated coral colonies bounced from a slight decrease and the team recorded a 46% survival rate (593 colonies) in November 2016. Thereafter, more coral recruits were observed to settle onto the concrete blocks where the colonies numbers doubled to a whopping 847, to the extent where it became challenging to track the survival rate of the original colonies. This phenomenon was rather surprising as there was a bleaching event before the survey. On the other hand, the coral colonies on the concrete blocks at the PLR jetty remained similar to the previous monitoring, with 36 out of 82 colonies surviving or more precisely a 44% survival rate of nubbins. RCM is currently looking into extending their work to GIR's coral reef rehabilitation work following the reported success.

At present, RCM is also working closely with the Department of Marine Parks Malaysia (DMPM) and several local community stakeholders to establish community-based fishery and nature-based tourism for the Sembilan Islands. This "bottom up" initiative aims to provide improved food security and fishery stocks and will be anchored around local fishermen and communities as prime instigators in marine environment management including that of inshore fishery resources.

Lang Tengah Turtle Watch

Lang Tengah Turtle Watch (LTTW) achieved exciting results in their first year after the launch of their first hatchery at TJR in 2016, as reported earlier in this section.

Much of their work was with the assistance of local communities, including local rangers who help patrol the beach to ensure the safety of the eggs and hatchlings, a number of whom also happened to be TJR employees. Sometime locals deliver turtle eggs from up to 50km away to the LTTW site. During the hatching period, nest inspections are carried out by LTTW volunteers to monitor if there is any sign of predation by fungus or crabs. The inspection also helps to ascertain the developmental phase of the hatchlings.

Another important element of the LTTW operation is the involvement of TJR guests. Guests were strongly encouraged to participate in the process of nest inspection, nest adoption and if lucky, in the release of hatchlings. These occasions are always the best time to educate the guests through briefings, explaining details about the incubation process, the life-cycle of the turtles, a myriad of other biological, ecological and behavioural details as well as the do's and don'ts at the hatchery. In general, resort guests have been very supportive and thoroughly enjoy these encounters with nature. It was reported that 100% of returning guests surveyed said that their stay had been enhanced by the presence of the turtle hatchery.

PROTECTION OF THE ENVIRONMENT

The nest adoption programme has also seen strong response from guests, and sometimes has been extended to their families and friends. Every time a pledge is made by the adoptee, LTTW will purchase the right amount of turtle eggs from local tender holders along the Terengganu coastline who normally send their eggs to the market to be sold as food. The programme has the benefit of reducing the number of turtle eggs being consumed. Regular updates are sent to the adoptee on the development of the nests which eventually ends with an invitation to return to the resort around the estimated time of the hatchlings' release. A total of 11,513 eggs have been saved from going to the market for human consumption so far in the year under review. Recently, LTTW also embarked on a programme to monitor the temperature and humidity inside the nests, which will help ascertain the gender of the hatchlings. This is particularly vital to ensure they are producing viable gender ratios among the offspring.



Resort guests seen here ready and quietly cheering the hatchlings at the designated "runway" during the release. The release spot has to be away from the bright lights of the resort - which can disorientate the turtles during their release

Kew Gardens, London

A fundraising programme for redevelopment of the UNESCO World Heritage Site Royal Botanic Gardens, Kew in London, better known as the Kew Gardens, was carried out in 2015. The redevelopment was to reinstate the original landscape design by William Nesfield for the Broad Walk when it was first built 150 years ago. The Broad Walk fronts the famous Orangerie and Palm House - two of the most visited iconic attractions in Kew Gardens.

In conjunction with the fundraising drive for this redevelopment project, YTL Corp donated funds for one of the 18 commemorative benches along the Broad Walk. The launch of the restored Broad Walk border with the benches as a new attraction was held in June 2016 which will be seen by around 1.3 million visitors annually while they enjoy the herbaceous displays. Plant collections include long-flowering herbaceous perennials, grasses for autumn and a dynamic range of popular spring bulbs.



Ruth Yeoh of YTL Corporation and Marta Lejkowski of Kew Foundation resting on the YTL commemorative bench in Kew Gardens during the launch



Three hatcheries in TJR were built in a year due to the high demand from nest adopters



YTL Corporation's sponsorship in Royal Kew Gardens was acknowledged with a YTL Corporation plaque on a bench engraved with "A Steward of Our Good Earth" where it will remain for ten years



EMPOWERING OUR PEOPLE

Our Commitment

Striving to be recognised as an Employer of Choice



Our Approach

- Embracing diversity and inclusiveness, and fostering fair and equitable workplace conditions
- Nurturing human capital by growing workplace capacity and skills, and bridging gaps through training, on the job learning and career development
- Caring for our employees through active engagement and encouraging healthy work life balance
- Creating a balanced and safe workplace - Health, Safety and Well-being

Highlights



#YTLBiggie, YTL's first sustainable ideas competition



YTL PowerSeraya clinched the **"Highly Commended Award for Asia Best Workplace Reporting"** at the Asia Sustainability Reporting Awards 2016 ceremony



Wessex Water won the **2017 Royal Society for the Prevention of Accidents (RoSPA) sector award** for Health and Safety for the second consecutive year



EMPOWERING OUR PEOPLE

One of the key reasons for our success is that we regard our people as part of our extended family. We work together towards **Building the Right Thing (BTRT)**; demonstrating our brand values of Honesty, Hard Work, Moral Responsibility, Togetherness, and Vitality in achieving sustainable and balanced growth across the economic, environmental and social aspects of our business. As we move forward in this era of ever-evolving technology and paradigm shifts, we have realigned our commitment and initiatives in support of SDG 8 - *Decent Work and Economic Growth*. We aim to be an employer of choice and to provide all employees with equal opportunity as well as rewarding and satisfying careers, whilst we continue our drive towards healthy growth.

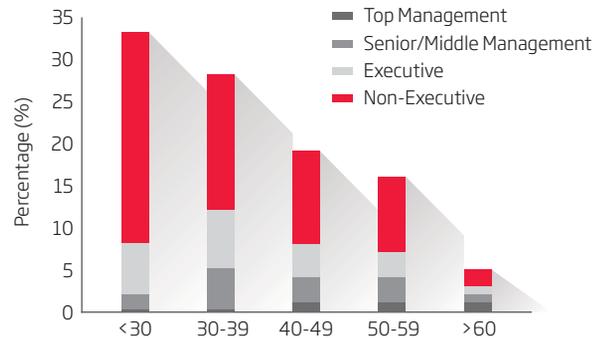
EMBRACING A DIVERSE AND VIBRANT WORKFORCE

The older generations of YTL are our pride, and without their perseverance and determination, YTL would not be where it is today. However, to grow sustainably means that we must continue to evolve and not depend solely on older generations to keep driving a strong work ethic. Instead, their successors must be nurtured and mentored to uphold and further drive YTL to a new level.

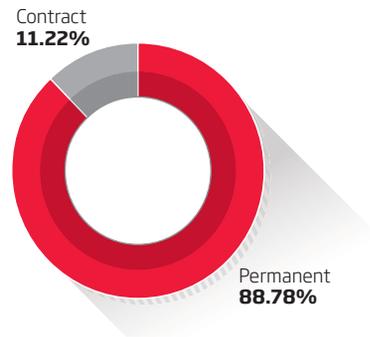
At the time of reporting, our workforce comprised a healthy mix of young and older generations. In fact, 46% of our employees are Millennials or Generation Y ranging from the age of 22 to 35. This young, technology savvy and socially interactive workforce is driving our ground operations in multiple sectors. Being new to the working environment, this segment of the workforce provides new ideas and perspectives to YTL as an organisation. Meanwhile, 54% of our middle-aged and older generation helps us to stay grounded with responsible decision making and strategies.

- ▶ **54%** Middle aged to senior citizens from 36 to 60 years and above
- ▶ **46%** Millennials aged from 22 to 35 years old

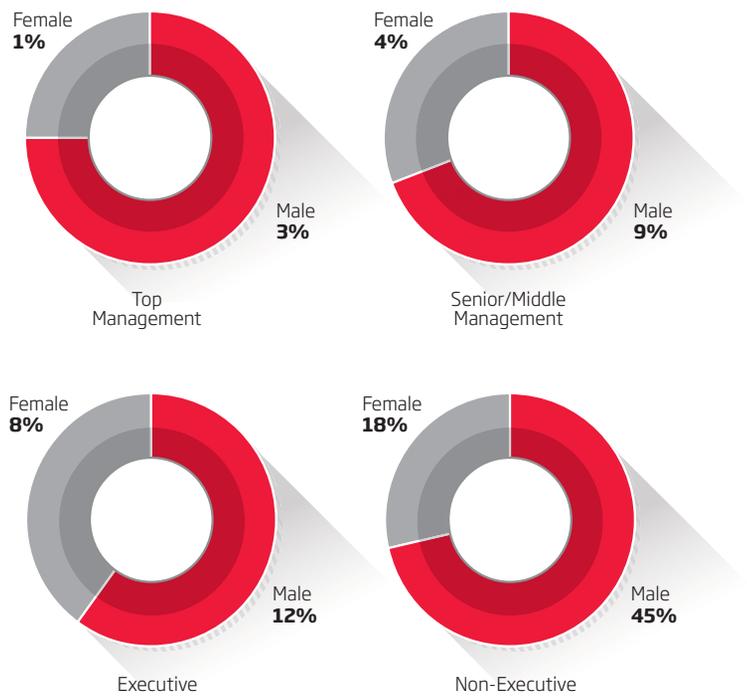
Age Profile



Employment Type Profile



Gender Profile



Through our Corporate Statement on Human Rights and Ethics, we aim to strive for equality, and operate on a foundation of fairness and respect for the rights and needs of our people.

Our diverse workforce mirrors our businesses and the local communities in which we live and work. With operations in diverse industry sectors at different geographical locations

CORPORATE STATEMENT

Human Rights and Ethics

YTL is committed to a strong code of conduct, professionalism, and ethical integrity in all of our business dealings and operations. We ensure that basic human rights are upheld for our employees and all partnering stakeholders, and are in accordance with the Malaysia Employment Act and any other relevant and applicable local regulations and employment acts.



1. Child/Forced Labour Prevention

- Employment of minors (under the age of 14) is strictly prohibited as per regulations under the Children and Young Persons Act 1966 Malaysia. We value children as the leaders of tomorrow and reflect that through our various child education and empowerment initiatives.
- All employees are hired based on the principles of freely-chosen employment. No forced labour is imposed on any persons at any level of work within our business units.



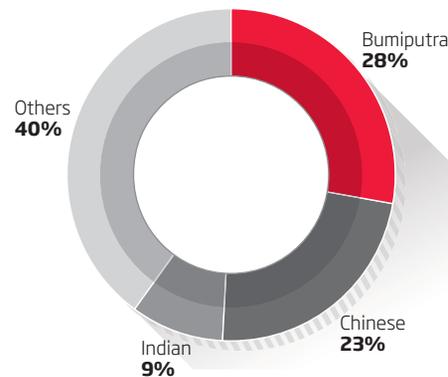
2. Non-discrimination

- Employee hiring is conducted through a fair and transparent process strictly based on merit and suitability for the job. We do not discriminate against people based on race, religion, gender, social status, disabilities, etc., and are dedicated to maintaining a safe and harassment-free workplace.

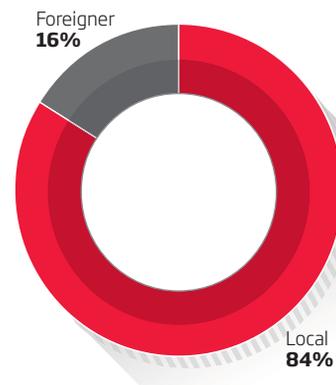
across three continents; our people come from various ethnic groups, religions, and nations representing different perspectives, experiences and backgrounds.

We primarily hire locals to generate greater benefits for the respective local communities whilst adhering to the principles of diversity and inclusion. Besides providing locals with more job opportunities, it also helps our businesses to navigate across their communities more efficiently with the assistance of a diversified local workforce.

Ethnicity



Nationality



- ▶ **5%** Total women in the workforce holding senior/middle to top management position
- ▶ **12%** Total men in the workforce holding senior/middle to top management position

EMPOWERING OUR PEOPLE

Reflecting on our brand value of Togetherness, we embrace these differences and turn them into opportunities for our people to achieve their full potential. Evidently, 5% of women in YTL are holding senior/middle to top management positions while 14% of millennials are in executive and senior/middle management.

In Express Rail Link (ERL) and ERL Maintenance Support (E-MAS), a typically male-dominated industry, **57%** of the workforce consists of women, with **six as ERL drivers** who manage **12 ERL trains** travelling between KL and KLIA (Kuala Lumpur International Airport)



E-MAS female employees (clockwise from top left): Laxchumy Saravanamuthu, Engineer; Nurasyiqin Josni, Operation Train Driver; Eng Seow Wei, Engineer

Women account for 31% of our total workforce. In YTL, we strongly recognise their invaluable contribution, and as such, YTL's very own women's network, "W@Y" or "Women at YTL", was established to empower and support women across the organisation, helping them grow and reach their full potential.

