

### AN OVERVIEW OF THIS SUSTAINABILITY STATEMENT

As PRG Holdings Berhad ("PRG" or "the Group"), our commitment to excellence is reflected in every facet of our investment holdings and management services. With a diverse portfolio spanning manufacturing, energy efficiency, property development, construction and agriculture, our commitment to sustainability is evident across our diverse business domains.

In light of this, we are delighted to present our sustainability statement for the year 2023, offering a transparent assessment of our environmental, social and governance ("ESG") performance in our investment holding and management services.







### AN OVERVIEW OF THIS SUSTAINABILITY STATEMENT (CONT'D)

### **Highlights of PRG's Sustainability Progress**

PRG Holdings Berhad is pleased to report the following sustainability accomplishments for the fiscal year 2023. Among the most significant is the establishment of a group-wide sustainability policy. Underpinned by our four sustainability pillars, this strategic framework reaffirms our commitment to implementing holistic sustainability practices within our operations.

We adopted the Task Force on Climate-related Financial Disclosures ("TCFD") recommendations which enabled us to identify our climate-related risks and opportunities. With this understanding, we integrated climate considerations into our decision-making processes. We commenced our Scope 1 and Scope 2 greenhouse gas ("GHG") emissions reporting in 2023, and will extend this effort to include Scope 3 GHG emissions in the upcoming year.

Maintaining high ethical standards, we achieved zero incidents of bribery, corruption, whistleblowing, customer privacy breaches, human rights violations and workplace harassment and discrimination throughout FY2023. We further solidified our commitment to inclusivity with the Group's Diversity and Inclusion Policy as well as provided balanced training hours for our employees regardless of gender, ensuring equal opportunities for all employees.

Our Energy Efficiency Division has played a pivotal role in guiding businesses towards more sustainable and energy efficient operations. Prominent clients who benefited from our expertise are located in both Singapore and Malaysia. Among these esteemed entities are the Changi Airport Group, ION Orchard and Fraser's Property, showcasing our capability to foster environmentally responsible practices across diverse industries.

By contributing to positive environmental and social impacts while fostering long-term economic growth, we aim to set new benchmarks in corporate sustainability.

### **Setting the Scope of Our Disclosures**

PRG operates in markets in Malaysia, Vietnam, and Singapore. In this sustainability statement, the disclosures cover operations in Malaysia, Vietnam and Singapore, for the reporting period from 1 January 2023 to 31 December 2023 ("FY2023"). The statement encompasses four (4) of our business divisions: Manufacturing Division, Energy Efficiency Division, Property Development & Construction Division and Agriculture Division.

Corporate Office	Location
PRG Holdings Berhad	Malaysia
• PRG Management Services Sdn.	Malaysia
Bhd.	•
• PRG Asset Holdings Sdn. Bhd.	Malaysia

Manufacturing Division	Location
<ul> <li>Texstrip Manufacturing Sdn. Bhd.</li> <li>Furniweb Manufacturing Sdn. Bhd.</li> <li>Furniweb Safety Webbing Sdn. Bhd.</li> <li>Furniweb (Vietnam) Shareholding Company</li> </ul>	Malaysia Malaysia Malaysia Vietnam
Energy Efficiency Division	Location
<ul> <li>Measurement &amp; Verification Pte. Ltd.</li> <li>Measurement &amp; Verification Sdn. Bhd.</li> </ul>	Singapore Malaysia

Property Development and Construc	etion Division
Property Development Division	Location
<ul><li>PRG Property Sdn. Bhd.</li><li>Premier Baycity Sdn. Bhd.</li></ul>	Malaysia Malaysia
Construction Division	Location
<ul> <li>Premier Construction Sdn. Bhd.</li> <li>Premier Construction (International) Sdn. Bhd.</li> </ul>	Malaysia Malaysia

Agriculture Division	Location
• PRG Agro Sdn. Bhd.	Malaysia

### AN OVERVIEW OF THIS SUSTAINABILITY STATEMENT (CONT'D)

### **Setting the Scope of Our Disclosures (Cont'd)**

Due to the cessation of operations at our sales gallery at Subang U5 Embayu, Bukit Damansara, environmental data from the Property Development Division was excluded from our disclosures for FY2023. Additionally, the Agriculture Division only encompasses social disclosures for FY2023.

We recognise that our operational environments can vary between these regions. Therefore, we strive to standardise our reporting processes to consolidate our sustainability data by assigning equal importance to each region, creating a balanced disclosure. Adopting this uniform approach allows stakeholders to gain a holistic understanding of our ESG performance across regions.

### The Reporting Standards That Guide Us

In preparing this statement, we referenced the requirements and documents set forth by Bursa Malaysia Securities Berhad ("Bursa Securities") which include the Main Market Listing Requirements ("MMLR"), Sustainability Reporting Guide (3rd Edition) and the Illustrative Sustainability Report. Additionally, we initiated a phased implementation of TCFD recommendations and aligned our initiatives with the United Nations Sustainable Development Goals ("UN SDGs"). Our statement also adheres to the Global Reporting Initiative ("GRI") Standards, ensuring our sustainability reporting meets international benchmarks, providing stakeholders a reliable account of our performance and objectives.



### **Contributing Feedback**

For continued improvement of our sustainability practices and to better pinpoint the gaps in our performance, we welcome all views and comments from you, our stakeholders. Please direct all feedback pertaining to our reporting to ir@prg.com.my.

### **Assurance Statement**

The Sustainability Statement has not been subjected to an assurance review. To maintain high standards of transparency and accountability, all data were internally sourced, vetted and confirmed by the respective business divisions and information owners to ensure accuracy.



By contributing to positive environmental and social impacts while fostering long-term economic growth, we aim to set new benchmarks in corporate sustainability.



PRG operates in markets in Malaysia, Vietnam and Singapore.

### **ACHIEVEMENTS WE ATTAINED IN FY2023**

In line with our commitment to adopting sustainable business practices, this section provides an overview of our sustainability performance for the current year.

### Governing With Integrity



### **ZERO**

reported incidents of bribery and corruption

### **ZERO**

complaints concerning breaches of customer privacy and losses of customer data

### 44%

procurement expenditure directed to local suppliers

Established an ESG evaluation checklist for supplier assessment



### Upholding Ethical Economic Principles



Building Value Through Environmental Responsibility



Commenced Scope
1 and Scope 2 GHG
emissions monitoring

Achieved 2% reduction for electricity consumption



### **ZERO**

reported cases of human rights violation and whistleblowing

### **ZERO**

reported cases of workplace harassment and discrimination

### **Empowering People** and Communities



### SUSTAINABILITY STATEMENT (CONT'D)

### TRACING OUR PATH TO SUSTAINABILITY

- Published Inaugural Sustainability Report
- Adopted Bursa Malaysia Sustainability Reporting Guide (1st Edition)
- Identified 3 Sustainability aspects: Economic, Environmental and Social
- Identified 6 stakeholder groups
- Conducted annual materiality review

- Adopted the Bursa Malaysia Sustainability Reporting Guide (3rd Edition)
- Adopted the TCFD Recommendations
- Established a Sustainability Policy
- Established a 3-tiered Sustainability Governance Structure
- Conducted a materiality re-assessment and generated a materiality matrix
- Identified 4 EESG pillars: Economic, Governance, Social and Environment
- Identified 14 material sustainability matters
- Identified 1 new stakeholder group
- Adopted 4 UN SDGs

2022

2017 - 2021

2023

- Adopted Bursa Malaysia's Sustainability Reporting Guide (2nd Edition)
- Maintained 3 sustainability aspects: Economic, Environmental and Social
- Maintained 6 stakeholder groups
- Conducted annual materiality review

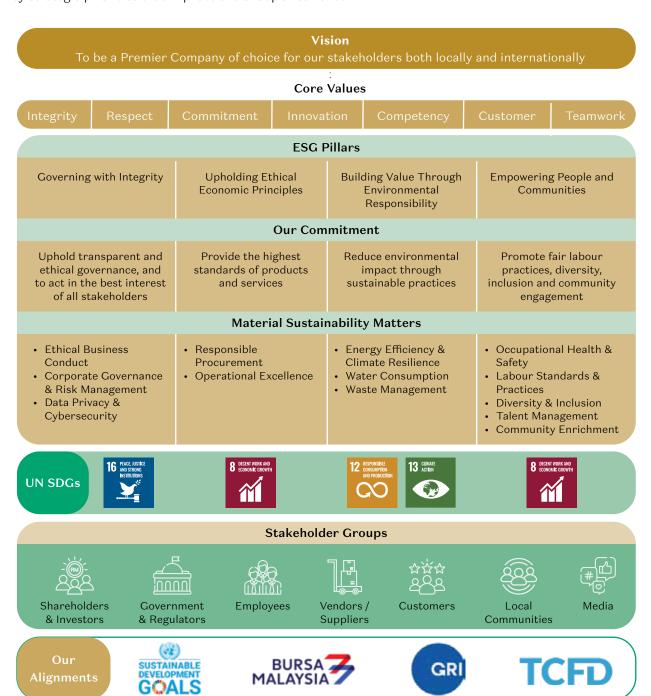
### PRG HOLDINGS BERHAD

### PRG'S HOLISTIC APPROACH TO SUSTAINABILITY

### **Introducing Our ESG Framework**

We developed our ESG framework with the purpose of aligning our sustainable business approach with current sustainability developments and establish effective risk management opportunities. The framework strategically positions PRG to generate sustainable long-term business growth in adherence with rising stakeholder expectations.

Structured around four primary pillars of sustainable value creation, this framework empowers PRG to establish key strategic priorities that improve the Group's resilience.



### Growing a Culture of Sustainability Through PRG's Policy

Aligned with our drive to promote the harmonisation of our business practices with ESG principles, we introduced our newly established Sustainability Policy. Serving as a foundational framework, it articulates our focus on ethical conduct and the proactive management of our environmental and social impact, guiding our sustainable development.

### **PRG's ESG Pillars**

Governing with Integrity We prioritise robust governance to optimise operations, create value and safeguard stakeholder interests. In upholding high standards of corporate governance, ethics and transparency, we ensure compliance with relevant laws and regulations that emphasise on effective risk management where it includes data privacy and cybersecurity.

Upholding Ethical Economic Principles PRG is dedicated in delivering excellent economic performance, aiming to generate high values for our stakeholders. We achieve this through operational excellence, ensuring reliable delivery of quality products and responsible procurement practices.

Building Value Through Environmental Responsibility PRG acknowledges our responsibility to our environmental impacts and actively work towards minimising our carbon footprint through efficient energy management practices. Our commitment to environmental stewardship includes efforts to conserve the ecology and biodiversity, along with responsible waste management as well as water consumption practices.

Empowering
People and
Communities

Recognising the pivotal role of our people in securing business success, we pledge to provide a safe, healthy, diverse and inclusive workplace. Adhering to stringent labour standards, our social responsibility extends to the entire value chain and local communities; promoting fair opportunities, ensuring responsible supply chain practices and contributing to the social progress of the local community.

### From Global Goals to Tangible Progress

Formulated by the UN General Assembly, the 17 SDGs promote a worldwide agenda of sustainable development to end poverty, achieve peace, protect the planet and ensure prosperity and partnerships for an equitable future. To ensure these deeply interconnected goals remained balanced, each must be developed in consideration with one another.

Given our international reach, we are uniquely positioned to achieve these objectives and have aligned our ESG concerns with 4 UN SDGs to facilitate our contribution to the global sustainability agenda.

### **PRG's Initiatives UN SDGs Targets** UN SDG 8: 8.8: Protection of • Ensured a safe working environment Decent Work labour rights for all employees under the Group's and Economic and promotion Occupational Safety and Health Policy. Growth of safe and • Set up an Emergency Response Team secure working under Occupational Safety and Health Committee ("OSHC") for cases of health environments emergency at workplace. Adhered to Health Standard Operating 8 DECENT WORK AND ECONOMIC GROWTH Procedures ("SOP") by Jabatan Keselamatan dan Kesihatan Pekerjaan ("JKKP"). • Ensured a safe working environment for all employees under the Group's Occupational Safety and Health Policy. · Provided employees with diversified onthe-job trainings based on the needs of respective positions and talents. • Conducted assessment for performance of employee to implement development programmes.

### From Global Goals to Tangible Progress (Cont'd)

	UN SDGs	Targets	PRG's Initiatives
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	UN SDG 12: Responsible Consumption and Production	12.4: Environmentally sound management of waste  12.7: Promote public procurement practices that are sustainable, in accordance with national policies and priorities	<ul> <li>Implemented an Environmental Management System at the factories.</li> <li>Disposed hazardous waste via licensed pollutant treatment company and treated wastewater before discharge.</li> <li>Performed tests on samples from potential suppliers and engage on trial basis.</li> <li>Sourced raw materials from suppliers on the approved suppliers list and evaluation conducted from time-to-time basis.</li> <li>Engaged with suppliers fairly, transparently and ethically via evaluations and background information assessment to ensure suppliers are environmentally and socially responsible.</li> </ul>
13 CLIMATE ACTION	UN SDG 13: Climate Action	13.2: Integration of climate change measures into policies, strategies, and planning	<ul> <li>Replaced traditional light bulbs with electricity-saving light bulbs alongside energy saving practices.</li> <li>Explore alternative packaging method or recycled packaging materials.</li> </ul>
PEACE, JUSTICE AND STRONG INSTITUTIONS	UN SDG 16: Peace, Justice and Strong Institutions	<b>16.5:</b> Reduction in all forms of corruption and bribery	<ul> <li>Established policies and guidelines:</li> <li>Whistle-Blowing Policy and Guidelines</li> <li>Anti-Bribery and Corruption Policy</li> </ul>

### **PRG HOLDINGS BERHAD**

### PRG'S HOLISTIC APPROACH TO SUSTAINABILITY (CONT'D)

### **Directing Our Initiatives with Sustainability Governance**

We developed a two-tier sustainability governance structure to assure a coordinated approach in advancing our sustainability goals. Headed by PRG's Board of Directors ("BoD" or "the Board"), it is accountable for setting the Group's direction towards sustainability.

The Board is supported by the Sustainability Committee ("SC"), which oversees the Group's sustainability strategy, ESG initiatives and implementation of sustainability practices into the business. The SC is also responsible for the overall integration of sustainability, including the sustainability framework, commitments, strategy, targets, and ensuring the credibility of material ESG topics disclosed in sustainability reporting.

The details below underline the main functions and duties of each tier within our governance structure.



### **Position Roles and Responsibilities** Provides strategic oversight of the Group's overall sustainability agenda, strategies and Board of climate-related risks and opportunities. Directors Provides approval for sustainability strategies, policies, material sustainability matters and the annual Sustainability Statement proposed by the SC. Provides oversight of the establishment of sustainability strategies, priorities and targets, ensuring alignment with the Group's goals, commitment and business strategies. · Provides oversight on the sustainability performance, processes, framework and strategies. Assesses and manages ESG-related risks and opportunities, including climate-related · Ensures strategic management of material sustainability matters and oversees Sustainability implementation of approved strategies. Committee · Oversees stakeholder engagement and the management of material sustainability matters. · Reviews the adoption and effectiveness of sustainability policies/standards and provides oversight and input for sustainability strategy implementation to align with the Group's Performs other functions and exercise powers delegated by the Board.

### **Engaging Stakeholders to Drive Excellence**

We place significant importance to the feedback provided by our stakeholders as their opinions are critical to our decision-making process, with far-reaching implications for both the financial and non-financial components of our value chain. To gather these valuable insights and understand the material concerns of our stakeholders, we engage with them through various channels to ensure our sustainability activities meets their specific needs and expectations.

Shareholders & Investors



Investors and shareholders are essential contributors to a company's success, providing crucial capital, Influencing its decision-making and sharing in both the risks and rewards of the business.

### Engagement Platform

- Annual and
- Quarterly Reports
   Annual General
- Meeting ("AGM")
- Extraordinary General Meeting ("EGM")
- Announcements on Bursa Securities
- Company WebsitePress Release and
- Press Release and Coverage

### Areas of Concern

- Financial Performance
- Business
   Strategies and
   Directions
- Compliance with Regulations
- Corporate
   Governance and
   Transparency
- Ethics and Integrity

### PRG's Response

- Provide financial performance quarterly and annually.
- Communicate business strategies through annual reports and updates.
- Maintain clear communication about the Group's compliance efforts and regulatory adherence.
- Maintain ethical business practices and implement policies related to Anti-Bribery and Anti-Corruption, the code of conduct and whistleblowing.

Government & Regulators



The government and regulators are crucial to a company as they provide a legal framework, establish industry standards and enforce regulations, ensuring fair competition, compliance and the overall stability of the business environment.

### **Engagement Platform**

- Emails / Letters
- Dialogues with the Authorities
- Regulatory Authority-led Workshops and Trainings

### **Areas of Concern**

- Compliance with Laws, Regulations, Guidelines and National Policies
- Governance Compliance
- Occupational Health and Safety

### **PRG's Response**

- Establish a compliance management system that involves conducting regular audits and assessments to ensure full compliance with all relevant laws and regulations.
- Engage regularly with government agencies to address concerns and build cooperative relationships.
- Invest in occupational health and safety programmes, conduct risk assessments and implement preventive measures.

### Engaging Stakeholders to Drive Excellence (Cont'd)

Employees are essential to a company's success, serving as the driving force behind innovation, productivity and the delivery of products or services while also contributing significantly to the company's culture and overall performance.



### Engagement **Platform**

- Appraisal Meetings
- Training Programmes
- Individual Development Plans
- Circulation of Internal Memos
- Email Communications
- Employee Engagement Activities
- Festive Gatherings
- Team Building Activities
- Meetings with the Management
- Weekly Sport Activities

### **Areas of Concern**

- Performance and Remuneration
- Training and Career Development
- Talent Retention
- Employee Welfare
- Occupational Health and Safety

### PRG's Response

- · Conduct regular salary reviews and provide performance-related bonuses or incentives.
- Provided a range of training and development programmes.
- Offer a comprehensive remuneration package and address employees' concerns when raised.
- Provide a variety of employee benefits and encourage open communication channels for employees to voice their concerns.
- Conduct regular safety training sessions and provide necessary safety equipment for work.



### Engagement Platform

- Negotiations with Vendors / Suppliers
- Supplier Periodical Performance Evaluation
- New Vendor Evaluation and Registration

### **Areas of Concern**

Vendors and Suppliers are vital to a company, playing a critical role in the supply chain by providing the necessary goods and services, influencing product quality, production efficiency and overall operational success.

- Development of Vendor and Supplier Long-Term Relationship
- Stable Quality Supply and On Time Delivery

### **PRG's Response**

- Conduct regular communication of business goals and expectations with vendors and suppliers.
- · Provide feedback and establish clear contractual terms and fair payment practices.
- implement quality control measures to ensure consistent product quality.
- Develop a reliable supply chain management system to track and optimise delivery timelines.

### **Engaging Stakeholders to Drive Excellence (Cont'd)**

Engagement



- Social Media
- Official Website
- Launches / Marketing Events
- Designated Sales and Marketing Team / Personnel

### **Areas of Concern**

Customers are paramount to a company's success, as their satisfaction and loyalty drive revenue, market reputation and sustained business growth.

Media is crucial to a company as it shapes public perception, disseminates information and influences brand image, playing a pivotal role in marketing, reputation management and overall corporate communication.

- Brand Reputation
- Products and Services Quality
- Customer Satisfaction
- Delivery Schedule
- Data Privacy

### PRG's Response

- Transparently communicate values and sustainability efforts.
- Embrace corporate social responsibility initiatives.
- Implement stringent quality control measures and provide responsive customer service.
- Optimise delivery schedules with an efficient supply chain management system.
- Adopt strict data privacy policies and implement robust cybersecurity measures.

Media

Customers



### Engagement A

 Engagement Sessions and Interviews

**Platform** 

- AGM and EGM
- Press Release and Coverage
- Coverage
   Press Conference

### **Areas of Concern**

- Company Reputation
- Publicity
- Business Performance

### PRG's Response

- Engage with the media through press releases, interviews and updates to highlight the positive aspects of the Group's activities.
  Maintain open communication
- Maintain open communication channels with the media, ensuring timely and accurate responses to inquiries.
- Regularly release performance updates and strategic plans to keep the media informed about the Group's business trajectory.

Local Com<u>munities</u>



Local communities are essential to a company, serving as key stakeholders whose support and well-being can impact the company's reputation, social license to operate and long-term sustainability.