Since its inception in 2015, W@Y has organised a number of talks and sharing sessions spanning different topics aimed to inspire and provide insights. This year saw W@Y conducting three sessions entitled; "Social Work in Our Community", "Women and Entrepreneurship", and "Success in Financial Planning". These sessions were well received and attended by a cross-section of participants within our diverse Group. Through these various initiatives, W@Y aims to bolster confidence, raise competency in the workplace and foster a spirit of camaraderie among the female workforce.



"Women and Entrepreneurship" – Ms Gaik Wong, Founder of The Chicken Rice Shop shared her experience in running the successful chain of chicken rice restaurants

Diversity at Wessex Water

Promoting and encouraging diversity and inclusion has been a key focus again this year, ensuring everyone has an equal chance to advance their careers regardless of age, gender, sexual orientation, ethnicity, disability, cultural background and career responsibilities. The Company:

- Developed and implemented a range of diversity initiatives, including policies on hearing loss, facilitating action learning sets for employees to support one another through supported facilitation and coaching.
- Hosted a Women in Sustainability networking event to promote and encourage membership within the Company and was also an active member of the Business Disability Forum.
- Promoted their volunteering policy and encouraged employees to volunteer in their communities.
- Continued to promote flexible and remote working, together with flexible retirement aimed at easing people into retirement gradually.
- Launched the "People Programme", a five-year plan to oversee and invest in a series of activities to benefit employees, attract and retain highly skilled employees and to help build a sustainable workforce for the future.

▶ **23%** Increase of number of women employees

▶ **18%** A 2% increase in leadership roles of women managers

EMPOWERING OUR PEOPLE

Diversity at YTL PowerSeraya

As a signatory of the Tripartite Alliance of Fair and Progressive Employment Practices (TAFEP), the Company adopts a performance management system that ensures employees are rewarded based on their performance and contributions to the Company. A well-established training plan provides employees with equal opportunities for training and development. At the same time, training needs analysis is conducted every year as part of the annual performance appraisal exercise to ensure that every employee is adequately trained to perform their job functions and to help them develop to their fullest potential.

► Gender ratio of base salary for employees stood at **1:0.82 (Male:Female)**, which compares favourably with the Singapore's Wage Equality Score of **1:0.81**⁶

NURTURING HUMAN CAPITAL

Our foremost priority within all our businesses is to ensure that the welfare and development needs of our people are sufficiently met. At the core of this drive are attributes of talent, ability, and experience of capable people. YTL believes in cultivating these competencies and providing the right platform for our employees to sharpen and refine their skills. Our aim is simple: to find the right fit for our people.

Benefits, Awards and Recognition

Recognising the importance of our employees' well-being, YTL thrives to foster a work-life balance culture that caters to our employees' physical and emotional needs. An employee's peace of mind and job satisfaction is pivotal to the success of YTL. However, creating an environment with ideal work-life balance is endless as there is no "one-size-fits-all" solution.

In our effort to boost employees' morale and productivity, YTL Group has relaxed working hours from 5½ days a week to 5 days a week beginning in 2011; allowing our employees to relax and spend quality time over a two-day weekend with family and friends.

Adopting a family approach to make our employees feel valued, our team at 54C, The YTL Learning Space located along Jalan Bukit Bintang under the supervision of YTL Foundation, conducted school holiday classes for YTL employees' children. To date, three classes have been held from December 2016 to June 2017. More 54C details can be found in the **Education** section.

The YTL Group Human Resources (HR's) remuneration and rewards programme is aligned to standard practices as stipulated in the Malaysia Employment Act 1955, encompassing competitive salaries and bonuses, proper leave entitlement, medical coverage and group insurance plans, Employees Share Options Schemes (ESOS) as well as learning and development. Some of our business units also provide the same benefits to temporary or part-time employees as we believe their basic welfare should also be taken care of.

As a Group with retail and property assets, YTL is able to provide other perks such as discounts and vouchers from various chains of retailers or tenants. In Malaysia, employees receive discounts from selected F&B stores in Lot 10 Shopping Centre, Kuala Lumpur; entitled to selected promotions and mark down discounts on imported brands and early bird discounts for selected YTL mall and retail properties respectively.

Meanwhile, E-MAS, the operator of the KLIA Ekspres and KLIA Transit lines, go the extra mile by providing financial support to employees in need. To lessen their burden in dealing with the death of family members or rehabilitation, the Company matched the contributions collected from other employees for the affected families or employees. In FY2017, a total of nine employees received such support.

In Singapore, YTL Starhill Global REIT (SGREIT) rewards employees with birthday leave, wedding vouchers and child birth vouchers, apart from standard benefits such as medical insurance and paid maternity and paternity leave. The Company also introduced service awards for eligible employees. Eligible employees of the Manager and Property Manager in Singapore are also incentivised on their attendance through the Company's "Perfect Attendance Award" issued quarterly. During the year under review, 55% of employees of the Manager in Singapore achieved perfect attendance for the year.

⁶ Source: World Economic Forum's Global Gender Gap Report 2016 http://www3.weforum.org/docs/GGGR16/WEF_Global_Gender_Gap_Report_2016.pdf

EMPOWERING OUR PEOPLE

In conjunction with the International Cleaners' Day, YTL PowerSeraya organised a fundraising initiative as a token of appreciation for 14 office cleaners who contributed to the upkeep of the office premises. A total of SGD1,226 was raised from employee donations which was used to organise a lunch treat for them as well as to purchase shoes and grocery vouchers.

All YTL Hotels employees are known as "Stars" since the Company believes they are the main drivers in delivering award-winning and five-star service to guests. In the UK, The Gainsborough Bath Spa (TGBS) rolled out "The YTL Hotels' Five Star Award Programme" to be carried out on a quarterly basis in recognition of employees' hard work and contributions. The award also served to motivate and inspire other employees to excel and go above and beyond their general responsibilities.

Wessex Water rewards their employees via the "Eureka Programme" for suggestions on ways to save money, improve services to customers, reduce risks and improve the ways they work. In 2016, there were 91 suggestions overall, of which 16 were rewarded and five deemed suitable for a wider roll-out.

At the corporate level, BTRT Awards was introduced in September 2016 to honour those in YTL who go the extra mile in embodying our brand values. Winners of the Light Brick trophy are nominated by their peers and are chosen by the BTRT Awards Committee. The opportunity to win is open to all individuals, teams, and departments within the YTL Group annually.

In order to build sustainability awareness amongst YTL employees, the YTL Group Sustainability Division launched **#YTLBiggie** during the YTL Leadership Conference 2016 (LC 2016). **#YTLBiggie** is an ideas contest to reward concepts on



Winners of BTRT Awards 2016 receiving their Light Brick trophies from Tan Sri Dato' Seri (Dr) Yeoh Tiong Lay and Tan Sri Dato' (Dr) Francis Yeoh

how sustainability could be embedded in YTL's operations or management. Ideas submitted had to be in line with the workshop theme of "Sustainable Solutions through the Adoption of Digital Technology". 18 submissions were received from YTL employees across the Group. Three winners had been selected to win cash prizes.

Training and Development

Enriching our people is imperative to **Building the Right Thing** as we believe that technology cannot compete with God's ultimate creation - the human being. Thus, instilling learning as part of our culture is fundamental to growing YTL businesses to the next level. Every year, employees receive regular performance and career development reviews. Through reviews like this, they act as pointers for the Company to come out with designated training programmes that suit the needs of individual employees whilst ensuring they are aligned with the Company's direction.

Annual Training Expenditure per Employee

YTL Business Units	FY2015	FY2016	FY2017
Wessex Water	GBP796	GBP576	GBP751
YTL PowerSeraya	SGD600	SGD460	SGD560
YTL Jawa Timur	IDR2,598,758	IDR2,757,484	IDR3,064,636
YTL Communications	RM1,999	RM1,548	RM2,273

EMPOWERING OUR PEOPLE

YTL Construction recognised that employees' involvement is critical, thus a series of multi-faceted engagement and empowerment programmes have been held since March 2017, targeting not just operational employees but at the same time managers and key management teams who endeavour to bring organisational productivity across structures and functions. The programmes include the followings:

YTL Construction's Engagement and Empowerment Programme

Programme	Objectives
<p>Environmental, Health & Safety Town Hall: i-Safety</p> 	<p>Create awareness on the importance of safety and how employees should embed safety in their daily work and life</p>
<p>We Can Do It</p> 	<p>Mindset training which endeavoured to facilitate insights and to enhance skills to think creatively and positively</p>
<p>Google Apps Training</p> 	<p>Designed to educate and integrate employees to be more technology savvy</p>
<p>Quality Management System: Standard Operating Procedures Revision Briefing Workshop and Internal Auditor Training</p> 	<p>A peer-to-peer sharing session to gain insights into cross functional work flows and procedures</p>
<p>Coffee & Tea Session: Graduate Engineers</p> 	<p>To learn more about graduates' experience in Graduate Programmes and working in YTL</p>

EMPOWERING OUR PEOPLE

In view of building effective learning programmes, YTL PowerSeraya introduced the "Internal Trainer" programme, leveraging on its employees with relevant industry insights who in turn share their knowledge with other colleagues. The Company also initiated a "Mentor-mentee" programme to promote a sense of accountability, cooperation and harmony within the organisation. Through the programme, senior leaders are assigned as mentors to young people in the Group.

As an internationally recognised resort, YTL Hotels' The Surin Phuket (TSP), Thailand recognised that it was crucial for their employees to be conversant in English. As such, the management of the resort hired a private tutor to teach English to its operational team including F&B attendants, housekeeping and frontline employees. As a result, overall guest satisfaction increased as reflected in the review score. Similarly, TGBS in the UK sponsored six employees to undergo a Customer Service and Leadership course via the National Vocational Qualification Programme intended to enhance the overall abilities of their workforce.

SGREIT's learning and development framework provides a wide range of learning, development and educational opportunities to its employees, serving to equip them with the skills and competencies to make positive contributions to the organisation. At the time of reporting, the Company had allocated a total of SGD33,235 for the purpose of enhancing its employees' skills and knowledge. The Company rolled out the "Executive Development Programme", which is aimed at nurturing business unit leaders. Selected high potential executives acquire broad-based knowledge and update their general management and leadership skills to be ready for future growth opportunities.

In FY2017, Wessex Water delivered more than 650 courses with an average of three days' development training per employee. The Company continues to work in partnership with a number of local colleges and universities to enhance their management development programmes. In partnership with the University of the West of England, Wessex Water has delivered their accredited Institute of Leadership and Management Level Five Programme, which has been very successful. As part of their talent and succession planning, the Company continued their two-day development centres for nominated high potential employees. This led to a number of rotations, secondments and mentoring opportunities, providing their employees with identified career development opportunities.

The year under review also saw GENeco, the subsidiary of Wessex Water sponsoring two of its employees to sit for the Certificate of Technical Competence (CoTC) endorsed by the Waste Management Industry Training and Advisory Board (WAMITAB) in compliance with Environmental Permitting Regulations (2007). Harriet Edwards, Liquid Bioresources Treatment Supervisor, said: "We're proud to support our employees to further their training and education in the industry. Qualifications such as the WAMITAB CoTC demonstrate our commitment to providing the very best service to our customers."

Grooming Through Internships

In the spirit of Moral Responsibility and Togetherness, YTL regards internship programmes as being significant to building and empowering communities. With our presence across diverse industry sectors, we are able to offer rich and diverse learning opportunities to nurture future employees.



Wessex Water's Trenchless Technology Team training interns and young engineers through their mentoring programme



Helen Issacs, Special Projects Junior Engineer from Wessex Water using an endoscope to inspect voids

EMPOWERING OUR PEOPLE

Internship Programmes across YTL Business Units

Business Units	Description of Programme	Duration	No. of Interns in FY2017
ERL	<ul style="list-style-type: none"> Industrial Trainee Programme for undergraduate students 	3 - 6 months	20
E-MAS	<ul style="list-style-type: none"> Greenhorn Talent Programme provides opportunity to SPM leavers, Diploma/Degree dropout to undergo on-the-job training 	12 months	4
Pahang Cement	<ul style="list-style-type: none"> Internship programme for certificate and degree holders 	3 - 6 months	17
YTL Communications	<ul style="list-style-type: none"> Internship programme provides opportunities for undergraduate students and recent graduates 	3 - 4 months	3
YTL PowerSeraya	<ul style="list-style-type: none"> Internship programme for local undergraduate and tertiary students 	2 - 6 months	15
YTL Starhill Global REIT	<ul style="list-style-type: none"> Intern placement programme Provides the interns with valuable mentoring and supervisory experience 	1 - 2 months	3
Wessex Water	<ul style="list-style-type: none"> Three-tier apprenticeship catering to different levels from GCSEs A-C, A levels, HND/degrees Annual Apprenticeship Open Day held to promote and attract future apprentice Mentoring programme 	12 months	43

Meanwhile, TGBS collaborated with the Bath College to provide an avenue for students to gain valuable work experience. Through the Work Experience Scheme competition, students undergo a private tour of the hotel and a presentation entitled "Crafting Inspired Experiences - Working for YTL" and a mock interview. Meanwhile, winners of the Bath College's annual competition are rewarded with an eight-week work placement, on top of prizes and vouchers.