### Engagement Platform

- Community
   Engagemen
- Volunteering
   Programmes

### **Areas of Concern**

- Social
- Responsibility
- Community
- Development
   Environmental Impacts

### **PRG's Response**

- Engage with local communities and get involved in community initiatives and charitable projects.
- Explore and adopt environmentally sustainable practices such as energy efficient technologies.

### **IDENTIFYING WHAT IS MATERIAL**

### **The Materiality Assessment Process**

Materiality assessments play an integral role in our understanding of the ESC topics significant to the Group and important stakeholders. We undertake materiality assessments to ensure relevance with current sustainability trends, industry advancements and legislative adjustments, and to better discover opportunities and manage risks. Guided by Bursa Malaysia's Sustainability Reporting Guide (3rd Edition), we benchmarked against domestic and global industry leaders, best industry practices and relevant sustainability risks to identify the topics material to

Phase 1:



13 material sustainability matters were identified based on relevance to PRG and our stakeholders. These considerations encompassed global trends and are streamlined according to Bursa Malaysia's latest reporting requirements.

Phase 2:

Ranking

Stakeholders completed an online Google Survey Form to rank the material matters in order of importance to the business and to the stakeholders.

Phase 3:



The responses were collated and analysed to generate a materiality matrix.

Phase 4:

Validation & Approval

The materiality matrix was presented to the Senior Management for validation and the Board of Directors for approval.

### Generating the Materiality Matrix

From analysing the input received via the assessment conducted this year, we determined 13 material matters of significance. They are plotted on a matrix to clearly indicate the relevance of particular matters to our company operations and stakeholders, with the top right segment emphasising the most important.

The top five material matters of importance, according to the matrix, are Ethical Business Conduct, Occupational Health and Safety, Operational Excellence, Corporate Governance and Risk Management and Data Privacy and Cybersecurity.

These high priority issues are generally linked to optimal management performance with robust governance that ensures smooth business continuity.



### Governing with Integrity

- **Ethical Business Conduct**
- Corporate Governance and Risk Management
- 5 Data Privacy and Cybersecurity

- Operational Excellence
- Responsible Procurement

### Building Value Through Environmental Responsibility

- 6 Energy Efficiency and Climate Resilience
- 10 Waste Management
- 11 Water Management

- Occupational Health and Safety
- Talent Management
- Labour Standards and Practices
- Community Enrichment
- (B) Diversity and Inclusion

### MAPPING OUR MATERIAL SUSTAINABILITY MATTERS

Material sustainability considerations are intrinsically linked across our ESG pillars, key stakeholder groups and UN SDGs. They are pivotal in allowing us to recognise and delve into relevant issues influencing the Group's performance. By acknowledging this interconnectivity, we can strategically align our business practices with ESG principles, fostering a framework that enhances our operational performance, contributes positively to the well-being of our stakeholders as well as reinforce our support of the UN SDGs.

**Governing with Integrity** 

Material Sustainability Matters	Our Approach	Stakeholders	UN SDGs
Ethical Business Conduct	We ensure adherence to the Group's code of conduct, provide necessary trainings and implement secure whistleblowing reporting channels to address concerns.	بديلايم ع	
Corporate Governance and Risk Management	We practice transparent communication channels, conduct regular risk identification and mitigation strategies, comply with regulations and strive for improvements in governance and risks management practices.		16 AND STRONG INSTITUTENTS
Data Privacy and Cybersecurity	We implement strict data privacy policies and procedures, conduct employee trainings and adopt security measures to safeguard our stakeholder's data and privacy.		
	Upholding Ethical Economic Principles		
Material Sustainability Matters	Our Approach	Stakeholders	UN SDGs
Responsible Procurement	We explore and adopt sustainable sourcing policies, monitor and improve procurement practices, conduct regular audits and assessments as well as engage with suppliers and vendors to align with evolving sustainability expectations.		8 DECENT WORK AND ECONOMIC GROWTH
Operational Excellence	We continuously seek advanced technologies, foster a culture of improvement, align our strategies with goals, regularly monitor our performance with key metrics and minimise waste generation and resource consumption to improve overall efficiency.		711
	Building Value Through Environmental Responsi	ibility	
Material Sustainability Matters	Our Approach	Stakeholders	UN SDGs
Energy Efficiency and Climate Resilience	We aim to minimise our environmental impact and address climate change by enhancing the Group's energy management system and assisting others in transitioning into energy efficient operation.	-(m)-	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Water Consumption	We strive to efficiently manage water consumption throughout our operations by adopting efficient consumption management measures.		13 CLIMATE ACTION
Waste Management	We stay informed about waste management regulations, commit to reducing waste generation through the digitalisation of operations, and implement monitoring		

systems to track waste generation.

### **PRG HOLDINGS BERHAD**

### MAPPING OUR MATERIAL SUSTAINABILITY MATTERS (CONT'D)

Empowering People and Communities			
Material Sustainability Matters	Our Approach	Stakeholders	UN SDGs
Occupational Health and Safety	We implement comprehensive safety policies, involve employees in safety initiatives, provide the necessary equipment and comply with regulations to ensure a safe and healthy workplace environment.		
Labour Practices and Standards	We ensure compliance with labour laws and regulations, promote equal opportunities, offer fair remunerations and establish transparent communication channels with employees.	\$\frac{1}{2} \frac{1}{2} \frac	
Diversity and Inclusion	We implement inclusive hiring practices and promote a diverse and equitable workplace culture through establishing initiatives to ensure fair treatment and respect for all employees.		8 DECENT WORK AND ECONOMIC GROWTH
Talent Management	We invest in employee development programmes, provide ongoing training and development opportunities for career growth and skill enhancement as well as prioritise employee well-being to attract, retain and develop a diverse and skilled workforce.		
Community Enrichment	We engage in community outreach programmes, contribute to social development projects and practices that positively impact the communities.		

### ADDRESSING CLIMATE CHANGE

The Financial Stability Board devised the TCFD framework to assist organisations in analysing the risks and opportunities posed by climate change. These recommendations were designed to allow organisations to communicate clear climate-related financial disclosures with their shareholders, ultimately enabling informed decision-making and capital allocation.

To bolster our climate action and better manage climate-related matters and disclosures, PRG plans to adopt TCFD recommendations and its four core elements: Governance, Strategy, Risk Management and Metrics and Targets.

### Governance

The Board's strategic oversight on climate-related risks and opportunities at PRG is integral to building a resilient and sustainable business strategy aligned with both environmental responsibility and long-term shareholder value.

Position	Roles and Responsibilities
Board of	• The Board exercises strategic oversight over the integration of sustainability strategies,
Directors	policies and initiatives, including climate-related aspects into the business operations.
	• The Board reviews and provides approval for ESG key performance indicators ("KPIs"),
	encompassing indicators related to climate considerations.
Management	• The SC monitors the implementation of sustainability initiatives and performance, including
Team	those that are climate-related.
	• The SC provides recommendations on sustainability initiatives and strategies to the Board,
	including those that are climate-related.

### ADDRESSING CLIMATE CHANGE (CONT'D)

### Strategy

The assessment of climate related risks and opportunities is first entrusted to the SC, then subjected to consideration by the Board. Identifying these climate-related factors enables PRG to formulate strategies for adapting to and mitigating future climate events, enhancing the resilience of PRG's business operations.

Туре	Potential Risks Opportunities	
Transition Risks	Policy and Legal	
	<ul> <li>Increased cost incurred from the implementation of carbon tax or other carbon pricing mechanisms.</li> <li>Potential incurred cost from penalties and fines due to the enforcement of regulations for environmental compliance.</li> </ul>	<ul> <li>Reduction of the Group's reliance on carbon-intensive materials and processes.</li> <li>Implementation of environmental management systems to ensure compliance with environment regulations and industry best practices, preventing the risk of environmental penalties or fines.</li> </ul>
	Technology	
	• Potential incurred cost due to difficulties in the adoption of new technology and new low-carbon alternatives.	• Long-term cost and resource savings upon successful implementation of new technology and low-carbon alternatives.
	Market	
	<ul> <li>Decreased revenue and reduced demands for products due to evolving customer preferences, trends and market demands.</li> </ul>	• Opportunity for innovation and strategic shifts into sustainable products and affordable housing solutions.
	Supply Chain	
	Disruption in operational efficiency due to suppliers' difficulty in adapting to evolving environmental standards.	<ul> <li>Opportunity to foster partnerships with suppliers committed to environmental standards, through encouraging and supporting their transition to sustainable practices.</li> </ul>
Physical Risks	Acute	
	<ul> <li>Damages in assets or disruptions in value chain due to extreme weather events such as flooding and heat waves.</li> </ul>	<ul> <li>Opportunity to invest in resilient infrastructure, materials, processes or technology that can withstand and mitigate the impact of extreme weather events.</li> </ul>
	Chronic	
	<ul> <li>Increased cost and decreased revenue due to long-term disruptions in the Group's operations caused by potential enduring effects such as extreme variability in weather patterns.</li> </ul>	Opportunity to implement measures or strategies that enhance business resilience and infrastructure improvements.

### **PRG HOLDINGS BERHAD**

### ADDRESSING CLIMATE CHANGE (CONT'D)

### Risk Management

To mitigate potential financial implications, we outlined our objectives and actions which involve integrating processes for identifying, assessing and managing climate-related risks into our risk management framework.

Risk Management	Description
Identification of Climate Risks	• Quarterly review of business risks is conducted and potential climate-related risks are identified by the Risk Management Team ("RMT") through the Risk Management Framework.
Assessment of Climate Risks	<ul> <li>The identified climate risks will be evaluated and assessed by the RMT based on their likelihood of occurrence and the impact on the business.</li> <li>The Audit and Risk Management Committee ("ARMC") reviews the risks reported by the RMT on a quarterly basis.</li> </ul>
Management of Climate Risks	<ul> <li>Effective controls and risk-mitigating action plans will be developed and implemented to address the identified risks.</li> <li>The RMT will monitor the outcomes of the implemented controls and action plans, reassess the risks, and formulate new mitigating strategies if necessary.</li> <li>The ARMC reviews the assessment reports related to the effectiveness of the internal control function and risk management process.</li> </ul>

### **Metrics and Targets**

To quantify our progress in managing climate-related risks, we established metrics and targets that serve to accurately evaluate our sustainability efforts. These involve measuring our carbon emissions, waste, energy and water consumptions, expressing carbon emissions in  ${\rm tCO_2e}$ , electricity usage in kWh, water consumption in  ${\rm m^3}$  and waste generation in tonnes. We track and disclose our GHG emissions under Scope 1 and Scope 2, and will be initiating Scope 3 in the upcoming year. Additional details regarding our management approach and performance data can be found under the section "Energy Efficiency and Climate Resilience", page 63-65.

### GOVERNING WITH INTEGRITY

In our commitment to sustainable business practices, PRG recognises the importance of good governance as the cornerstone of our diverse operations. Upholding the highest standards of ethical conduct and transparency, we strive to integrate ESG considerations into our decision-making process across our divisions, fostering responsible practices that positively impact our stakeholders and the communities we serve.

### Material Sustainability **Matters**

- Ethical Business Conduct
- Corporate Governance and Risk Management
- Data Privacy and Cybersecurity







### Sustainability Highlights in FY2023



**ZERO** reported incidents of bribery and corruption



**ZERO** complaints concerning breaches of customer privacy and losses of customer data

### Contribution to the UN SDGs



### **Ethical Business Conduct**

Striving to instil the highest standards of effective corporate governance, PRG adheres to the Code of Conduct ("the Code"), firmly anchoring our business on the principles of ethical behaviour and strong governance, ensuring such values are embedded into our operations.

### Our Approach

We maintain high ethical standards through a series of operating manuals and handbooks, including the Code of Conduct ("the Code") which outlines guidelines and principles for expected behaviours, ethical standards and employee responsibilities. To foster a culture of integrity, we prioritise regular training sessions on our Code of Conduct for all employees, ensuring thorough understanding of our ethical principles as they apply to their day-to-day responsibilities.

Upon joining the company, each employee receives a comprehensive employee handbook, readily accessible on our company server. This handbook serves as a practical guide, offering insights into our organisational values, policies and procedures.

### **Corporate Governance and Risk Management**

As a responsible corporate entity, PRG endeavours to comply with all relevant laws and regulations governing our operations, in line with the Malaysia Code on Corporate Governance ("MCCG").

### GOVERNING WITH INTEGRITY (CONT'D)

### **Corporate Governance and Risk Management (Cont'd)**

### Our Approach

The Group established several policies to foster good governance and promote ethical business practices.

PRG's Policies	Description
Anti-Bribery and	Essential for safeguarding the Group's legal standing, reputation and ethical integrity. It is
Corruption Policy	a proactive measure to prevent bribery and corruption, fostering a culture of honesty and
	transparency among Board members, employees and business associates.
Whistle Blowing	Establishes a structured mechanism for employees and stakeholders to report instances
Policy and	of unethical, illegal or unsafe behaviour within the Group. In this regard, the procedure
Guidelines	facilitates early detection, allowing the Group to address concerns before they escalate
	and potentially lead to significant issues.
Occupational	Outlines the Group's efforts in managing occupational health and safety risks within the
Safety and Health	Group. This policy includes legal compliance, risk management, employee well-being and
Policy	specific measures to ensure the prevention of workplace injuries, illnesses and accidents.
Diversity and	A formalised framework within the Group that outlines our stance on promoting diversity
Inclusion Policy	and fostering an inclusive workplace culture. Hence, the policy addresses various
	dimensions of diversity, sets clear expectations for fair treatment, equal opportunities
	and the prevention of discriminatory practices.
Director's Fit and	Describes the criteria established to assess the suitability, integrity and competence of
Proper Policy	potential candidates for appointment to the Board of Directors. This policy outlines the
	qualifications, experience and ethical standards that directors are expected to meet to
	ensure they are fit and proper to fulfil their roles.

Anti-corruption training is integral to the establishment of an ethical and law-abiding workplace. To enhance understanding of corruption and its consequences, we provide Anti-Bribery and Anti-Corruption ("ABAC") training to uphold a corruption-free culture. Additionally, we offer a clear explanation of our whistle-blower reporting procedures, ensuring that our employees are well-acquainted with the process.

### Group Risk Assessment Framework

We strive to safeguard both our employees and the Group from unforeseen risks that could potentially impact our business and reputation. In pursuit of this objective, PRG has established a robust risk management framework to identify and mitigate risks, leading to reduced expenses and enhanced business reputation.

The key elements of PRC's risk management framework are listed as below.

Risk Identification The Risk Management Team ("RMT") conducts quarterly reviews to identify new risks and assess the relevance of existing risks to the Group's objectives. In the event of an unforeseen situation that significantly impacts the business environment, we promptly initiate a comprehensive risk review process.

Risks categorised as strategic, operational, credit, finance/account and Information Technology ("IT") are evaluated by the RMT. Effective controls and mitigation action plans are developed and implemented to address identified risks.

The RMT continually monitors the progress of our action plans and periodically reviews business risks. If desired results are not achieved, the team re-evaluates risks and devises new mitigation strategies.

### GOVERNING WITH INTEGRITY (CONT'D)

### Corporate Governance and Risk Management (Cont'd)

### Our Approach (Cont'd)

### Group Risk Assessment Framework (Cont'd)

PRG's Risk Management Structure includes the Board, supported by the ARMC which in turn is assisted by the RMT. The Group's Internal Audit Function regularly reviews the business processes of all business segments, offering recommendations for enhancing effective risk management, controls and governance processes.

Risk management reviews occur quarterly and the RMT reports significant risks in key areas to the ARMC and the Board during these quarterly meetings. The internal auditors independently assess the adequacy of operational risk management processes and report their findings to the ARMC.

### **Our Performance**

In FY2023, anti-corruption training was provided to 60% of senior management, 53% of management and 63% of executives. We are pleased to report that this ABAC training resulted in zero documented instances of corruption in FY2023.

Additionally, 100% of PRG's operations were assessed for corruption-related risks through our risk management assessment.





	FY2021	FY2022	FY2023
Number of bribery and corruption incidents	0	0	0
Percentage of operations assessed for corruption-related risks	100%	100%	100%



### **Data Privacy and Cybersecurity**

The rapid growth of digital technology has spurred innovation within organisations while exposing them to increasingly sophisticated cybercrime attacks. As we navigate the ever-changing technological landscape, it is imperative to protect the privacy of our data and uphold the integrity of our systems.

### **GOVERNING WITH INTEGRITY (CONT'D)**

### Data Privacy and Cybersecurity (Cont'd)

### Our Approach

1

2

The Group prioritises the responsible collection, utilisation and management of personal data across all our operations. This is achieved through various measures:

### **Compliant Data Privacy Measures:**

Our data privacy measures adhere to the Personal Data Protection Act ("PDPA") 2010, ensuring comprehensive data protection.

### Robust Information Management System:

We have established an information management system policy to proactively mitigate security risks and manage data effectively.

### Clear Data Classification and Access Control:

Data within the Group is classified into different levels (public, internal or restricted) based on confidentiality. This guides employee access and usage, restricting sensitive information to authorised personnel.

### Cybersecurity Awareness and Vigilance:

We emphasise the importance of vigilance in addressing cyber threats. Through ongoing training and awareness programmes, we cultivate a vigilant workforce equipped to detect and report potential cybersecurity risks, further strengthening our defences.

### **Our Performance**

4

In FY2023, our Group reported no complaints regarding infringements of customer privacy or data loss.



Our Achievement

Zero Reported Cases of Customer Privacy Breaches and Data Losses

### UPHOLDING ETHICAL ECONOMIC PRINCIPLES

Conventional models often prioritise short-term gains over long-term sustainability, leading to environmental degradations and social inequities. At PRG, we believe that economic growth, environmental responsibility and social considerations are not mutually exclusive, but rather synergistic forces. By championing sustainability, we embark on a journey where economic progress harmonises with responsible stewardship, laying the foundation for a resilient and thriving future.

### Material Sustainability Matters

- Responsible Procurement
- Operational Excellence

### Our Stakeholders













### Sustainability Highlights in FY2023



Established an ESG evaluation checklist for supplier assessment

### **Responsible Procurement**

Responsible procurement is integral to sustainable strategies, encompassing ESG considerations. We actively seek suppliers who share our goals of ethical sourcing, environmental stewardship and fair labour practices. Partnering with like-minded businesses allows us to share best practices, encourage responsible practices across the industry, ensure supply chain integrity and minimise our environmental footprint.

### Our Approach

Driven by transparency, fairness and continuous improvement, we implemented a rigorous supplier management process. In FY2023, we strengthened this process by establishing our new supplier ESG checklist, focusing on aspects of governance, social and environment to assess potential partners. The following flowchart defines our comprehensive approach to selecting, evaluating and collaborating with suppliers who align with our principles and vision for excellence. It ensures we procure from reliable partners who meet our stringent requirements, uphold ethical standards and contribute to a sustainable supply chain.

### UPHOLDING ETHICAL ECONOMIC PRINCIPLES (CONT'D)

### Responsible Procurement (Cont'd)

### Our Approach (Cont'd)



### **Step 1: Supplier Sourcing**

Factors for consideration:

- · Price and payment terms
- Product and service quality
- Operational scale and geographical proximity
- Environmental and social practices



### Step 2: Supplier Evaluation

- Conduct background checks and assess credibility
- Communicate the Group's expectations on responsible practices
- Perform sample tests
- Consider trial runs or pilot projects



### Step 3: Qualification

- Compile quality evaluation reports
- Admit suppliers meeting all criteria to the qualified supplier list
- Maintain a list of qualified suppliers for principle raw materials



### Step 6: Potential Issues

If a supplier:

- Fails to meet quality requirements
- Contributes to material product defects
- Violates ethical/ environmental standards

Then:

- Remove from supplier qualified list
- Seek alternative suppliers



### Step 5: Performance Monitoring

- Closely monitor the performance of all suppliers
- Regularly track quality, delivery times and adherence to ethical practices



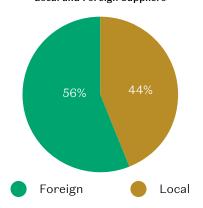
### Step 4: Procurement

- Purchase principle raw materials only from qualified suppliers on the list
- Obtain quotations from different suppliers for other procurements

### **Our Performance**

The major contribution to procurement comes from the Manufacturing Division at PRG. This year, PRG directed 44% of the procurement budget to local suppliers and 56% to foreign suppliers.