ENGAGING OUR PEOPLE

Building relationships with 11,000 employees is not an easy task in any organisation. However, each YTL subsidiary plays a key role in nurturing their own human capital. As the parent company of YTL Group, YTL Corp leads by strengthening its brand values through BTRT initiative.

Launched in September 2016, the brand values of Honesty, Hard Work, Moral Responsibility, Togetherness, and Vitality are essential in strengthening the YTL brand. A comprehensive communication strategy has been established to keep the ball rolling for BTRT which includes BTRT's website, ongoing contests, town halls, and an annual awards ceremony. All this serves as a reminder to our people that our brand values are at the forefront of our work in YTL.

Other than BTRT, we have also identified communications as a fundamental approach to fostering trust and understanding within the YTL Group, in turn resulting in a healthy and balanced employer-employee relationship. Various communication platforms have been established to cater to the dissemination of information, as we believe that our people are entitled to first-hand information.

YTL Group Communication Platforms

Communication Platforms	Medium	Boundary/Out Reach	Objectives
YTL Community	Website	Global	To share YTL's latest developments covering financial and non-financial performance
YTL Connect	Intranet	Malaysia	An internal platform for business units to share and promote their latest initiatives as well as a center of repository data
Leadership Conference	Event	Global	An annual event designed for employees to learn best practices from the YTL Group as well as other industry experts, leaders and organisations

EMPOWERING OUR PEOPLE



As part of the BTRT initiative and awareness campaign, a series of town halls for employees across the Group were organised. Town halls are a powerful way for YTL employees to learn about the YTL brand story and why our brand values are so important to us



The theme for LC2016 was "Building the Right Thing in the Digital Revolution". In the age of technological advancement, businesses are getting more creative, and industries more competitive. The inclusion of BTRT into the LC2016 theme was to showcase how YTL has managed to stay true to its brand values over the decades, all the while producing steady and significant growth

Bridging the Gap

Many YTL business units carried out their own engagement programmes to suit their operations and business contexts. For example, E-MAS conducted "Luncheon with the CEO" - an avenue for employees to get to know the CEO on a more personal level which the Company believes will create a stronger bond and trust. At the same time, this will empower employees to go the extra mile. Thus, at the end of every quarter, ten employees are chosen randomly to attend the luncheon. Throughout the reporting period, a total of seven luncheons had been held.

ERL on the other hand, dedicated one Wednesday per month for a get together session serving as an informal gathering to engage and update employees on the Company's latest performance and initiatives. The same platform was used to introduce the newly fine-tuned core values known as the 4Ps - *Passenger Focus, Partnership, Performance and Progress* in order to meet the organisation's goals. In an effort to embed these values more firmly, a series of promotions took place from emails to hardcopies displayed at strategic places around the office to create visibility. In addition, ERL also launched the "Idea Box" - an initiative to attract employees to contribute ideas in order to help the Company improve and move forward solidly. A dedicated email was created to receive ideas which would be evaluated by a committee comprising Head of Management. Ideas selected for implementation receive cash tokens from ERL.

EMPOWERING OUR PEOPLE

Making our people feel valued and appreciated is critical to us. We thrive on making them feel at home where the opportunity arises. TSP takes their employee's birthdays seriously with a special monthly celebration. The event served as an avenue for employees to socialise with top management as well as for the HR department to announce the top performing employees who would be recognised as the "Stars" and employees of the month.

Concurrently, Pangkor Laut Resort (PLR) regarded activity-based events such as beach cleanups as being able to reduce the gap between operational and management teams, and to foster positive community relations with resort guests and the local community. Done twice a month, the team removed and disposed of fishing nets, plastic waste, other mixed trash and assorted large items that had washed up on the beaches.

A family day is a great way to boost employee morale whilst blending family and work in one occasion. Understanding this, YTL Cement organised a family dinner as a platform to encourage bonding amongst its employees' families.



A fun-filled family dinner for YTL Cement's employees

Our property investment arm in Singapore, SGREIT adopted family-friendly initiatives to attract employees to work productively with the introduction of the "Bright Sky Day" where employees are able to leave early from work one Friday a month to spend quality time of the weekend with family and friends. In the same spirit, the Company participated in the "Eat with Your Family Day", an initiative organised by the Centre for Fathering in Singapore which encourages companies and schools to end their formal day at 5pm to spend time with their families. In order to forge stronger team dynamics, team building activities



SGREIT employees visiting Gardens by the Bay to learn more about biodiversity

and workshops such as a terrarium workshop, a photography walk at Gardens by the Bay, as well as lunch talks on "Mythbusters" and "Cognitive Efficacy" were organised. As part of building an engaging culture, festive events such as Chinese New Year and Mid-Autumn Festival were celebrated together.

YTL Jawa Timur (YTLJT) views the Company's sustainability activities as a tool to engage its employees and at the same time contribute to a harmonious relationship between the Company and surrounding communities. A volunteer programme was introduced to facilitate the smooth running of the Company's community programme. Throughout the year, the pool of volunteers served Paiton's community in various programmes beyond their working hours, such as the implementation of the micro hydro units for which they conducted feasibility studies and supervised the construction of the micro hydro units. Following the unit's completion, the employees carry on interacting with the relevant local community to transfer knowledge both in operating and maintaining the units.



Participation of Probolinggo army officers and YTLJT employees together with local students and community members in the coastal reforestation programme

EMPOWERING OUR PEOPLE



Sigit Nurcahyo (Front-right), YTLJT Electrical and Control and Instrument employee transferring knowledge and skills to local community members during the maintenance of a hydram pump

YTLJT's employees also participated in the solar energy programme where they were responsible for educating students from local schools and universities on the process of capturing solar energy, which ranged from materials preparation, installation, and solar energy utilisation. The employees' voluntary support can also be seen in the recent construction of the 60-meter suspension bridge in Kedungsumur village, Pakuniran sub-district, Probolinggo, Indonesia.

MANAGING WORKPLACE HEALTH, SAFETY AND WELL-BEING

In YTL, we recognise the importance of having a safe and healthy workforce as the foundation of sound employee welfare. Risk assessment on health and safety aspects is viewed seriously in our daily operations across all subsidiaries as it also potentially affects our customers, contractors and other relevant stakeholders. We aim for a zero accident workplace to provide our employees with peace of mind whilst working with us as part of our Corporate Statement on commitments to health and safety.

Emphasising Occupational Health and Safety

As a responsible employer, the management of health and safety is critical to protecting the health, safety and welfare of our employees, contractors and customers. This remains an established and shared responsibility that is essential to maintaining our track record and reputation.

Our key business units are certified under the global standard – Occupational Health and Safety Management Systems (OHSAS 18001). As a preventive step, risk management and safety audits are widely conducted within our operational frameworks especially in higher risk industries to identify aspects that require more attention. With a target of zero accidents in all our business units, employees and contractors, we closely monitor any accidents and incidents for corrective action and improvement. Any report that raises significant concerns is subject to additional investigation, and where appropriate the situation is rectified or procedures improved to ensure that the situation does not recur. Apart from this, facilities maintenance, management and audits are also carried out regularly to minimise the occurrence of accidents due to the breakdown of amenities.

Periodic health and safety awareness campaigns and training sessions are carried out as part of our yearly exercise to audit, review and update on health and safety matters. These updates aim to educate and form part of the induction process for new employees as well as to act as refreshers for existing employees on potential occupational hazards.

CORPORATE STATEMENT

Health and Safety

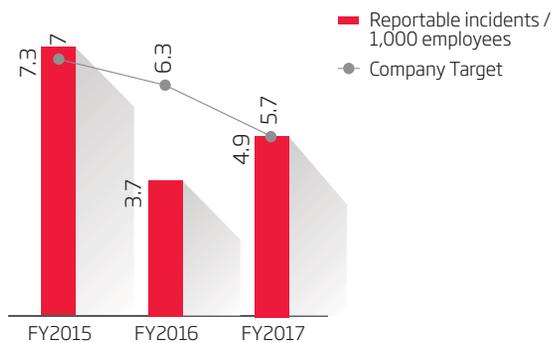
Protecting the health, safety and welfare of our employees and all stakeholders affected by our operations, including contractors and customers, remains an established and shared responsibility that is essential to our reputation as a leading and trusted employer. We achieve this through:

1. Strict compliance with legal requirements on health and safety for each industry.
2. Establishing health and safety processes which are enforced and communicated at all levels of the Company.
3. Providing the appropriate equipment to perform all work safely and reducing health and safety impacts through specific mitigation measures and action plans.
4. Maintaining a clean and safe environment at all locations.
5. Keeping up to date with global health issues and trends and providing support to the relevant bodies to tackle resulting issues.
6. Ensuring that a comprehensive security system and plan is in place at all work locations.

EMPOWERING OUR PEOPLE

Wessex Water continues to develop and embed a strong culture of health, safety and welfare in their day-to-day operations. This year, more than 850 employees attended a Safety Smart Day. The day comprised business updates, health and safety presentations and an interactive safety scenario using actors to play out an incident based around a life changing injury sustained after a fall through defective mesh flooring.

Wessex Water's Reportable Incident Rate



Overall performance was within the Company's target of continual improvements in performance noted against FY2015 and the three-year average.

Wessex Water's Lost Time Incident Rate



In FY2017, there was a slight reduction in the number of incidents with 40 lost time incidents. The principal causes of lost time in FY2017 were slips, trips, falls and manual handling.

For the second consecutive year, Wessex Water's Engineering and Construction Department (WECS) won the prestigious 2017 Royal Society for the Prevention of Accidents (RoSPA) sector award for health and safety. It represents a significant recognition on their overarching occupational health and safety management systems including practices such as leadership and workforce involvement.

As part of their effort to improve awareness and safety at roadworks, they have joined the charity SafeWise, which has centres at Weymouth, Bournemouth and Devizes, and works with schools and young people to educate them about the risks in the home and on the roads, using full scale street scenes. Employees from WECS have been involved with the charity and in particular a focus group involving charities for the disabled that identified safety improvements for pedestrians around roadworks. Following this, a video was produced in order to educate drivers to slow down when passing by any roadworks in conjunction with their Road Safety Campaign.



Wessex Water's Road Safety video was used at driver awareness sessions run by Dorset and Wiltshire Police for people who have committed a road traffic offence

Moving forward, Wessex Water continues to look for new ways to improve health and safety measures. One of the innovations was to develop a safety incident and observation app to improve the ease of reporting incidents and near misses as well as a programme trialling driver behaviour; reviewing the Company arrangements for managing the safety of lone and mobile workers; and proper personal protection equipment for female employees.

EMPOWERING OUR PEOPLE

In Indonesia, YTLJT conducted their annual Safety Campaign as part of their goal to achieve a zero accident target. This year, they also extended this campaign to other neighbouring companies which saw the participation of more than 100 employees and contractors. Besides contractor safety awareness and the safety document awareness programme, the campaign featured a fire rescue challenge that promoted the participation of neighbouring companies' employees to further enhance their fire rescue techniques and familiarity with the latest procedures. This initiative was a success and aims to benefit more communities beyond Paiton II Power Plant's immediate community.

YTL PowerSeraya's employees together with their service partners at the power station registered 1.1 accidents per million man-hours worked, which is better than the 2016 Singapore National Average of 1.6⁷. In terms of lost time, this worked out to about 37.3 man-days lost per million man-hours worked.

Accident Frequency Rate (No. of workplace accidents per million man-hours worked)	Business Units	
	YTL PowerSeraya	YTL Jawa Timur
FY2015	0	1.57
FY2016	1.8	0
FY2017	2.3	0

Properties in Singapore are managed by property management teams who are trained in first aid. The properties are also subject to fire safety audits, and fire and evacuation drills are conducted once a year for both the malls and office blocks in Singapore, Australia and Malaysia to familiarise tenants and employees on the emergency response plans (ERP). In Adelaide, all employees are trained in emergency procedures, and an annual inspection on fire and emergency controls is carried out by an external consultant for compliance.



Two other neighbouring companies seen here participating "Paiton Fire and Rescue Challenge" which is designed to promote collaboration amongst local companies

In FY2017, two employees from the Property Manager in Singapore were injured due to smoke inhalation with regards to the incipient fire incident at Wisma Atria. Shoppers and tenants at the mall were immediately evacuated with the assistance of the Singapore Civil Defence Force. After an investigation was carried out, the incipient fire was found to be accidental and of electrical origin, and that the major structural integrity of the building was not impacted, with no damage to the common areas of the mall. The new electrical installation for the unit was inspected and cleared by an officer from Singapore Power Group. As a result, 40 man-days were lost and a rate of 418 man-days lost per million man-hours worked (i.e. Accident Severity Rate) was recorded. The affected employees have since resumed work. Whereas Myer Centre Adelaide (MCA) was closed for a day in September 2016 as the state of Adelaide, South Australia was affected by a state-wide power loss following severe storms which damaged the city's critical infrastructure. MCA was evacuated and closed until power was restored the following day. On 3 March 2017, MCA was affected momentarily by a state-wide power spike. Power was restored almost immediately and the mall was able to reset and regain its power services very quickly, causing minimal disruption to the mall operations.