### Percentage of Procurement Budget on Local and Foreign Suppliers



### UPHOLDING ETHICAL ECONOMIC PRINCIPLES (CONT'D)

### **Operational Excellence**

Operational excellence is a key driving factor of our capacity to meet customer demands, maintain competitiveness and foster sustainable growth. Beyond efficiency, it embodies a commitment to continuous improvement. Embracing this philosophy, we consistently delve into innovative technologies and processes aimed at diminishing resource consumption, minimising waste and optimising energy utilisation. Our efforts translate into cost savings and fortifies our resilience to environmental challenges.

### Our Approach

Within our Group's manufacturing division, we practise lean manufacturing principles to minimise waste and optimise resource consumption, allowing us to generate value-oriented products responsibly.

### **Quality Management**

At PRG, we uphold the belief that the pursuit of sustainability is inseparable from our commitment to product responsibility. In this section, we delve into our endeavours to deliver products that meet the highest standards of quality while exemplifying our environmental and social responsibility.

### Our Approach

Recognising that the reliable delivery of high-quality products is crucial for the Group's prosperity, we implemented stringent quality control protocols throughout the entire production cycle. In addition, we constantly work towards complying to local and global standards for product certifications.

### **Our Performance**

Our Group is recognised by numerous awards and certifications, assuring that our diverse range of products are safe and high-quality.

- GB/T19001-2016/ISO 9001:2015: Quality management system
- GB/T24001-2016/ISO 14001:2015: Environmental management system
- IATF 16949:2016: Automotive quality management system
- Oeko-Tex® Standard 100 Product Class I & II: Textiles free from harmful substances
- ISO 13485:2016: Medical device quality management system
- · BRC Global Standard for Packing Materials Issue 6: Packaging safety and quality

The Oeko-Tex® Standard 100 in our manufacturing division serves as the gold standard for safety. We meticulously adhere to its strict testing and verification procedures, ensuring every stage of production, from raw materials to finished products, is free from harmful substances.

### UPHOLDING ETHICAL ECONOMIC PRINCIPLES (CONT'D)

Operational Excellence (Cont'd)

Our Approach (Cont'd)

### **Customer Satisfaction**

Customer satisfaction is a fundamental driver of success and growth, especially in the manufacturing and property divisions, impacting everything from revenue, reputation and long-term sustainability. Customer feedback provides valuable insights into areas that need improvement, leading to product enhancements in goods manufacturing and better property management practices for our property division.

### Our Approach

Customer satisfaction and feedback enable us to better understand various aspects of our operations, customers and market while providing valuable insights into the needs and expectations of customers. At PRG, it is important for us to proactively resolve issues across our varied business sectors. Hence, we established a dedicated customer service team responsible for managing and addressing customer complaints.



### BUILDING VALUE THROUGH ENVIRONMENTAL RESPONSIBILITY

Global environmental issues like water shortages, waste production and the progression of climate change are rapidly gaining momentum. Understanding the interconnected nature of these challenges and the possible ecological impacts of our activities, PRG is working towards enhancing our climate risk management through tangible initiatives.

### Material Sustainability Matters

- Energy
   Efficiency
   and Climate

   Resilience
- WaterConsumption
- Waste Management

### Our Stakeholders









### Sustainability Highlights in FY2023



Commenced Scope 1 and Scope 2 GHG emissions monitoring



Achieved 2% reduction for electricity consumption

### Contribution to the UN SDGs





### **Energy Efficiency and Climate Resilience**

Amidst the global surge in energy demand, concerns such as economic instability and the overarching challenge of climate change become more pronounced, necessitating an imperative to address this issue. In alignment with the global goals outlined in the Paris Agreement, PRG actively works to find equilibrium between our energy use along with curbing our carbon footprint across the Group's diverse operations. This underscores our proactive stance in contributing to a sustainable and low-carbon future.

### Our Approach

### **Energy Consumption**

The Group utilises both primary and secondary energy sources in our daily activities. Our manufacturing division relies on natural gas, petrol and diesel as the primary sources of energy to generate electricity and power the steam boilers. Additionally, a substantial portion of PRG's total energy consumption and operational expenses is attributed to purchased electricity which falls under the indirect energy category.

### **GHG** Emissions

This year, the Group initiated the tracking and monitoring of Scope  $1^1$  and Scope  $2^2$  GHG emissions, aimed at gaining a deeper understanding of our environmental impact, given the diverse nature of our operations across various sectors. Looking ahead, we aspire to expand our emissions monitoring by incorporating Scope 3 in the coming year, enabling a more comprehensive assessment of our carbon footprint and further elevate the effectiveness of our sustainability disclosures.

### **Our Performance**

### **Total Energy Consumption**

In FY2023, the Group's total energy consumption reached 31,191 GJ. While we observed a slight decrease of 0.4% compared to FY2022, we are actively taking steps to reduce our carbon footprint.

### BUILDING VALUE THROUGH ENVIRONMENTAL RESPONSIBILITY (CONT'D)

### **Energy Efficiency and Climate Resilience (Cont'd)**

### Our Performance (Cont'd)

### Fuel Consumption

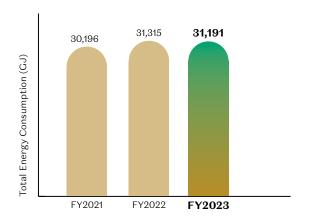
Boilers play an essential role within our manufacturing division, making it the primary energy consumer. This year, the recorded total consumption of natural gas, petrol and diesel across our operations amounted to 10,189 GJ, 727 GJ and 1,901 GJ, respectively. Natural gas consumption decreased by 3% while petrol consumption decreased by 7%. Meanwhile, petrol consumption increased by 54% compared to the previous year.

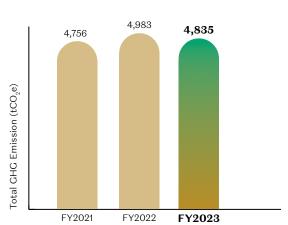
### **Electricity Consumption**

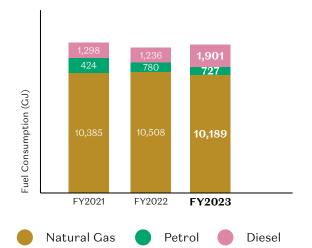
The Group reported a total of 5,104,096 kWh electricity consumed in FY2023. We are pleased to report a 2% reduction in electricity consumption compared to FY2022.

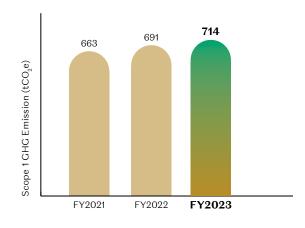
### **GHG Emissions**

PRG recorded a total of  $4,835 \text{ tCO}_2\text{e}$  GHG emissions FY2023, with Scope 1 contributing to 15% of the total and Scope 2 contributing 85%. In FY2023, we recorded a 3% decrease in the total GHG emission.





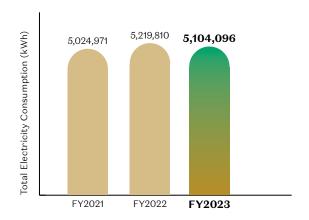


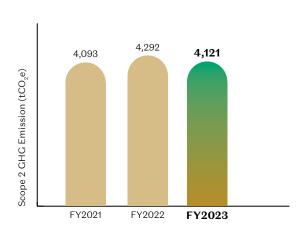


### BUILDING VALUE THROUGH ENVIRONMENTAL RESPONSIBILITY (CONT'D)

### **Energy Efficiency and Climate Resilience (Cont'd)**

### Our Performance (Cont'd)





<sup>&</sup>lt;sup>1</sup> Emissions resulting from the direct combustion of carbon-based fuel sources, such as natural gas, diesel or petrol. Scope 1 was calculated using emissions factors from the UK Government GHG Conversion Factors for Company Reporting 2023.

In our Energy Efficiency Division, we successfully executed energy-conserving projects at Changi Airport Group, Frasers Property and ION Orchard, emphasising innovative approaches to optimise energy consumption.

# Project Description • Upgraded airside with 14 new Air Handling Stations, 7 new Air Handling Units (AHUs) and a new control system • Upgraded the chiller plant with 4 new chillers, pumps, cooling towers and a new control system Changi Airport Group Innovative Approaches • Implemented a new Airside Management System (AMS) and Chiller Management System (CMS) with advanced fault detection and diagnostic capabilities, designed to save energy, reduce manpower requirements and enhance reliability Energy Efficiency Improvement • Achieved a 41.6% reduction in Tier 2 air-conditioning energy consumption • Annual energy savings of 21 million kWh

<sup>&</sup>lt;sup>2</sup> Emissions resulting from the purchase of grid electricity, generated in part from the combustion of carbon fuels, such as coal or natural gas. The emission factor from the 2021 CDM Electricity Baseline for Malaysia by the Malaysian Green Technology Corporation was used to calculate Scope 2 emissions.

### **PRG HOLDINGS BERHAD**

### BUILDING VALUE THROUGH ENVIRONMENTAL RESPONSIBILITY (CONT'D)

### **Energy Efficiency and Climate Resilience (Cont'd)**

### Our Performance (Cont'd)

ION Orchard	<ul> <li>Project Description</li> <li>Upgraded the Air Handling Units (AHUs) and Precision Air Handling Units (PAHUs)</li> <li>Replaced existing 6 AHUs and 7 PAHUs with high-efficiency Electronically Commutated (EC) fan type units</li> </ul>
	<ul> <li>Innovative Approaches</li> <li>Installed a new Airside Management System (AMS) with aggregated network architecture design</li> <li>Optimised AHU/PAHU fan speed control</li> </ul>
	<ul><li>Energy Efficiency Improvement</li><li>Energy efficiency improved from 0.22 kW/RT to 0.15 kW/RT</li></ul>
Frasers Property	<ul> <li>Project Description</li> <li>Upgraded the chiller plant by replacing the chillers and cooling towers</li> <li>Converted 40 units of water-cooled packaged unit (WCPU) to chilled water fan coil unit (FCU)</li> </ul>
	Innovative Approaches  • Implemented a new Chiller Management System (CMS) with a condition monitoring system
	<ul> <li>Energy Efficiency Improvement</li> <li>Energy efficiency improved from 0.831 kW/RT to 0.54 kW/RT</li> </ul>

### **Water Consumption**

Responsible water management transcends financial imperative, embodying an environmental and ethical obligation to address the growing water scarcity concern. Due to our presence within Southeast Asia, we recognise our global footprint places us in a unique position to address this pervasive challenge. As part of our pursuit towards environmental stewardship, we are dedicated to implementing effective initiatives aimed at conserving this precious resource.

### **Our Approach**

PRG proactively explores and implements effective water conservation initiatives throughout our operations to optimise our water usage and minimise waste. By regularly inspecting and maintaining infrastructure like taps, pipes and storage systems, we minimise leaks and inefficiencies. We also encourage a water-conscious culture by reducing reliance on bottled water in meeting rooms. To uphold transparency and accountability in our water management efforts, we plan to track the impact of these initiatives, sharing progress, observations and improvement measures with our stakeholders. By prioritising water conservation, we endeavour to be responsible stewards of this essential resource in contribution to a more sustainable future.

### BUILDING VALUE THROUGH ENVIRONMENTAL RESPONSIBILITY (CONT'D)

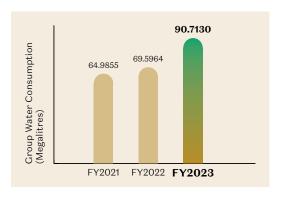
### Water Consumption (Cont'd)

### **Our Performance**

In FY2023, we consumed a total of 90.713 megalitres of water within our operations, with the manufacturing division being the main contributor.

### Note:

1. Water consumption data excludes corporate office due to data limitations.



### **Waste Management**

Waste is an inevitable by-product of any form of operational activity, and its efficient management is crucial to prevent environmental pollution. This holds especially true for PRG, whose diverse portfolio generates an equally varied spectrum of waste material across multiple countries. As stewards of sustainability, we work to optimise our waste management procedures and reduce our environmental footprint.

### Our Approach

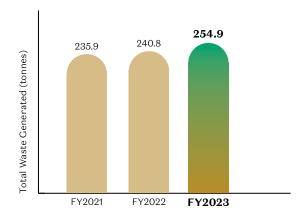
We recognise that our processes generate both scheduled waste, such as waste oil and chemically contaminated containers, and non-scheduled waste including wastewater from dyeing and solid waste.

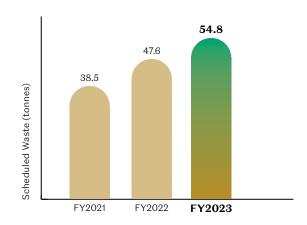
Stringent compliance to environmental laws and regulations is paramount at PRG. We ensure adherence to the Environmental Quality Act of 1974 in Malaysia and the Law on Environmental Protection of 2020 in Vietnam which form the basis of our waste management practices, ensuring responsible disposal and treatment throughout our operations.

PRG is in the midst of transitioning to a digitalised operational model to minimise paper consumption. Embracing digital transformation also provides a number of advantages including heightened productivity and decreased expenses, with a focus on environmental sustainability as we shift from conventional, paper-dependant procedures to digital processes.

Across our operations, we collaborate with licensed contractors who adhere to Department of Environment ("DOE") Malaysia regulations to guarantee proper collection, transportation and disposal of production waste generated in our businesses.

### **Our Performance**

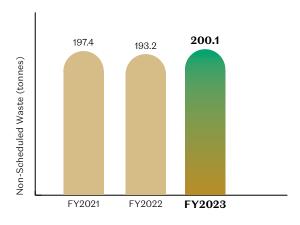




### BUILDING VALUE THROUGH ENVIRONMENTAL RESPONSIBILITY (CONT'D)

### Waste Management (Cont'd)

### Our Performance (Cont'd)



### Note:

- Scheduled waste data is limited to Manufacturing Division only.
- 2. Non-scheduled waste data excludes Property Development and Construction Division.

### **Scheduled Waste**

PRG generated a total of 54.8 tonnes of scheduled waste in FY2023, showing a 15% increase compared to FY2022.

### Non-Scheduled Waste

In FY2023, we generated 200.1 tonnes of non-scheduled waste, primarily comprised of production waste from our manufacturing division and paper waste from administrative activities, representing a 4% increase as compared to the previous year. We are taking steps to explore recycling and resource recovery options for specific waste streams to further reduce our environmental footprint in future years.

explores and implements effective water conservation initiatives throughout our operations to optimise our water usage and minimise waste.

PRG is in the midst of transitioning to a digitalised operational model to minimise paper consumption.

### EMPOWERING PEOPLE AND COMMUNITIES

Sustainability encompasses more than the environment; it includes the well-being of our people, communities, and the broader society. As advocates of social responsibility in all forms, we embrace initiatives that foster conducive working environments, empower our employees, engage with the diverse communities we are a part of and uphold excellence in supply chain management.

### Material Sustainability Matters

- Occupational Health and Safety
- Labour Practices and Standards
- Diversity and Inclusion
- Talent
   Management
- Community Enrichment

### **Our Stakeholders**







### Sustainability Highlights in FY2023



**ZERO** reported cases of human rights violation and whistleblowing



**ZERO** reported cases of workplace harassment and discrimination

### Contribution to the UN SDGs



### Occupational Health and Safety

An environment that is free from preventable risks is important for the safety and well-being of our employees. Prioritising the physical well-being and overall wellness of our workforce not only establishes a foundation for productivity but also ensures sustainable business operations. At PRG, we have implemented systematic safety protocols, structured training programmes and fostered a culture of proactive risk management to uphold the highest standards of workplace safety.

### Our Approach

The Group fully complies with applicable laws and regulations, such as the Occupational Safety and Health Act 1994 (Act 514) and the ISO 45001:2018 Occupational Health and Safety Management System. To fortify health and safety standards across our production facilities and construction sites, we implemented a group-wide Occupational Safety and Health Policy that outlines stringent safety measures that we expect our workforce to adhere to. For new employees, on-the-job health and safety training is provided while ongoing training is conducted for existing employees.

Additionally, PRG regularly publishes safety bulletins, actively promotes and discusses them to instil a deep understanding of the importance of safety in every aspect of our work, ensuring that employees are well-informed about guidelines, rules and procedures.

### PRG HOLDINGS BERHAD

### EMPOWERING PEOPLE AND COMMUNITIES (CONT'D)

### Occupational Health and Safety (Cont'd)

Our Approach (Cont'd)

### Manufacturing & Construction Division

Employee safety is particularly important in our Manufacturing & Construction Division as detailed in the following key initiatives:

- Occupational Safety and Health Committee ("OSHC"): A designated OSHC actively oversees the health and safety of the workplace environment. In this regard, the committee regularly reviews potential risks, analyses accidents and implements effective remedial actions to prevent future incidents.
- Comprehensive personal protective equipment ("PPE") Programme: The Group equips every employee with proper PPE based on their specific roles and the potential hazards they may encounter. This includes items such as ear protection, goggles, respirators, masks, gloves, boots, insulated shoes, safety belts and more.
- Emergency Preparedness: Recognising the importance of preparing for unforeseen circumstances, the division established an Emergency Response Team under the OSHC's purview. Hence, the team receives regular training on fire safety, first aid, CPR and other crucial skills to ensure they can respond efficiently and effectively in case of emergencies.

### **Construction Division**

Additionally, an internal Occupational Health and Safety ("OHS") management system, derived from OHSAS 18001 was established to maintain stringent health and safety standards throughout our operations.

The Safety and Health Committee ("SHC") is fundamental to our Occupational Health and Safety ("OHS") efforts, ensuring we uphold the highest standards. The SHC convenes regularly, holding meetings at respective sites.

## PRG Holdings Berhad Safety and Health Committee Chairman (Project Manager) Secretary (Safety Officer) Committee Members (Sub-contractors)

### Roles and responsibilities:

- Attending all OHS committee meetings
- Contributing to OHS enhancements
- Promoting safety and health
- Investigating accidents and dangerous occurrences
- Identifying hazardous work conditions
- Ensuring employee cooperation
- Implementing safety and health practices

The Hazard Identification, Risk Assessment, and Risk Control ("HIRARC") conducted in FY2023 identified significant workplace hazards such as working at height, excavation, scaffolding and lifting. To address these issues, we took proactive measures including the installation of barricades for open edges.

### **EMPOWERING PEOPLE AND COMMUNITIES (CONT'D)**

### Occupational Health and Safety (Cont'd)

### Our Approach (Cont'd)

We encourage immediate reporting of any workplace accident, identified case of occupational disease or health and safety incident to the Human Resources department. Our team is trained to offer support and guidance throughout the reporting process and ensure appropriate actions are taken.

For certain incidents such as industrial accidents or accidental pollutant spills, we comply with local labour and environmental regulations by reporting them to the relevant government authorities. PRG cooperates fully with all investigations and strives to maintain transparent communication throughout the process.

### **Our Performance**

In FY2023, a total of 393 employees underwent health and safety training programmes.

Programme Title	Purpose of Training	No. of Attendees
First Aid, Cardiopulmonary Resuscitation ("CPR") & Automated External Defibrillator ("AED") Training	To impart the knowledge and skills needed to respond effectively in emergency situations	18
Fire and Rescue Team ("ERT") Training	To impart the knowledge and skills needed to respond effectively in emergency situations	80
Fire & Emergency Response / Evacuation Plan	Raise fire hazards, proper use of fire extinguishers and evacuation plans awareness	59
Machinery Safety - Boiler	To provide insights and deeper understanding through the analysis of accidents to raise awareness of causes and implications.	1
OSH Coordinator Trained Person	To train employee to be an Occupational Safety and Health ("OSH") Coordinator	1
Face Mask	Best Practices for COVID-19	23
Managing Work at Height	To ensure employees can safely and competently work at heights	32
Safety Handling Scaffold	Educates employees on safety protocols for handling scaffolds	32
Hand Injury Incident	Provides an overview of hand injury incidents, including types, causes, and preventive measures in the workplace	19
Passenger Hoist Operator Training	Educates employees on the safe operation of passenger hoists	3
Signalman Training	Educates employees on how to effectively signal crane operators during lifting operations	11
Rigging & Slinging training	Educates employees on the proper techniques for safely lifting heavy loads using rigging equipment	11
Personal Protective Equipment ("PPE") - Body Harness Training	Educates employees on how to properly use a body harness as part of their PPE	103
Total		393

## Occupational Health and Safety (Cont'd)

## Our Performance (Cont'd)

In FY2023, we accumulated a total of 2,115,437 working hours, during which 3 cases of work-related injuries were reported, resulting in a Lost Time Injury Rate ("LTIR") of 0.28. Moving forward, the Group plans to increase efforts towards ensuring a lower LTIR.