⁷ Source: Workplace Safety and Health Report 2016 by the WSH Institute Singapore

EMPOWERING OUR PEOPLE

YTL Cement continues to improve on their occupational health and safety (OHS) awareness and training as well as competency monitoring. Regular safety-related briefing awareness and training programmes such as fire-fighting, cardiopulmonary resuscitation (CPR) and first aid, forklift operation, electrical safety, radiation safety, and facilities maintenance were carried out across all subsidiaries. Also, YTL Cement's subsidiary SCSB attended an ERP training with the National Institute of Occupational Safety and Health to enhance employees' ERP knowledge and the ability to conduct rapid evacuation during emergencies. Perak-Hanjoong Simen has carried out annual audiometric testing for employees's exposure to noise and spirometry tests (lung function) and health screening for dust exposure once every two years.



YTL Cement employees seen here practicing proper casualty lifting method during their first aid training

Launched in September 2016, YTL Construction embarked on a journey to be certified with OHSAS. In March 2017, a series of town halls were held for all employees including senior management to improve OHS awareness. Besides general awareness, safety training such as OHS Management Systems, internal auditor responsibilities, first aid and CPR, office safety and ERP were conducted.

E-MAS carried out their ERP exercise with the scenario of "A Passenger Running Amok On-Board Train". A total of 99 participants and observers from ERL, E-MAS, YTL Construction, and SPAD were involved in the two-hour long exercise. The main objective of this exercise was to test the organisational communication, coordination and readiness in handling such emergency. Other than that, it also allowed the team to identify gaps and weaknesses in the plan, policies and procedures in order to promote continuous improvement.

On the hospitality side, JWMKL and RCKL conducted a liquefied petroleum gas handling training session in view of the general trend of increasing explosion incidents in the workplace. They also held a safety induction for all hotel construction contractors before they commence work on renovation at their properties to inform contractors on the current on-site hazards. TSP and PLR on the other hand, carried out CPR and first aid as well as fire drills and evacuation training as part of their health and safety measures.

Fostering Healthy Lifestyle

Healthy lifestyles are constantly promoted across our workplace as we believe that leading an active life is essential to fostering and maintaining a healthy workplace. Health screening has been one of the most common and frequently conducted activities among our business units. This year, YTLJT, SGREIT and YTL Construction were among the companies that initiated health screening to provide employees with periodic self-check habits. YTL Construction also held a Safety and Health Awareness Day which included a health talk on healthy eating habits and chronic disease prevention. Additionally, PCSB Sports Club organised a bowling tournament and badminton friendly match with YTL Power Paka Station's team which helped to successfully bond the employees from both companies via healthy lifestyle activities.



PCSB Sports Club during the badminton friendly match with YTL Power Paka Station



ENRICHING COMMUNITIES

Our Commitment

Striving to positively impact and enrich the lives of people in communities where we operate

MALAYSIA

YTL FOUNDATION
2015-2016

Our Approach

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

Highlights



YTL Foundation celebrates **20 years** of assisting deserving students in their education

- Given out over **400** scholarships
- Benefiting **66** YTL employees' children under the Puan Sri Kai Yong Yeoh Book Prize
- Completed **150 Frog Classroom** Makeovers nationwide



Employees and contractors at Wessex Water raised **GBP132,544** for WaterAid's safe water and sanitation projects

ENRICHING COMMUNITIES



Gone are the days that profit was considered the sole purpose of a business or organisation. The world has now shifted to a new paradigm of doing business – operating sustainably by considering the consequences on the planet, future generations and the well-being of the communities and people they affect. In YTL, community is one of the aspects in ‘People’ and it is material to us. We have a moral obligation to create an equitable and harmonious relationship between our businesses and the surrounding communities.

As reported previously, YTL Group has pledged our support for SDGs alongside other global organisations and as such we have aligned our community programmes and initiatives in support of SDG 4 – *Quality Education*.

PROMOTION OF ARTS AND CULTURE

Cascading down through our initiatives and programmes, the arts are something that are not only loved and cherished by YTL Corp’s Managing Director, Tan Sri Dato’ (Dr) Francis Yeoh but also supported at all subsidiaries. The Edge Malaysia in its special feature article on the arts wrote that YTL is one of the companies that has championed the Malaysian arts scene and community in one way or another.

The Patron of the Opera

Tan Sri Dato’ (Dr) Francis Yeoh is a great lover of the arts, music and opera, and supports many prestigious non-profit organisations around the world. Locally he co-founded the Kuala Lumpur Performing Arts Centre (klpac) in 2003 and back in 2015, he donated RM4.2 million to the Teatro dell’Opera di Roma, an opera house in Italy. He also produced Rome’s ‘Music for Mercy’, a first ever musical evening performed on the exceptional archaeological site of the Roman Forum.

In recognition of his contributions and commitment to the arts, Tan Sri Dato’ (Dr) Francis Yeoh was honoured with the “Capri Legend Humanitarian Award” at the Capri, Hollywood – The International Film Festival for his devotion to nurturing and preserving the arts. The award was presented on the evening of 30 December 2016 during the Festival’s 21st edition which took place on the picturesque isle of Capri off the coast of Naples.

In his acceptance speech Tan Sri Dato’ (Dr) Francis Yeoh said, “there are thousands of quotes of clever men that allude to the power of music, but for me the most important quote is from

God Himself in the book of Zephaniah in the bible. ‘God rejoices over us with singing.’ Music is the literature of the heart and gives us a joy where words cannot reach. Even in a hurting world music can mend many broken hearts. I give all the glory to our Lord Jesus Christ for this special award.”

Singapore Dance Theatre

The Singapore Dance Theatre, the island nation’s premier professional dance company aspires to bring dancers and audiences closer together with its first-class performances and other activities and at the same time developing and nurturing dance. YTL Corp for the last seven years has been the dance troop’s official accommodation sponsor at Vistana Kuala Lumpur Titiwangsa for their Malaysia Tour performances at klpac. The Company’s contribution resonated well with our Group’s appreciation and support for the performing arts.



Dancers of The Singapore Dance Theatre bringing Ma Cong’s remarkable “Incomparable Beauty” to the klpac stage

Preserving Food Heritage

You might like to ask any Malaysian what they cherish most about being a Malaysian, and the chances are that most will answer “the local food”. Similarly, the distinctive Malaysian flavours keep tourists coming from around the world. Along this theme, YTL Group has been a proponent of culinary art – another form of the arts that is supported through YTL Hotels. Over the years, properties under YTL Hotels organised numerous food related events celebrating each unique set of flavours and culture, and simultaneously, promoting Malaysia’s multicultural heritage through gastronomical experiences.

ENRICHING COMMUNITIES

Back in 2015, we reported how Lot 10 Hutong, Malaysia's first ever Gourmet Village, strives to preserve Malaysia's food heritage and draws tourists into the capital, by offering a collection of the country's best eateries that have survived second and third generations of operations. Each eatery is hand-picked from the best of the best, distinguished by the eatery's all-time favourite signature dish with a track record that dates back at least 40 years and a brand identity that is instantly recognisable. This year the efforts bore fruit and were well recognised. Lot 10 Hutong won the Platinum Award for Dining under the Food Court category at the KL Mayor's Tourism Awards. In the same event, Tan Sri Dato' (Dr) Francis Yeoh was also honoured with the Mayor's Award for Outstanding Contribution.



Seen here giving a thumbs up in support of the recognition given by Mayor of Kuala Lumpur are Julian Loh, Tan Sri Dato' (Dr) Francis Yeoh, Managing Director of YTL Corporation, Joseph Yeoh, Vice President of YTL Land & Development and Lim Wen Hann (L-R)

Space Where Art Exists

The Green Leaf Niseko Village (TGLNV), under YTL Hotels has been a proponent of local Japanese art since it was renovated in 2010. The renewal project was carried out according to the theme "art space exists". All the guest rooms and common areas of TGLNV were decorated with original prints by Japanese artists. Guests are able to enjoy the space surrounded by wonderful works of art. In recognition of their efforts in promoting arts and culture, TGLNV bagged the International Interior Hotel Award for "Best Interior Award" in 2011.

TGLNV didn't rest on its laurels, and on 30 July 2016 the resort organised its second edition of Niko Niko Niseko Village Festival, a midsummer food and music event. An array of programmes such as workshops, fun crafts and games for kids, live music and fireworks were held during the one day event.

Meanwhile, at the end of the winter season 2016, for the fifth year running, TGLNV hosted The Green Leaf Winter Exhibition. The four-month exhibition featured four artists from Hokkaido, Emi Shiratori, Hideki Takemoto, Akio Morisako and Asako Yoshikawa. On display were works using various mediums from drawings, graphic designs, photographs, serigraphs and crafts. TGLNV's continuous efforts in promoting local arts and culture throughout the year has been a way to entice people from all walks of life to visit Niseko Village; making it an all-season resort not only to be enjoyed by winter sports enthusiasts, but also as a summertime outdoors destination.

Engaging with Youth through Arts

Lot 10 x Raffles College of Higher Education

As part of the Earth Hour celebrations, Lot 10 Shopping Centre (Lot 10) organised the Green Furniture Design Exhibition. Collaborating with Raffles College of Higher Education, Lot 10 invited students from the Interior Design Faculty to propose their most creative designs for mall furniture based on the theme of 'Green and Sustainable' using recycled or recyclable materials.

The exhibition showcased the students' artworks with the final visual, conceptual development and sketches of their creations. A total of nine designs were displayed at the concourse floor from 23 - 29 March 2017.



Some of the designs on display in Lot 10 Shopping Centre

ENRICHING COMMUNITIES

“The invitation by Lot 10’s management to take part in Earth Hour is also timely as it increased the awareness of the public on the capabilities of our students and institutions. This collaboration not only evoked a sense of social responsibility but it also inspired our students to communicate ideas and thoughts through designs.” said Wan Azmawi Dato’ Wan Azmi, Chief Executive Officer, Raffles College of Higher Education.

The public could view these creative interpretations and vote for their favourite pieces by submitting vote entries at Lot 10 Cheerleader’s counter. To make the most of social media, online voting was made available on the Lot 10 Kuala Lumpur Facebook page. The public voted for pieces with the most cutting edge designs, functionality and aesthetics which would eventually be fabricated into actual working items and placed within the mall.

YTL Land & Development x Taylor’s University

YTL Land & Development Berhad (YTL L&D) and Taylor’s University were proud to jointly present a contemporary arts exhibition, SentulWorks, which opened from 24 September – 9 October 2016 at Sentul East Design Centre (SEED). The exhibition featured a collection of 34 artworks by 13 students and alumni of Taylor’s University’s School of Architecture, Building and Design (SABD) and The Design School (TDS).

The inspiration behind SentulWorks is the collection of historic railway workshops located in Sentul West, Kuala Lumpur. Dating back to 1905, these workshops formed part of the Central Railway Workshops.



Joharris Mohd Ramdzan, Interior Architecture student presenting his series of photographs to the attendees during the media preview of SentulWorks (Photo courtesy of Ben Toh)

After decades of firstly use and then disuse, these railway workshop structures still loom large, providing a picturesque backdrop against Sentul’s towering iconic high-rises like The Capers and The Fennel. The objective of this collaboration is to give an opportunity to the youth to see, understand and appreciate the buildings’ unique historic structures within the context of Sentul’s glorious past and prominence during the golden age of rail travel in Malaya. Looking with fresh eyes and keen minds, the younger generation was invited to create artworks expressing their perspectives, views and interpretations of the themes and of the environment around them.

The students and alumni of Taylor’s University were inspired to produce artworks that reflected their interpretations of the historic structure after a site visit to the Sentul railway workshops. A recent graduate Architecture student, Muhammad Haziq Ariffin, whose artwork focused on the aspect of layering of memories explained, “The SentulWorks project gave me a wonderful opportunity to utilise my classroom knowledge and experiences to interpret the buildings, and then later present my thoughts freely in an art form. The rich and deep history of the Sentul depot also taught me the important role that its history and architecture plays in understanding today’s society.”

GENeco x Young Bristol

Through the Young Bristol Art Project, GENeco has engaged with local youth groups to produce a range of creative and eco-inspired artworks within the newly refurbished offices. The project aimed to enable young people to hone their creative skills and give them an opportunity to meet established artists which in turn helped to build their confidence. A total of 20 young people from two local youth groups were involved.



The budding artists with the mural they painted at GENeco’s office

ENRICHING COMMUNITIES

SUPPORTING EDUCATIONAL INITIATIVES

The progress and maturity of a nation is determined and measured by the growth, development, and quality of its future leaders; likewise, education is the heart of emerging generations. At YTL, education has been a central theme of YTL Group Sustainability Framework and in support of SDG 4 - *Quality Education*. Our philanthropic activities have always been focused on charitable contributions to education causes as we believe a proper education is a critical instrument to bring about social change. We constantly invest in endeavours that contribute to the strengthening and improvement of educational standards within societies where we operate.

Providing Scholarships and Financial Aid

YTL Corporation

- Total contribution of **RM150,000** to SEMOA Bhd⁸ from 2013 - 2017, to ensure that students stay in school until they enter tertiary education
- Benefited **ten** students from an Orang Asli Education Centre, Raub, Pahang

YTL Foundation

- To date, there are over **300** past scholars and **91** existing scholars under YTL Foundation Scholarship Programme
- **27** new scholarships and **one** Yeoh Tiong Lay Award have been awarded out of **180** applicants this year

Empower A Child

- YTL Foundation raises **RM120,000** every year to sponsor **20** children from Dignity for Children Foundation⁹ to finish their five years of schooling
- This year, FrogAsia's employees raised **RM8,012** (exceeding their initial target of RM6,000) through fundraising activities to support one child's education for an entire year

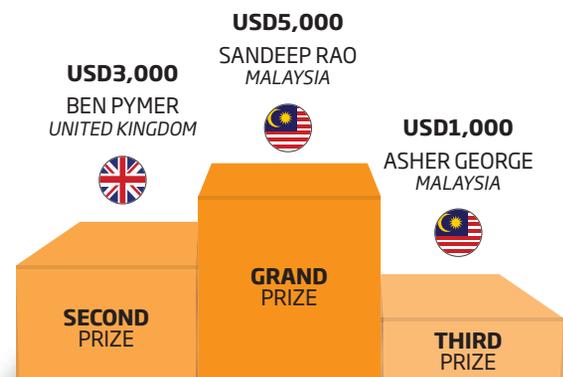
YTL Jawa Timur

- Awarded **ten** scholarships to students or orphans
- Provided financial aid to **100** students
- Donated **2,000** school bags and **20,000** writing books to students

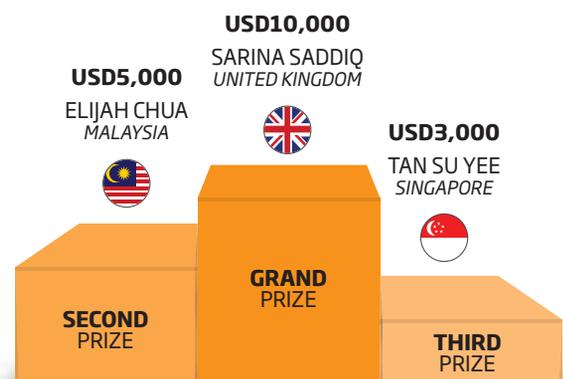
Puan Sri Kai Yong Yeoh Book Prize

Dedicated to encouraging, motivating and recognising the children of employees in the YTL Group, there were in total **32** applicants from the UK, Malaysia and Singapore in 2016. The objective of this prize is to encourage a sense of creativity, originality and critical thinking among the youth. It also aims to develop their communication skills. The book prize is also designed to help create a sense of responsibility in society, and to assist in character building of the participants. The winners:

Age 15 - 17 years



Age 18 - 21 years



YTL PowerSeraya

- **Eight** scholarships awarded under Singapore-Industry Scholarship (SgIS), Energy Industry Scholarship (EIS) and SkillsFuture Earn and Learn Programme

⁸ SEMOA Bhd (Strategic Education Methods and Ongoing Advancement), a non-profit charitable and non-governmental organisation that focuses on education among the needy communities of Peninsular Malaysia

⁹ Dignity For Children Foundation is a non-governmental and not-for-profit organisation providing education to children of poor families and underprivileged

ENRICHING COMMUNITIES

Celebrating YTL Foundation's 20th Anniversary

YTL Foundation was founded in 1997 on the belief that education is the basis on which every society progresses. Education moulds minds, inspires achievements and ultimately builds societies and nations. By developing and improving education in the communities where we operate, YTL Foundation aims to empower individuals and communities to be catalysts of change to enrich and benefit society.

In its early years, YTL Foundation provided financial aid and assistance to deserving individuals who would otherwise be denied opportunities to pursue higher education. Over the years,

YTL Foundation has expanded its role to include, among other things, organising workshops, talks and conferences to enrich and inspire educators, students, parents as well as other stakeholders in the field of education.

Through the funding of programmes, providing thought leadership and by championing the use of technology, YTL Foundation is redefining the teaching and learning process. Backed by the YTL Group's 60-year heritage of nation building, YTL Foundation hopes to continue building better societies, through better education.

YTL Foundation's Key Achievements



ENRICHING COMMUNITIES

YTL Foundation Scholarship Activities

YTL Foundation held several programmes for scholars throughout the year with the aim of developing skills and competencies outside of academia. The programmes are organised to develop communication skills, teamwork, self-awareness, confidence and leadership.

YTL Foundation Hackathon Challenge

The Hackathon was planned to stimulate creative thinking, problem solving and presentation skills of YTL Scholars. 13 scholars who were divided into three teams spent two days of brainstorming in July 2016. The Hackathon resulted in the scholars gaining confidence and improving their presentation skills.

YTL UK Scholar Coach

To further support scholars in the UK, YTL Foundation has a Scholar Coach to help the scholars settle into their new environments and get the best out of university life.

The coach conducts monthly Skype sessions with the scholars and meets them at least once every year. The coach also helps them to set goals and identify their weaknesses and works with them on improvements.

Overall in 2016-2017, there have been positive developments in the scholars' social and leadership skills. The two areas which were identified as needing the most development were time management and the ability to feel comfortable in new social situations, followed by individual leadership strengths.

“ I learnt the value of being considerate to others in a team and the importance of being flexible as a leader. A team that consists of different personality types can be more effective. ”

YTL Scholar



YTL UK scholars group photo during the retreat at The Gainsborough Bath Spa

YTL Scholars Leadership Retreat (Malaysia)

This year, YTL Foundation held a two-part training programme in Kuala Lumpur for 25 of their current scholars. The training was delivered by Teach For Malaysia and focused on developing leadership qualities as well as aligning with YTL brand values of Honesty, Hard Work, Moral Responsibility, Togetherness and Vitality.



YTL scholars group photo during the retreat at The Hotel Stripes Kuala Lumpur

YTL UK Scholar Leadership Training

In September 2016, a retreat was held in The Gainsborough Bath Spa over three days just before the start of the academic year. The scholars had to reach deep within themselves to identify their leadership attributes using YTL brand values as a framework. There were 15 students who attended this training. The results following the retreat were positive;

- ▶ **83%** felt that they were **more open** to receiving feedback
- ▶ **75%** felt that they had a **more positive relationship** with failures and mistakes
- ▶ **58%** said that they were **more aware** of their strengths as leaders

ENRICHING COMMUNITIES

Thought Leadership Series with SMU and Hospis Malaysia

In its work to transform education and empower communities, YTL Foundation has connected with partners to create new conversations on topical issues in the 21st century. Following the success of its first dialogue with St Anne's College, University of Oxford as reported in our 2015 Sustainability Report, YTL Foundation partnered with Singapore Management University (SMU) in October 2016 to host "An Evening Dialogue on Technology, Jobs and Education". Speakers from SMU, the public sector and the YTL Group shared their views in a very engaging panel discussion. The dialogue was attended by over 200 guests who joined in a Q&A session after the talk and engaged with "Nao", a robot brought in by Softbank who was the star of the evening.

On 17 April 2017, YTL Foundation partnered with Hospis Malaysia to host its third dialogue on "Pain and Suffering: Whose Responsibility Is It?" The public lecture was given by Professor Bee Wee, National Clinical Director for End of Life Care, NHS England Oxford, UK which brought heightened awareness and understanding regarding a more holistic approach to palliative care. The panel discussion that followed provoked much thought into end of life issues. Over 200 guests from the public and private sectors attended the event.



Tadahisa Terao, Vice President of Softbank Telecom Singapore introducing "Nao" the robot to the participants

Global School Leaders

From YTL Foundation's experience, school leadership is critical to the success of schools. After much due diligence, YTL Foundation concluded that the leadership programme offered by Global School Leaders¹⁰ (GSL) was the most effective model for leadership development.

GSL brings together global best practices to meet the distinct demands placed on school leaders in the developing world school systems. It uses the India School Leadership model which was developed by former Teach For America fellow Sameer Sampat and India Clinton Fellowship Director Azad Oommen in 2012 to train head teachers in Indian schools.

Under the plan, GSL will pilot a two-year continuous professional development programme for 30 head teachers of poorly performing schools in Malaysia. GSL will build on the systems already in place by delivering a continuous professional development programme that creates capacity for head teachers to improve their schools. YTL Foundation is supporting the pilot project with an annual contribution for three years (the first year is for programme development and the subsequent two years for roll-out of the pilot).



Sameer Sampat, former Teach For America fellow introducing Global School Leaders to participants during the Celebrating Classrooms Conference 2017

Nurturing Leaders of Tomorrow

YTL Group collectively runs a number of environmental advocacy programmes to selected target groups of students as part of our initiatives to develop environmentally conscious individuals, independently or through collaboration.

In the UK, Wessex Water's education advisers continue to visit schools across Bristol, Bath, Somerset, Wiltshire, South Gloucestershire and Dorset, teaching topics ranging from the water cycle to what happens to waste once it has been flushed down the toilet, to students of all ages and to community groups. The advisers welcome students to eight education centres across their regions where the experience included a guided tour of the works and opportunities for hands-on practical work in or around the education centres. During the last year, 29,104 students benefited from school visits and trips to water and sewerage treatment works.

¹⁰ Global School Leaders is a non-profit focused on training school principals from underperforming schools on how to build skills, develop leadership qualities and improve school management, all for the sake of enhancing student learning outcomes

ENRICHING COMMUNITIES



Wessex Water's education adviser teaching students about the water cycle and what happens to waste once it has been flushed down the toilet during the school visit to Weston-super-Mare sewage treatment works



Briefing in progress for Orchid Park Secondary School students before PLAY programme by YTL PowerSeraya begins



The newly recruited Young People's Panel of Wessex Water



Keeping the students motivated through fun and games conducted by Pahang Cement



Boomsatsuma's crew visiting the GENeco site



The World's Largest Lesson being launched by FrogAsia and YTL Communications in SK Tambun (Perak) by Perak State Director for Education Tuan Haji Rozi Puteh Ismail on 13 October 2016



Students accompanied by teachers are inspecting a "Biopore" at their school yard, an initiative by YTLJT



Teachers at FrogAsia's Leaps of Knowledge: Creating Connections engaging in their group activities on 30 November 2016 at The Majestic Hotel Kuala Lumpur

ENRICHING COMMUNITIES

This year, Wessex Water took a different approach and also successfully launched their "Young People's Panel" of 21 sixth formers recruited from schools and colleges across their region - a new initiative to engage with students who are future customers and a platform on which they are able to share their thoughts on water, wastewater, the environment and customer service offerings. At the end, two students were selected to pitch their ideas on how to improve the business.

GENeco continues to open its door for students to visit its treatment plant for the annual science summer school which aimed to provide them with insights into the science behind the issues of energy and the environment. This year GENeco hosted 20 attendees at its main site in Avonmouth. The students were wowed with an interactive display of sewage treatment and food recycling. The students also stood a chance to get up-close and personal with the famous "Bio-Bug", the world's first poo-powered Volkswagen Beetle. Meanwhile, a diverse group of students from a local media organisation, Boomsatsuma, produced a series of short films to raise awareness about food waste recycling. The films will be used as part of GENeco's future campaigns and will be shown on At-Bristol's Big Screen in Millennium Square, Bristol.

In Singapore, YTL PowerSeraya runs a number of environmental educational programmes. Its water education programme "PLAY" (Punggol Learning Adventure for Youths) saw the participation of 255 students from seven upper primary and secondary schools across Singapore in FY2017. Developed in partnership with the Waterways Watch Society in 2014, PLAY is an interactive learning programme that seeks to raise awareness and knowledge of water issues for youths at both the global and local levels. Under the PLAY programme, students cover an educational trail at the Punggol Waterways guided by a facilitator from the Waterways Watch Society. During the two-hour session, students learned about water-related climate change issues, the causes of water pollution in Singapore and also about the value of water as a precious resource through activity stations.

The Company's Energy Learning Hub (ELH), located at the premises of its adopted school, Greenridge Secondary School, hosted about 60 students in the last financial year. These students from overseas schools were keen to learn more about energy and climate change.

Their flagship sustainability programme Responsible Energy Advocates Programme (REAP) was revamped and further enhanced in 2016. Amongst the fresh assignments that new students worked on included developing a smartphone application to educate and engage their intended target audience on an energy conservation topic. As part of the programme, they also had to conduct an eco-experiment to understand the relationship between common household resources (e.g. energy use, food waste and plastic waste) and its associated energy footprint. Monitoring their home energy usage and aiming to achieve at least 10% energy savings remains a key part of the programme requirements.

In Indonesia, YTLJT believes that education institutions are a good channel to raise environmental awareness and students are valuable enablers of change. The Company runs a programme to encourage schools to have better care and responsibility for the environment, through an annual Adiwiyata programme or the "Green School Award". Started in 2012, currently about 60 schools from Probolinggo and Situbondo regency have taken part in the programme. Awards are given to schools having passed certain levels during the "Schools Adiwiyata Forum". Over the last two years, four schools achieved "National Adiwiyata Green School" - the highest award of Adiwiyata Green School programme in Indonesia.

Continuing their tradition of giving motivational talks to students, Pahang Cement Sdn Bhd (PCSB) in Malaysia reached out to five primary, secondary and tertiary institutions in the surrounding community. On top of that, the Company also donated a sum of RM24,400 to support schools' educational and co-curricular activities throughout the year.