Information	FY2021	FY2022	FY2023
Total number of hours worked	1,304,148	1,542,313	2,115,437
Number of fatalities as a result of work-related injury	0	0	0
Number of recordable work-related injuries	1	3	3
Lost Time Injury Rate ("LTIR")	0.15	0.39	0.28

#### **Labour Practices and Standards**

PRG's central objective is to foster a workplace environment that values and empowers our workforce to contribute their unique talents, inspiring excellence beyond expectations. In support of these goals, we consistently uphold the highest ethical standards in our employment practices, ensuring fair wages, equitable treatment and uphold respect for human rights across our entire value chain.

# Our Approach

Operating with the utmost ethical standards, we adhere to all relevant labour laws and regulations including the Employment Act 1955 and the Minimum Wages Order 2022. In our commitment to transparency and fostering mutual trust with our employees, we make our human resource policies readily accessible to all members of our workforce, including contractors, facilitating their understanding of their rights, responsibilities and encouraging open communication.

In addition, we conduct training sessions for all new employees during their induction. We ensure that our employees are well-informed about their rights and responsibilities through regular updates on policies and procedures related to labour rights, employee rights and human rights through email communications.

With regards to fair and competitive compensation, we offer our employees competitive salaries, incentive programmes and comprehensive benefits packages that reflect the value they bring to the Group. These benefits include health insurance, leave entitlements and retirement plans, ensuring that our employees feel supported throughout their careers.

We also recognise that strong team spirit and employee engagement are crucial for driving productivity and innovation. Therefore, the Group organises regular team-building events, social gatherings and celebrations to foster a sense of camaraderie among our employees, improving communication and creating a more collaborative work environment.

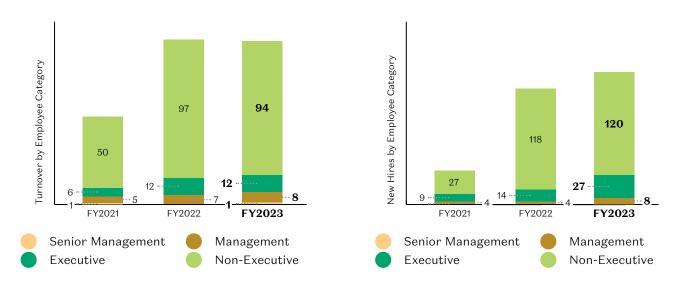
PRG has a zero-tolerance stance against discrimination or harassment, and established clear policies and procedures to decisively address any concerns effectively, guaranteeing a respectful and inclusive workplace environment.

# **Our Performance**

This year, PRG welcomed a total of 155 employees and recorded a total turnover of 115 employees.

# Labour Practices and Standards (Cont'd)

# Our Performance (Cont'd)



We implemented a diverse array of employee engagement programmes that serve as platforms for active participation, sharing perspectives and contributing to the ongoing improvement of our work environment. Through these programmes, PRG aims to cultivate a collaborative culture characterised by open communication and mutual understanding among our employees, promoting a fulfilling workplace experience.

Entity / Subsidiary	Name of Programme	<b>Brief Description</b>
PRG Holdings Berhad	CNY Open House and Office Opening	For a New Office Opening in 2023 & CNY Celebration
	Buka Puasa Dinner	Buka Puasa Dinner
Measurement & Verification Pte. Ltd.	Regular Monthly Head of Department Meeting	Discussion on Departmental Issues, Productivity and Business Directions
	Regular Monthly Sales Meeting	Sales Pipeline Review, Tender Discussions and Sales-related Matters
	Townhall Meeting December 2023	Company Performance for 2023 and Briefing on 360 Performance Appraisal
	Townhall Meeting June 2023	Staff Productivity Assessment
	Townhall Meeting March 2023	Employee Share Option Scheme (ESOS) Announcement
	Townhall Meeting January 2023	Appraisal, Bonus, Increment and Company Performance for 2022
	Annual Bonding Trip	Bonding Trip to Sentosa Van Gogh Exhibition and Barbeque Session at Chevrons Chalet
Furniweb Manufacturing Sdn. Bhd. & Furniweb Safety Webbing Sdn. Bhd.	Hari Raya Lunch Together	Celebration of Hari Raya Festival
	Weekly Badminton Session	Weekly Activity for Staff Wellbeing

# **PRG HOLDINGS BERHAD**

# **EMPOWERING PEOPLE AND COMMUNITIES (CONT'D)**

#### **Labour Practices and Standard (Cont'd)**

## Our Performance (Cont'd)

Our commitment to employee rights resulted in zero recorded instances of non-compliance incidents. Furthermore, there have been no documented cases of human rights violations over the past three years.



# **Diversity and Inclusion**

Understanding that our collective strength thrives on the diversity of perspectives and experiences, PRG believes in embracing diversity in all its forms. We actively cultivate an inclusive culture where everyone feels truly valued and respected. This extends beyond our immediate workforce as we strive to foster collaborations with diverse suppliers and partners. By amplifying the variety of voices, we spark innovation, drive better decision-making and enrich the communities we serve.

## Our Approach

To promote diversity and inclusion within the Group, PRG instituted a Diversity and Inclusion Policy which serves to nurture a workplace characterised by respect and dignity for every individual, irrespective of their background. Our active promotion of diversity extends to our recruitment practices, where we conscientiously identify individuals based on the merit of their skills, experience and potential, ensuring fair hiring practices. The basis of salary remuneration for employees is determined based on the salary scale and job grade, ensuring equal remuneration regardless of gender. Going beyond recruitment, we are dedicated to ensuring these individuals flourish in their roles and reach their full potential through the provision of ongoing support and development programmes.

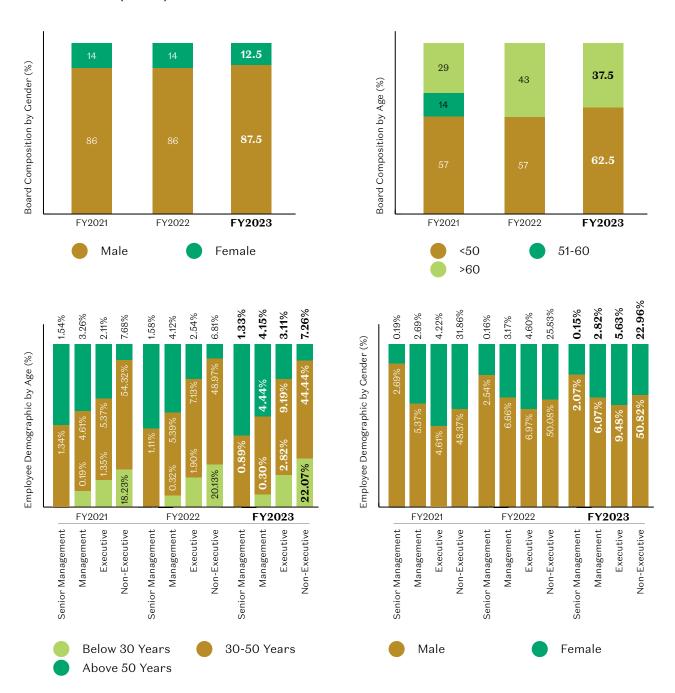
# **Our Performance**

In the fiscal year 2023, our workforce consisted of a total of 675 employees, with a gender distribution of 69% men and 32% women. Among our employees, 25% are below 30 years old, 59% fall between the ages of 30 and 50, and 16% are above 50 years old. Additionally, 70% of our staff are permanent employees, while 30% are on contract.

Meanwhile, our Board comprises 8 members, consisting of 7 men and 1 woman. The age distribution on the Board is diverse, with 63% falling below 50 years old and 38% aged above 60 years old.

# Diversity and Inclusion (Cont'd)

# Our Performance (Cont'd)

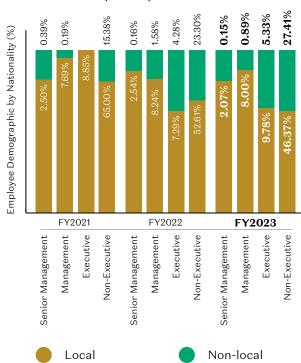


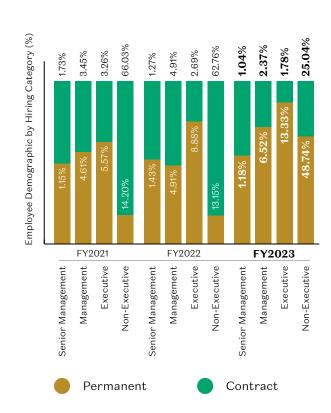
# **PRG HOLDINGS BERHAD**

## EMPOWERING PEOPLE AND COMMUNITIES (CONT'D)

## Diversity and Inclusion (Cont'd)

## Our Performance (Cont'd)





# **Talent Management**

We believe in the potential of our people and actively foster their growth and development, investing in structured training programmes, mentorship opportunities and career advancement initiatives. Our dedication to talent management fuels a culture of continuous learning and ensures a vibrant, resilient workforce capable of shaping the future trajectory of our company.

# Our Approach

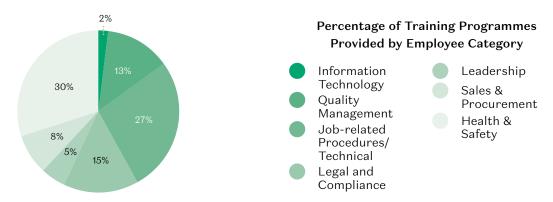
PRG instituted a well-defined training strategy tailored to meet individual employee needs. Commencing from their first day, new team members undergo an onboarding process that acquaints them with our company culture, departmental expectations and essential work procedures. Central to our training approach is the effectiveness of our on-the-job training to enhance specific skills and techniques relevant to each employee's position, talents and interests. Additionally, we impart knowledge in areas such as ISO standards, tax and finance, technical and management essentials through a diverse range of internal and external training opportunities.

Our individual development approach is integrated with established performance evaluation guidelines that allows us to identify specific needs and gaps, ensuring that our training programmes are precisely targeted and yield impactful results.