As reported last year, The World's Largest Lesson is a worldwide initiative that aims to teach the 17 SDGs to schools all over the world. The programme is re-launched every year, and on 18 September 2016 it was hosted by FrogAsia and YTL Communications (YTL Comms). The lesson was taught on the Frog Virtual Learning Environment (Frog VLE) and broadcast live online. Perak's State Director of Education, Tuan Haji Rozi Puteh Ismail launched the World's Largest Lesson initiative in Perak and co-taught a lesson on clean water and sanitation in October 2016 at Sekolah Kebangsaan Tambun.

ENRICHING COMMUNITIES

Meanwhile, this year's Leaps of Knowledge¹¹ theme "Creating Connections", centred around the five C's - Creativity, Communication, Collaboration, Character, Critical Thinking and on how a community of teachers, educators, parents and individuals can work together to cultivate and raise capable 21st century learners. Held on 30 November 2016, the conference was attended by 800 participants at The Majestic Hotel Kuala Lumpur. It featured keynote speakers and activities by education experts - Thomas Arnett, Senior Research Fellow in Education at the Christensen Institute spoke on blended learning; Professor James Arthur, Deputy Pro-Vice-Chancellor for Staffing and Professor of Education and Civic Engagement at the University of Birmingham, who is also the Director of the Jubilee Centre for Character and Virtues spoke on character and values.

Providing 21st Century Learning Environment

54C The YTL Learning Space

YTL Foundation transformed YTL's first office in 54C Jalan Bukit Bintang into an after school learning space, catering for local children and employees' children, with committee members from FrogAsia, YTL Construction (Admin & Human Resources and Architectural Department), YTL Hotels Travel Centre and the YTL Corp's Legal Department working together to increase the YTL Group's involvement in 54C. For the first half of 2017, a total of 1,350 children attended the programmes; with over 220 unique individuals with a daily attendance of approximately 16 students in each class.

Weekly/Monthly Programmes

- ✓ English
- ✓ Mathematics
- ✓ Ukulele
- ✓ Felt Sewing
- ✓ Arts and Craft (Decoupage)
- ✓ Speech & Drama
- ✓ Computer Skills Photography

One-Off Programmes

- ✓ Echo Music Workshop
- ✓ Silva Method - Motivation From Within
- ✓ University Tunku Abdul Rahman (UTAR) Physics Workshop

54C also organised a day of fun activities during the school holidays. Educational activities like science time, speech and drama sessions were conducted on 22 March 2017 and 7 June 2017 with a total of 47 employees' children attending. YTL Foundation will continue to organise such events during the school holidays with three to four sessions a year.

English@CLiC

In 2014, Sentul Raya Sdn Bhd (SRSB) invested in the multimedia learning centre at the Sentul Mini UTC (Urban Transformation Centre), in partnership with Kuala Lumpur City Hall (DBKL) and in collaboration with the Ministry of Education. The following year, English@CLiC was launched which aims to uplift the English language proficiency among 28 schools in Sentul and to bridge the digital divide amongst underprivileged and urban school children as part of the latest educational enrichment sustainability initiatives in Sentul.

English@CLiC, then embarked on the "MyCommunity Project", a competition among school teams that worked on community projects focusing on the SDGs particularly SDG 11 - *Sustainable Cities and Communities*. The competition attracted 22 primary schools and 11 secondary schools around Sentul. It provided a project-based learning approach which involved 46 teachers and 170 students working on practical solutions to problems faced by the local community especially on issues relating to sustainability, air quality and the environment, as well as green and open spaces.

On 16 November 2016, SRSB was awarded the *Anugerah Citra Bakti LA21 KL*¹² Private Sector Category, in recognition of its English@CLiC involving 5,400 families and 20,000 students with the goal to enhance their skills and command of English and IT. SRSB has been supportive and an active partner in the Bintang Cemerlang project (2008 - 2013) involving 80,000 students, teachers, parents and the community from 24 schools in the Sentul vicinity.



Kuala Lumpur City Hall Executive Director (Planning), Datuk Hj. Mohd Najib Hj. Mohd presenting MyCommunity Project Award to Puan Jamilah Aziz from SK Segambut as Runners up

From left to right: Tuan Hj Juahir Mundakir (Deputy Director, Education Department Unit, Sentul), Datuk Hj. Mohd Najib Hj. Mohd (Kuala Lumpur City Hall Executive Director Planning), Puan Jamilah Aziz (SK Segambut, Runners up), Datin Kathleen Chew (Programme Director, YTL Foundation), Dato' Hamidah Maktar (Executive Director, Sentul Raya Sdn Bhd), Tuan Sulaiman Mohamed (Director, DBKL City Planning Department)

¹¹ The Leaps of Knowledge series aims to inspire, equip and empower Malaysians to be catalysts of change needed in the world today, especially through the use of technology and the Internet

¹² LA21 KL (Local Agenda 21 Kuala Lumpur) is a programme that forms a partnership between the local authority, the community and the private sector to plan and act on issues that affect various parties towards achieving sustainable development in the city

ENRICHING COMMUNITIES

Frog Classroom

To date, YTL Foundation has transformed



YTL Foundation has partnered with corporate organisations, such as The New Straits Times Press (Malaysia) Bhd, Media Prima Group and others to enable more schools to transform their classrooms to Frog Classrooms. YTL Foundation also plans to transform more rural school classrooms so as to bridge the urban-rural divide and make 21st century learning more accessible.

UKM Research on Frog Classroom

YTL Foundation commissioned National University of Malaysia (UKM) to examine the impact of the Frog Classroom in teaching and learning in schools. The study was carried out in over 15 schools with 400 teachers and over 2,000 students.

The findings concluded that Frog Classrooms have positively impacted teacher pedagogy and students' learning behaviour. Teachers were inspired to be more creative and innovative with their teaching approach. The redesigned classroom helped students hone their 21st century learning skills such as critical thinking, problem solving, decision-making, collaboration and cooperation, as well as soft skills such as communication.

Teachers also discovered how to collaborate more with their peers by sharing lesson ideas, thereby setting up communities of practice for effective teacher professional development. Moreover, as the classrooms were more learner-centred, students were allowed to practise independent learning while also being comfortable working in groups. Teachers were no longer simply the sole transmitter of knowledge, but were now facilitators.

Celebrating Classrooms Conference 2017

The Celebrating Classrooms Conference was held on 31 May 2017 at the klpac bringing together the 150 schools with completed Frog Classrooms to celebrate their achievements. Participants at the Conference, which was graced by Deputy Minister of Education I, Dato' Kamalanathan Panchanathan, included 34 personnel from Ministry of Education, 49 Head Teachers and 195 Teachers.

The teachers and other participants also attended workshops to exchange ideas on ways to bring 21st century teaching and learning alive and into the Frog Classrooms. YTL Foundation received feedback that teachers were inspired to continue on the journey to make 21st century education a reality in their schools.



Teachers from all 150 schools with Frog Classrooms attending the conference at klpac

YTL Foundation Schools Awards

During the Celebrating Classrooms Conference, YTL Foundation launched the "YTL Foundation Schools Awards". The awards are intended to support schools with ideas on building innovation in teaching and learning:

- Learning communities geared to student outcomes
- Learning environments that promote collaboration, critical thinking, creativity, communication and character

YTL Foundation provides a financial platform to empower schools in adopting 21st century education. In the inaugural year, YTL Foundation will offer five grants worth RM20,000 each to schools that submit the most compelling and sustainable proposals.



(L-R) Lou Yeoh, Executive Director of FrogAsia, Datin Kathleen Chew, Programme Director of YTL Foundation, Dato' Kamalanathan Panchanathan, Deputy Minister of Education I, Datuk Dr Amin Senin, Deputy Director General Ministry of Education and Dato' Yeoh Seok Hong, Executive Director of YTL Corporation at the launch of YTL Foundation Schools Awards

ENRICHING COMMUNITIES

Frog Virtual Learning Environment

In Malaysia, the Frog VLE is available to approximately 10,000 schools in the country through the 1BestariNet project. It is an award-winning, cloud-based virtual learning environment that has been designed by Frog Education to simplify and enhance teaching and learning, communication and administration. With nearly 15 years experience in the market, the Frog VLE is not just used in Malaysia, but is also being used in 23 countries, in over 12,000 schools, and with more than 20 million users within a community of teachers and learners.

Virtual Learning for Refugee Children

Staying true to one of YTL brand values of Moral Responsibility, FrogAsia feels it is their social obligation to provide education opportunities to refugee children. They believe that education is not a privilege but rather a right for every child regardless of their legal status in Malaysia. Following their visits and interaction with activist teachers on the ground, there was an outcry and a need for a curriculum.

With their technology expertise at hand, FrogAsia filled the void by adapting the Frog VLE specifically for the refugee teachers and partnered with teachers, communicators, organisations, prestigious academies and schools to tailor-make a curriculum.

On top of preparing the software infrastructure and contents for the refugee schools, FrogAsia also trained and equipped the refugee teachers to use the platform. Since 2016, Frog VLE has been used as a tool to teach children at eight refugee schools in Malaysia benefiting about 80 students.



Education for all. A group of children whom the world has said no to seen here thriving after FrogAsia said yes!



FrogAsia in a new partnership with YTL Communications and Pelangi to provide free revision content through their Frog VLE platform - (L-R) Lou Yeoh, Executive Director of FrogAsia, Dato' Kamalanathan Panchanathan, Deputy Minister of Education I, Datuk Sum Kown Cheek, Executive Chairman and Group Managing Director of Pelangi Publishing Group Bhd, and Wing K Lee, Chief Executive Officer of YTL Communications

Free Education Content

To further enhance the content in their VLE platform, FrogAsia inked a partnership with YTL Comms and Pelangi Publishing Group, an established brand in the Malaysian education market. The wealth of material by Pelangi will be delivered in tandem with FrogPlay, a gamified revision application on the Frog VLE, which will encourage students to be more motivated to learn and explore. This partnership will see them collaborating to deliver free revision quizzes and tests to five million students and 500,000 teachers in approximately 10,000 government schools nationwide in 2017 via the Frog VLE, to support the Ministry of Education in its efforts to increase the adoption of technology in schools under the 1BestariNet project.

ENRICHING COMMUNITIES

The Hubs: Promoting Teachers' Knowledge Sharing

Embarking on the next phase of the VLE platform, FrogAsia is now further equipping teachers with quality training on the Frog VLE and support to teachers across Malaysia through "The Hubs". Introduced in early 2016, a Hub is an easily-accessible and centrally-located space established in existing schools, public spaces and buildings. As of January 2017, the programme has been rolled-out in all 13 states across Malaysia with a total of 162 designated Hubs impacting around 15,025 teachers.

Through its nationwide network of Hubs, FrogAsia works closely with educators, public and private organisations to share best practices through workshops, events and training modules created by FrogAsia itself for free. Additionally, these Hubs also train Advocate Teachers - a teacher who is equipped and recognised to independently conduct training sessions with peers at their own schools. To date, there have been 559 Gold Advocate Teachers.

Within one year of implementation, The Hubs have improved the adoption and penetration rate of Frog VLE, with nearly 30% of the student population in Malaysia having access to 21st century education. Consequently, FrogAsia's noble efforts paid off as they received the Platinum Award - the highest accord for "Excellence in Provision of Literacy and Education" category at the Global CSR Summit and Awards 2017.



Teachers at the Hub launch of SK Tan Sri Awang Had Salleh, Pulau Pinang



Final winners of the 1BestariNet Teacher Awards 2017

1BestariNet Teacher Award

Held annually, the 1BestariNet Teacher Awards (1BNTA) is organised by FrogAsia and supported by the Ministry of Education and seeks to recognise the hard work and contributions of Malaysian teachers that implement technology into their lessons using creative and innovative methods. Teachers, students and parents across Malaysia can nominate any outstanding teachers they know for multiple categories.

In 2016, 1BNTA received a total of 2,893 nominations, whereas for the year 2017 it reached a record-breaking 15,401 nominations from all over Malaysia, exceeding by nearly four-fold from the initial projection of 4,000 nominations. The voting for *Anugerah Guru Inspirasi (Inspirational Teacher Award)* reached a staggering 16,937 votes.

On 16 May 2017, 1BNTA ceremony was held during National Teachers' Day Festival 2017 in Plaza Angsana, Johor and the prizes were presented by the Minister of Education, Dato' Seri Diraja Haji Mahdzir Haji Khalid. All winners received a 1BNTA 2017 trophy, a Chromebook, IT devices and Petrosains tickets.

ENRICHING COMMUNITIES

Partnership for Quality Education

Teach For Malaysia

Teach For Malaysia (TFM) has pursued its vision of excellent education in high need communities by uplifting the teaching profession, which has in return impacted over 70,000 students in the past six years. The YTL Group has for the past five years supported TFM with an annual grant of RM1,000,000 and has been a major donor since the programme was introduced in Malaysia. YTL Foundation will follow with a grant of RM1,000,000 in 2018.

Malaysia Collective Impact Initiative

YTL Foundation is a founding member of the Malaysian Collective Impact Initiative (MCII), an education focused initiative that brings together stakeholders and the community. MCII is now present in two secondary schools and 12 primary schools in the Klang area. Working with parents and administrators, YTL Foundation has built Frog Classrooms in two secondary schools. YTL Foundation also supported the Chumbaka programme in these schools which through their workshops and camps introduced maker culture and basic programming skills to the students.

University Tun Hussein Onn Malaysia

ERL Maintenance Support (E-MAS), the operator and maintenance of Express Rail Link (ERL), participated and contributed in the development of a railway technology academic course with University Tun Hussein Onn Malaysia (UTHM), by lending their experience, expertise, technology and technical know-how. A workshop was held in Malacca on April 2017 to develop an undergraduate degree in Railway Engineering. The programme is expected to be offered to students in the final quarter of 2018. E-MAS' sharing of knowledge, expertise and reasonable information will place the multi-award winning air rail operator as a point of reference and benchmark of railway technology for students enrolling in the programme.

SUPPORTING COMMUNITY INITIATIVES

Over the years, YTL Group has supported various programmes that have benefited surrounding communities. It is our way of giving back, and represents one of our brand values of Moral Responsibility. As our Founding Father believes, YTL has a social responsibility in building communities. Through the community initiative, the Group engages with communities in a mutually beneficial relationship, from tackling poverty to continuous long-term welfare and support.

Caring for the Community and Environment

United for the Refugee Children

Despite having no legal status or rights in Malaysia, in the spirit of humanity, YTL Group pulled together in a concerted effort in support of the United Learning Centre (ULC) - an integrated education and accommodation centre for Myanmar refugee children located in a pre-war bungalow off Jalan Imbi in the heart of Kuala Lumpur.

As reported in the previous Sustainability Report, YTL Construction first became involved with the help of employees from the architecture department in organising a Raya Open House at the centre. The centre was renovated in late-2016, when refurbishment and repair works were carried out for the existing building and cabins to enhance the facilities, at a cost of RM153,228 made possible through fundraising from numerous groups. The bungalow's interior has been converted to provide better living facilities for the children, with male and female dormitories furnished with bunk beds, a kitchen and a large gathering area. The existing cabins were extended to form two large classrooms that could accommodate 80 students at any one time. New amenities such as tables, chairs, fans and air-conditioning were also added to create a more conducive learning environment. The completion of the renovation has given the children and staff of ULC a centre which is comfortable and allows the children to have proper living and learning facilities. It is also expected with this extension and renovation that the centre will be able to increase its intake of children in the future, which will help this disadvantaged group during their time as refugees in Malaysia.



The look of United Learning Centre before (L) and after renovation (R)

ENRICHING COMMUNITIES

YTL Infoscreen, a digital media solutions subsidiary of YTL, also reached out to help by lending their skills in creating a video that highlights the plight of ULC for phase two of the fundraising campaign. They successfully raised the amount intended from a very generous public. The production of the two minute, 33 second video was on a pro bono basis and part of the Company's sustainability initiatives in assisting the centre to provide the students with basic needs of meals and education.

Students from YTL International College of Hotel Management also organised a similar fundraising and all the proceeds were disbursed in the form of cash, reading materials and clothes which were donated to the Centre. They also visited ULC and volunteered their time to assist the children by providing knowledge and transferrable skills such as nutrition and healthy eating. Similarly, JW Marriott Hotel Kuala Lumpur (JWMKL) and The Ritz-Carlton Kuala Lumpur (RCKL) jointly set up a library at the centre, providing the students with ample reading material. YTL Sustainability Division also sent an intern to teach both English and Maths to the primary students during the year, and will assist on sourcing materials and useful items for ULC.

Educational Ride for Underprivileged Students

ERL has a unique social responsibility programme for students with special needs and disabilities as well as for underprivileged students. During these educational rides on ERL, the students get to experience travelling on the fastest train in Southeast Asia as well as a chance to visit the airport and ERL stations. Every year, almost 200 students benefited from this programme.



Students enjoying the view of the aircraft at the observation deck of KLIA2

Water for the World

YTL through its utilities subsidiaries embarked on a number of projects that provide access to clean water to some of the world's poorest communities.

Wessex Water is a long-standing supporter of WaterAid through their employees, customers and partners that have helped the organisation to deliver clean water, safe toilets and improved hygiene particularly in Africa. Since 1990, Wessex Water customers have raised more than GBP15 million for safe water and sanitation projects. For every GBP1 they raised, 78 pence is channelled directly to improving lives around the world. With ongoing support, Wessex Water has enabled WaterAid to reach almost 25 million people with clean water and 24 million people with safe toilets.



Wessex Water employees taking a closer look at how donations to WaterAid helped fund water and sanitation projects in the Vakinankaratra region of Madagascar

Meanwhile, in Indonesia, YTLJT started its Water Conservation Programme in 2016 in Selobanteng, about five kilometres from the power station. The village experiences a scarcity of water supply especially during the dry season. Some villagers suffer most from the water crisis due to their location on the highest part of the village where low water pressure means that water could not reach the water storage tanks. In order to cope before the impending drought and to conserve water, the Company has targeted to build 30 infiltration wells and water storage facilities. To date, 19 infiltration wells have been built in four villages with a total capacity of 37,800m³ per year that have benefited about 1,900 residents. In addition, six water storage tanks have been built with a total capacity of 86m³.

ENRICHING COMMUNITIES



Local communities participating in the construction work of additional water inlet and pipe connecting

In addition to the said physical construction activities, this year's water conservation programme also encourages more community participation in the smooth running of water supply to the village. Community participation has mainly been in the work of cleaning pipe lines and the water collection tanks from "Somber" water stream. Collaboration with the government of Situbondo regency has been made possible through synergy in this year's "Pamsimas" programme - a community-based programme dealing with water supply and the provision of sanitation facilities in Selobanteng village.

Another water conservation programme was conducted in Sumberrejo village, Paiton sub-district to preserve the streams in the village. The streams are crucial in supplying water for irrigation. The Company engaged with local youths to plant 500 bamboo seedlings at the catchments areas near water streams and along river banks which helped in creating better catchment conditions. Other activities in the water conservation programme includes capacity building and community participation improvement.

As a result of their efforts, YTLJT was delighted to receive yet another Gold Award for "Best Environmental Excellence" at the Global CSR Summit and Awards 2017; having won the same award for two consecutive years was further endorsement of the Company's commitment to both the environment and the communities.

Eradicate Poverty through Entrepreneurship

In Probolinggo, one of the regions in Java where YTLJT operates, one in every four people are living below the poverty line according to Indonesia's National Socio-Economic Survey (SUSENAS) 2014. Realising the Company's vision of sustainable development in the surrounding communities, YTLJT developed a number of economic empowerment programmes. For example they created the Cooperative Development and Small Business Empowerment scheme, to provide additional income for local communities.



A water storage unit and infiltration well in Dusun Jatian

Through these programmes, YTLJT helped to develop new business opportunities making use of the resources available in the area, and supported the development and the strengthening of the cooperative organisations through training programmes and optimisation of the development of product quality and marketing. To date, the Company has assisted a total of seven cooperatives and small enterprises benefiting about 300 participants since 2015.

Programmes as of FY2017	Unit
Cooperative Development	Cooperative
Cooperative Mebel Selobanteng Jati Makmur	Cooperative
Cooperative Bhinor Jaya Abadi	Cooperative
Women Cooperative "Bhinor Lestari"	Cooperative
"Jenggala" Organic Fertiliser, Kotaanyar Village	Enterprise
Cooperative Taman Lestari - Production of BIOTAMOR Organic Fertiliser	Enterprise
Mangrove and Sea Pines Nursery, Harapan 2 Farmer Group	Enterprise

YTL Hotels is also committed to creating inclusive value chains which integrate business and community interests. In support of creating job opportunities for local communities, especially unemployed housewives, The Surin Phuket (TSP) has been incorporating local hand-crafted batik as part of their signature gifts to guests. They also source woven handicraft items such as hats and beach bags as well as locally crafted wooden signs to mark the reuse of linen and towels. The programme has been so successful that the resort orders approximately 400 pieces of batik on a monthly basis.

ENRICHING COMMUNITIES

THE SUCCESS STORIES 1:

Cooperative Development

Cooperative Bhinor Jaya Abadi

A subsidiary of the cooperative, PT Bhinor Jaya Abadi has been successful in identifying business opportunities in services and construction. The profits were returned to the members of the cooperative in the form of dividends.



Selobanteng Jati Makmur Cooperative

The capability and the capacity of the Selobanteng Jati Makmur Cooperative was improved through cooperation with handicraft component suppliers resulting in increased quantities of crafts and lower production costs. In addition to handicrafts, the cooperative also initiated a teakwood craftsmanship development programme. This programme has been successful in giving leftover teakwood (which was previously sold as low value firewood) a second life and added value.



Bhinor Lestari Women Cooperative

Training and courses in cake making and catering businesses, production of Madura batik and environmentally friendly (green bags) were regularly carried out.



THE SUCCESS STORIES 2:

Small Business Empowerment Programme

Pantai Harapan Mangrove Community

The Company continues fostering and supporting farmers in Randutatah village in the development of a nursery facility for sea pine seedlings. This facility targeted to meet the necessary demand of sea pine planting in the area. The villagers have already obtained additional income from the sale of the seeds. The mangrove and sea pines conservation area in Randutatah village was recently developed into a local ecotourism site. More visitors come to the area, creating an array of economic opportunities for the local community.



Taman Lestari Organic Farmers Group

The Company initiated the development of a production facility for their brand of BIOTAMOR organic fertiliser. The raw material for BIOTAMOR comes from dry slurry or digested sludge from cow dung produced by the biogas units. Laboratory tests show that the fertiliser has better nutrient content compared to ordinary composting fertiliser. This programme has created a market value for cow dung and dry slurry. The biogas unit owners and the farmers have generated additional income from the sale of the fertiliser. The Company also supports the community in making appropriate packaging for BIOTAMOR. Similar activity in producing organic fertiliser from the slurry of domestic biogas has started at Kotaanyar village, and involves at least 48 biogas beneficiaries. At the outset of this initiative they were able to produce about five tonnes of organic fertiliser per month.

ENRICHING COMMUNITIES



YTL Communications CEO Wing K Lee (2nd from right) with the Penang Starwalk 2016 lucky draw winners where **Yes** sponsored two 3-Day, 2-Night stays at Tanjung Jara Resort worth RM5,000 each



YTL Communications CEO Wing K Lee (2nd from left) with the Ipoh Starwalk 2017 lucky draw winners where **Yes** sponsored two 3-Day, 2-Night stays at Pangkor Laut Resort worth RM5,000 each



Final match of 2017 U-12 Football Tournament, with 24 football clubs in Probolinggo participating

Supporting Community Health and Well-being

Continuing with the Company's support of promoting healthy lifestyles, YTL Comms worked with Star Media Group to sponsor three separate walkathon events - Penang Starwalk 2016, Anak-Anak Malaysia Walk 2016, and Ipoh Starwalk 2017 with a total contribution of RM330,000 in the form of cash and accommodation packages at YTL Hotels' properties.

Through this sponsorship, the Company recognises the community's growing appreciation and the need to promote healthier lifestyles and as such, hopes to help encourage more fellow Malaysians to inculcate regular exercise into their daily routines.

Chapman's Challenge, a unique aquathlon experience at YTL Hotels' Pangkor Laut Resort returned for its second year on 13 May 2017; exactly 72 years after Colonel Spencer Chapman escaped from Emerald Bay in Pangkor Laut in a submarine. A total of 110 competitors from 11 countries across four continents braved a 3.8km road run around the island followed by a 2.4km jungle trail run, and finally a 1km swim in the sea at Emerald Bay before running up the beach and through the finish line at Chapman's Bar. This year's challenge was won by Matt Poole from Australia who completed the entire course with a record time of 00:46:45. The top five finishers have had their names displayed on the scoreboard at the Chapman's Bar and the top three winners of each category won exciting stays at luxury properties within YTL Hotels' global portfolio.

Commencing in 2016, YTLJT has developed and promoted U-12 and U-15 soccer competitions. Under the scheme of promoting life skills and healthy living through soccer, YTLJT conducted "Training of Trainers" for 24 Probolinggo soccer coaches. Continuing

the previous year's programme with ASA (ASEAN Soccer Academy Foundation), the Company underwent a selection of the Jawa Power-YTL U-12 squad. A total of 115 U-12 soccer players from 24 local soccer clubs joined the selection event on 30 April 2017, and finally, 20 players were selected to join a three-year programme under the Jawa Power-YTL Soccer Development Centre in Paiton. One of the goals is to produce talented U-15 players for the national team or professional soccer clubs.



Balloon release marks the opening match of 2017 Jawa Power-YTL U-15 Student Football League

ENRICHING COMMUNITIES

Sponsorship and Fundraising for Charity

Our journey of sustainability began with charitable giving and sponsorships. However, we are now transitioning to a more strategic and holistic approach, yet still keeping this practice alive as a tool to engage with communities and to further enhance our brand reputation.