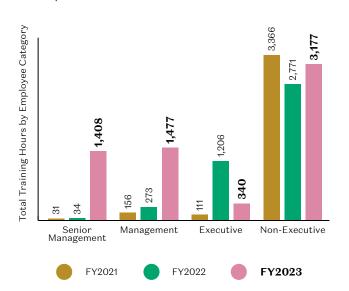
# Talent Management (Cont'd)

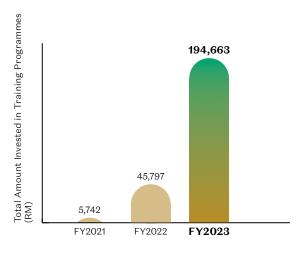
## **Our Performance**

In FY2023, we delivered a total of 60 diverse training programmes. Our training programmes cater to a wide range of needs, with the highest focus on health and safety (30%), technical skills (27%) as well as legal and compliance (15%). We also invest in training related to quality management (13%), sales and procurement (8%), leadership (5%) and information technology (2%).



Recognising the importance of continuous learning at all stages of a career, we tailored training hours based on employee roles. A total of 1,408 training hours were provided to senior management, followed by 1,477 hours to management, 340 hours to executive employees and 3,177 hours to non-executive employees. We believe that equitable access to training for all employees is crucial for achieving our sustainability goals in talent development.





**Community Enrichment** 

# EMPOWERING PEOPLE AND COMMUNITIES (CONT'D)

Our success is intricately intertwined with the well-being of the communities where we operate. More than just securing our social license to operate, investing in the prosperity of our communities cultivates an environment of mutual respect and collaboration, creating a shared future where everyone has the opportunity to thrive. To achieve this, we proactively engage with local stakeholders, collaborate with non-profit organisations and support initiatives that address both social and environmental challenges.

#### **Our Performance**

#### Supporting the Dong Nai Disabled Children Training Centre

Since 2019, we have partnered with the Dong Nai Disabled Children Training Centre in Vietnam, dedicated to enhancing the well-being of vulnerable children with disabilities. Through collaborative efforts, we donate a monthly support of 2 million VND (approximately RM384.16) in supplies to address their most immediate needs. This assistance provides the centre with the flexibility to allocate resources where they are needed most, whether it be nutritious food like milk and cake, staple supplies such as oil, sugar and instant noodles or other crucial equipment like televisions and blackboards. We also extend our support beyond financial assistance by addressing infrastructure needs through repairs to doors and yards.

By supporting the Dong Nai Disabled Children Training Centre, we contribute to the development of a more just and equitable society for all. PRG remains committed to continuing our partnership, making a lasting positive impact on the lives of children with disabilities in Vietnam.









We believe in the potential of our people and actively foster their growth and development, investing structured training programmes, mentorship opportunities and career advancement initiatives.

# **Community Enrichment (Cont'd)**

## Our Performance (Cont'd)

<u>Donation to Hin Hua High School for Chinese New Year Celebration</u>

Celebrating the richness of community diversity is integral to PRG Holdings Berhad. In 2023, we contributed a total of RM 1,928.00 to Hin Hua High School in Klang, Malaysia, during the Chinese New Year celebrations, supporting their organisation of a Lion Dance performance. This engagement exemplifies our dedication to supporting cultural initiatives across the region, reinforcing social bonds and contributing to the vibrant tapestry of cultural heritage within our society. As we progress on our journey, these concentrated efforts are a testament to our commitment to enriching the diverse communities we are privileged to be a part of.

## NURTURING TOMORROW'S SUSTAINABLE PATH

While the pages of this statement detail our progress, the true measure of our success lies in the communities we touch and the generations we inspire. We believe that true prosperity is not measured in profits alone, but in the positive impact we have on the world around us. As we move forward, we remain committed to cultivating a legacy of shared prosperity, where economic growth thrives alongside environmental responsibility and social well-being.

# PERFORMANCE DATA TABLE

Bursa (Anti-corruption)  Bursa (1(a) Percentage of employees who have received training on anti-corruption by employee category  Senior Management  Management	Percentage			
Senior Management	Percentage			
		80.00	0.00	60
	Percentage	90.00	0.00	53
Executive				
Non-Executive	Percentage	71.00	0.00	63
	Percentage	0.00	0.00	0
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	100.00	100.00	100
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0	0	
Bursa (Data privacy and security)				
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	
Bursa (Supply chain management)				
Bursa C7(a) Proportion of spending on local suppliers	Percentage			44
Bursa (Energy management)				
Bursa C4(a) Total energy consumption	Megawatt	8,388.00	8,699.00	8,66
Bursa C4(a) Total energy consumption	Gigajoules	30,196.00	31,315.00	31,19
Bursa (Emissions management)				
Bursa C11(a) Scope 1 emissions in tonnes of CO2e	Metric tonnes	663.00	691.00	71
Bursa C11(b) Scope 2 emissions in tonnes of CO2e	Metric tonnes	4,093.00	4,292.00	4,12
Bursa (Water)				
Bursa C9(a) Total volume of water used	Megalitres	64.985500	69.596400	90.713
Bursa (Waste management)				
Bursa C10(a) Total waste generated	Metric tonnes	235.90	240.80	25
Bursa (Health and safety)				
Bursa C5(a) Number of work-related fatalities	Number	0	0	
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	0.15	0.39	
Bursa C5(c) Number of employees trained on health and safety standards	Number	-		
Bursa (Labour practices and standards)				
Bursa C6(a) Total hours of training by employee category				
Senior Management	Hours	31	34	1
Management	Hours	156	273	1
Executive	Hours	111	1,206	
Non-Executive	Hours	3,366	2,771	3
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	74.47	71.63	3
Bursa C6(c) Total number of employee turnover by employee category				
Senior Management	Number	1	0	
Management	Number	5	7	
Executive	Number	6	12	
Non-Executive	Number	50	97	
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	0	
	Number	U	U	
Bursa (Diversity) Bursa C3(a) Percentage of employees by gender and age group, for each employee category				
Age Group by Employee Category				
	Paraentago	0.00	0.00	
Senior Management Below 30	Percentage			
Senior Management Between 30-50	Percentage	1.34	1.11	
Senior Management Above 50	Percentage	1.54	1.58	
Management Below 30	Percentage	0.19	0.32	
Management Between 30-50	Percentage	4.61	5.39	
Management Above 50	Percentage	3.26	4.12	
Executive Below 30	Percentage	1.35	1.90	
Executive Between 30-50	Percentage	5.37	7.13	
Executive Above 50	Percentage	2.11	2.54	
Non-Executive Below 30	Percentage	18.23	20.13	2
Non-Executive Between 30-50	Percentage	54.32	48.97	4
Non-Executive Above 50	Percentage	7.68	6.81	
Gender Group by Employee Category				
Senior Management Male	Percentage	2.69	2.54	
Senior Management Female	Percentage	0.19	0.16	
Management Male	Percentage	5.37	6.66	
	Percentage	2.69	3.17	
Management Female				
Management Female  Executive Male	Percentage	4.61	6.97	
Executive Male	Percentage Percentage Percentage	4.61 4.22 48.37	4.60 50.08	5

# SUSTAINABILITY STATEMENT (CONT'D)

# PERFORMANCE DATA TABLE (CONT'D)

Indicator	Measurement Unit	2021	2022	2023
Bursa C3(b) Percentage of directors by gender and age group				
Male	Percentage	86.00	86.00	87.50
Female	Percentage	14.00	14.00	12.50
Below 50	Percentage	57.00	57.00	62.50
Between 51-60	Percentage	14.00	0.00	0.00
Above 60	Percentage	29.00	43.00	37.50
Bursa (Community/Society)				
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	-	-	6,537.92
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number			2

# **GRI CONTENT INDEX**

Statement of use	PRG Holdings Berhad has reported the information cited in this GRI content index for the period from 1 January 2023 to 31 December 2023 with reference to the GRI
	Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
		(PAGE)
GRI 2: General	2-1 Organisational details	38
Disclosures 2021	2-2 Entities included in the organisation's sustainability reporting	38-39
	2-3 Reporting period, frequency and contact point	38
	2-7 Employees	75-76
	2-9 Governance structure and composition	46
	2-13 Delegation of responsibility for managing impacts	46
	2-14 Role of the highest governance body in sustainability reporting	46
	2-17 Collective knowledge of the highest governance body	46
	2-23 Policy commitments	43, 55-56
	2-24 Embedding policy commitments	43, 55-56
	2-26 Mechanisms for seeking advice and raising concerns	56
	2-27 Compliance with laws and regulations	55-56, 67-68, 69-70, 72
	2-29 Approach to stakeholder engagement	47-49
GRI 3: Material	3-1 Process to determine material topics	50
Topics 2021	3-2 List of material topics	50
	3-3 Management of material topics	Throughout
GRI 201: Economic	201-2 Financial implications and other risks and opportunities	53
Performance 2016	due to climate change	
GRI 204:	204-1 Proportion of spending on local suppliers	60
Procurement		
Practices 2016		
GRI 205: Anti-	205-1 Operations assessed for risks related to corruption	57
corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	56-57
	205-3 Confirmed incidents of corruption and actions taken	57
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	63-65
GRI 303: Water and	303-2 Management of water discharge-related impacts	66-67
Effluents 2018	303-5 Water consumption	66-67
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	63-65
2016	305-2 Energy indirect (Scope 2) GHG emissions	63-65
	305-5 Reduction of GHG emissions	63-65
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	67-68
	306-3 Waste generated	67-68
	306-5 Waste directed to disposal	67-68
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	72-73

# SUSTAINABILITY STATEMENT (CONT'D)

# GRI CONTENT INDEX (CONT'D)

GRI STANDARD	DISCLOSURE	LOCATION (PAGE)
GRI 403:	403-1 Occupational health and safety management system	69-71
Occupational Health	403-2 Hazard identification, risk assessment, and incident	70
and Safety 2018	investigation	
	403-4 Worker participation, consultation, and communication on	69-71
	occupational health and safety	
	403-5 Worker training on occupational health and safety	69-71
	403-9 Work-related injuries	72
<b>GRI 404: Training and</b>	404-2 Programmes for upgrading employee skills and transition	76-77
Education 2016	assistance programmes	
GRI 405: Diversity	405-1 Diversity of governance bodies and employees	74-76
and Equal		
Opportunity 2016		
GRI 413: Local	413-1 Operations with local community engagement, impact	78-79
Communities 2016	assessments, and development programmes	
<b>GRI 418: Customer</b>	418-1 Substantiated complaints concerning breaches of customer	57-58
Privacy 2016	privacy and losses of customer data	