Duli Yang Maha Mulia Sultan Selangor, Sultan Sharafuddin Idris Shah Alhaj Ibni Almarhum Sultan Salahuddin Abdul Aziz Shah Alhaj, Royal Patron of Yayasan Raja Muda Selangor presenting an appreciation gift to Dato' Yeoh Soo Min, Executive Director of YTL Corp during the "Talent for the World - The Third Show" Dinner at Istana Selangor Kuala Lumpur

Yayasan Raja Muda Selangor

Yayasan Raja Muda Selangor is a foundation established in conjunction with the coronation of the Sultan of Selangor. It aims to give a future to marginalised youth through vocational and motivational courses, and also nurtures latent talent and develops successful artists. YTL Corp donated RM50,000 during the "Talent for the World - The Third Show" Dinner held at the Istana Selangor, Kuala Lumpur on 26 August 2017.

International Charity Bazaar

42 nations gathered under one roof at the grand ballroom of JWML for the International Charity Bazaar. Launched by Datin Sri Siti Rubiah Datuk Abdul Samad, wife of Malaysian Foreign Affairs Minister Dato' Sri Anifah Aman, the event was organised by the Association of Spouses of Heads of Diplomatic Missions in Malaysia (SOHOM) with the cooperation of the Philippines Embassy. The venue was sponsored by YTL Corp and 100% of the sale proceeds from the bazaar were donated to local organisations.



Datin Sri Siti Rubiah Datuk Abdul Samad, wife of Malaysian Foreign Affairs Minister Dato' Sri Anifah Aman (sixth from the left, first row) and Dato' Yeoh Soo Min, Executive Director of YTL Corp (sixth from the right, first row) taking a group photo with participants from 42 nations at the International Charity Bazaar



YTL booth at Global Transformation Forum

Global Transformation Forum

YTL Corp was the Platinum sponsor for the second instalment of the Global Transformation Forum, the world's singular platform for influential, global leaders to engage and share experiences and best practices on personal, national and business transformation. Held on 22-23 March 2017 at the Kuala Lumpur Convention Centre, this year's speakers line up included Jack Ma, Founder and Executive Chairman of Alibaba Group; Chris Gardner, entrepreneur, author and philanthropist and many others; with over 3,000 delegates from 76 countries attending the two-day event.

The Lost Food Project

YTL Corp donated RM30,000 to The Lost Food Project, an NGO that addresses issues relating to saving food and reducing waste. With these funds YTL helped the organisation buy a truck for the purpose of collecting surplus food and distributing it to the needy in the Klang Valley and Selangor State. To date, this has helped them deliver good quality surplus food from supermarkets which is equivalent to raw ingredients for 30,000 to 40,000 meals a month delivered to those in need.



A volunteer loading food into the vehicle for distribution

ENRICHING COMMUNITIES

Supporting Local Government Units

YTL Comms under the 4G mobile brand, **Yes**, returned as the main sponsor for the National Teacher's Day Festival 2017 in Johor, that was held in collaboration with Utusan Melayu (M) Berhad and the Ministry of Education, officiated by Deputy Prime Minister of Malaysia Dato' Seri Dr. Ahmad Zahid Hamidi.

The festival drew a crowd of 80,000 including teachers, students, and parents over a span of five days. Throughout the festival, there were various fun-filled activities including cooking competitions and the Pancaindera Concert. In addition, the festival also hosted various education seminars, examination workshops as well as ICT-based training workshops. These seminars and workshops are meant to equip and help them with the necessary ICT skills to thrive in today's knowledge economy. Along with the seminars and workshops, the "10-minute Morning Assembly Modules" for all the national schools in Johor was also launched.

YTL Power Services has shown their appreciation towards police forces in Terengganu by supporting a number of programmes. The Company sponsored the lucky draw gifts for the "Jom Bantu Rakyat" programme at Jerangau Police Station's opening ceremony and gardening rocks for improving Dungun District Police Station landscaping works under their "Upgrade the Police Station" programme. For the environment, the Company sponsored the "Hari Alam Sekitar Negara 2016" Fun Run organised by Terengganu State Department of Environment to create awareness among locals on how to promote and sustain a clean and healthy environment.

In the neighbouring state of Pahang, throughout the financial year, PCSB, a subsidiary of YTL Cement donated nearly RM50,000 to local schools, government agencies and non-governmental organisations in support of community causes in Kuantan.

GROWing bigger, one step at a time

In sustaining the collaboration with GROW (Goodwill, Rehabilitation and Occupational Workshop), YTL PowerSeraya's adopted charity saw a new project themed "Make a Difference" to help a GROW beneficiary with cerebral palsy named Bobby, by improving his home living conditions. In October 2016, YTL PowerSeraya's employees volunteered their time to clean up his flat from cleaning the window grilles, washing the toilets, painting the front metal gate and replacing old items such as his mattress and fan.

Through "Steptember", a fundraising initiative by the Cerebral Palsy Alliance Singapore (CPAS), the Company raised close to SGD7,000 for GROW (under provision of CPAS). This initiative challenged each participant to take 10,000 steps a day to stay healthy while raising funds for CPAS at the same time. During the year end, the employees celebrated Christmas with more than 80 GROW beneficiaries at the Safra Punggol Bowling Centre.

Leveraging the spring-cleaning activities during the pre-Lunar New Year period, the Company organised "Give Your Trash a Second Life" where used items that were still in good condition were donated to the GROW's thrift store for sale.



The happy faces of GROW beneficiaries celebrating Christmas with YTL PowerSeraya's employees

Space for Charity

In optimising the retail space and central location of Myer Centre Adelaide (MCA) under Starhill Global REIT, they managed to provide a prime location for non-profit organisations to raise funds and awareness for social causes. The mall has loaned these spots to charities like Royal Flying Doctor Service, Retinal Australia, Red Shields and Greenpeace. As part of the Rundle Mall Management Authority's community support programme, MCA has been a supporter with the donation of AUD0.50 per car parked on ANZAC Day, in remembrance of war heroes and returned servicemen.



Food donation by The Surin Phuket Resort to Ban Don Shrine

Donation of Food and Old Towels

On 21 September 2016, TSP in Thailand donated food and ingredients to the local Ban Don Shrine in support of the Phuket Vegetarian Festival.

As reported previously, the resort continues to care for dogs and supports the Phuket Soi Dog Foundation by donating their old towels for use during surgical procedures.

ENRICHING COMMUNITIES



Jeffrey Mong, General Manager of The Majestic Hotel Kuala Lumpur and Dato' Azrene Abdullah, Chairman of Breast Cancer Foundation at the event

A Majestic Pink Afternoon Tea Affair with PRIDE

Breast cancer is the most commonly diagnosed cancer among women worldwide, and men are not immune either. Early screening is always best, and everyone should know the symptoms and signs of breast cancer. In support of Early Detection Saves Lives, The Majestic Hotel Kuala Lumpur (TMHKL) hosted "A Majestic Pink Afternoon Tea Affair with PRIDE" organised with the Breast Cancer Foundation (BCF), formerly known as PRIDE Foundation in conjunction with Breast Cancer Awareness Month in October.

The official launch which took place on 12 October 2016 was attended by Dato' Azrene Abdullah, Chairman of BCF, Nori Abdullah, Chairman of Penyayang, and some local female celebrities. During the event, a breast cancer survivor, Aisyah Asmadi shared her personal story about how the disease changed her outlook on life. Proceeds from the sale of Majestic Bears sold for RM100 each were channelled to BCF.



The Smile Asia cake

Smile Asia Week

In conjunction with Mother's Day, RCKL organised the "Smile Asia Week" to sell specially created limited edition cakes with the aim of raising funds and awareness to benefit approximately 600 children suffering from cleft palate and other facial deformities. A total of 494 cakes valued at around USD6,000 were sold in 2017.



Nicely decorated party for Ines and her family

Make A Wish Child

In line with YTL Hotels' Community Footprint and Make-A-Wish collaboration, RCKL hosted a one night stay and an afternoon tea party for Ines and her family on 14 January 2017, in order to fulfil the wish of a child with a critical illness and to ensure her experience was a memorable one.

Watermark and Grid Community Awards

Wessex Water's Watermark Awards support organisations across their region with their environment projects. Last year's awards included one to help a Somerset school with its swift nesting box project, another one to build a pond as part of a school outside the classroom initiative and final one to aid a project to save a rare butterfly - the Duke of Burgundy.

Meanwhile, groups and organisations in Dorset, Wiltshire and Somerset with environmental and wildlife projects in areas along Wessex Water's water supply grid scheme received funding for environmental initiatives through the Company grid community awards. The awards helped restore a historic pond in Dorchester and supported the Wiltshire Bat Group to purchase new monitoring equipment to study a rare species of bat.



New outdoor classroom at a primary school in Trowbridge

ENRICHING COMMUNITIES

Spreading Festive Joys



Datin Paduka Seri Hajjah Rosmah Mansor, BAKTI President (centre), and Dato' Yeoh Soo Min, Executive Director of YTL Corp (third from right), with other BAKTI members having lunch with charity recipients at JWMLK.

Celebrating Chinese New Year

The event organised by the Association of Wives of Ministers and Deputy Ministers (BAKTI) and YTL Corp at JWMLK, was attended by members of BAKTI together with over 500 people from 15 welfare centres and nursing homes around the Klang Valley.

The programme has been created to extend assistance to the less fortunate, in addition to fostering a closer relationship with each other. Each charity received a donation of RM5,000 from BAKTI, in conjunction with the Chinese New Year celebration. The welfare centres involved were Ampang Welfare Committee, Ti-Ratana Welfare Society, Selangor Cheshire Home, Chempaka Buddhist Lodge, Rumah Victory Centre, Shelter Home, Special Needs Learning Centre and others.

Harvest Festival Carnival 2017

Recognising the cultural significance of the Kaamatan or Harvest Festival, YTL Comms decided to spread the joy amongst local communities and also encouraged Sabahans to make use of the internet in order to stay connected with friends and family during the festive season. YTL Comms was the main sponsor for Dewan Bandaraya Kota Kinabalu's city-wide annual "Karnival Kaamatan" (Harvest Festival Carnival) celebration in Kota Kinabalu, Sabah. **Yes**, the mobile 4G brand under YTL Comms sponsored a total of RM50,000 in the form of cash and in-kind gifts.



YTL Communications Executive Director Dato' Yeoh Soo Keng (far right) participating in the officiating ceremony at the Pesta Kaamatan 2017



Celebrating breaking fast with employees and local communities

Ramadan Buka Puasa

Continuing their tradition of engaging with surrounding communities during the Islamic holy month, Perak-Hanjoong Simen provided aid of RM10,850 to local mosques and suraus. The Company also sponsored and organised several *Buka Puasa* (breaking fast) gatherings at Masjid Hadhari Padang Rengas and in their office, with community members and employees invited.

On the same theme, PHS Trading also organised a Chinese New Year Assembly, breaking fast and Hari Raya luncheon for employees and local communities.

ENRICHING COMMUNITIES

Christmas Hope Bazaar

YTL Foundation, in conjunction with 54C, The YTL Learning Space jointly organised a Christmas Hope Bazaar at the concourse floor of Lot 10 to raise funds for underprivileged children around their community, where handicrafts handmade by children were on sale, alongside handcrafted jewellery, mushroom growing kits, Christmas decorations and more. Choir performance, ukulele, carolling and ballet all given by children drew the audiences to the Hope Bazaar. A total of RM12,043.60 was raised from the public through the purchases, and resulting proceeds were channelled to various charities.



A musical performance by the children beneficiaries at Lot 10 Shopping Centre



Group photo of children from welfare homes celebrating with hotel guests and employees in front of the majestic Christmas tree at the JWMKL lobby, where the wishes of these children were displayed

Toys for Tots Campaign

JWMKL spread joy and kindness once again during the Christmas of 2016 through its annual "Toys For Tots" Campaign. As part of their effort to enliven the YTL Group's approach to enriching communities, JWMKL officially launched the charity drive on 25 December 2016 - 24 January 2017 to grant children their wishes.

Organised by JWMKL's Human Resources Department, five children's welfare homes were invited to participate in the campaign, namely Trinity Home, Rumah Perlindungan Nur Qaseh, Pusat Jagaan Sidhartan, Angels Children's Home, Rumah Ozanam and Shelter Home. A total of 167 children benefited through contributions from hotel guests and employees.

Shop & Learn for a Cause

SGREIT's Wisma Atria hosted 20 beneficiaries from Chen Su Lan Methodist Children's Home in Singapore. They were given retail vouchers to shop for their Christmas presents assisted by ten employee volunteers, with the goal of helping in their planning, budgeting and decision-making with guidance provided. Tenants like BricksWorld, Picnic and Typo also chipped in to make the event a memorable experience for the children.

Wisma Atria also donated the proceeds from its Christmas Cheer promotion, whereby shoppers made donations of SGD5 which were redeemed for candy, cotton candy or photo prints at the mall's indoor event space.



Shop & Learn community activity for the beneficiaries from Chen Su Lan Methodist Children's Home

Celebrating Christmas in Style

To add more excitement to the Christmas celebrations in Kota Kinabalu, YTL Comms sponsored the "12th Gaya Christmas Carnival 2016" by donating RM50,000 which included erecting a 50-foot Christmas tree - the tallest in Kota Kinabalu.

FEEDBACK

We are always cognisant of balancing stakeholder concerns and interests in our sustainability journey and do the best to be prepared for the challenges ahead. We remain committed to continuous improvement, and we appreciate and value your comments and thoughts regarding our sustainability initiatives, developments, reporting and communication. Please do send your feedback to us at sustainability@ytl.com.my.

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