

RESPONSIBILITY TO STAKEHOLDERS

MATERIAL ISSUES

- Sustainable Sourcing
- Talent Management
- Market Presence
- Occupational Health and Safety
- Consumer Health and Safety
- Health and Nutrition
- Product and Service Labelling

Among our key stakeholders are our suppliers, employees and consumers. Their support to F&N is critical to our long-term sustainability, and we are committed to maintaining strong relationships with them through ethical behaviour that respects their needs and expectations. We have various policies to care for the interests of our stakeholders and safeguard their rights. We also invest considerable time in instilling our corporate values in our people so they are able to play their part in building our legacy of honesty, trust and integrity.



SUSTAINABLE SOURCING

Sustainable sourcing means ensuring all our vendors and suppliers abide by the same principles of sustainability that we do. We take pains to ensure ingredients used in our products are of the highest quality and our products are produced in an environmentally-friendly manner. We also seek paper products – for beverage packaging and our printing business – that have been produced with minimal disruption to the environment.

**INGREDIENTS USED
IN OUR PRODUCTS
ARE OF THE
HIGHEST
QUALITY
AND OUR PRODUCTS
ARE PRODUCED IN AN
ENVIRONMENT-
FRIENDLY MANNER**

Further underlining the sustainability of our operations, we make sure all our suppliers and vendors practise good governance and embrace the well-being of their own stakeholders. This applies to suppliers and vendors who support our sourcing, production and distribution needs, as well as those who provide marketing and sales services and packaging management. Suppliers who fulfil our requirements are welcomed as part of the F&N family, and stand to benefit from policies that aim to create win-win relationships with them.

Procurement Policy

Our Procurement Policies in Singapore, Malaysia and Thailand help us obtain the best goods or services at the best price in a timely manner, meeting our needs. They also help our teams establish strong relationships based on respect and trust with our suppliers by ensuring fair play. We do not accept or offer gifts to suppliers; we protect the confidentiality of their information, and expect the same of them. If any employee has an interest in a supplier, this interest has to be made known.

Our Procurement Policies also guide the development of tenders and contracts and, later, their execution.

Managing Sustainable Sourcing Risks

In line with Supplier Performance Tracking under our Procurement Policy, we conduct audits on our suppliers every year to ensure sustainable sourcing of ingredients and compliance with food safety regulations and standards. Non-compliant or underperforming suppliers must demonstrate they are committed to taking the necessary corrective actions within a predefined period, or risk having their contracts terminated.

Tests are done on all raw materials from new sources that enter the production process. Other criteria used in the selection of new suppliers include their employment policies and ethical business practices. This is demonstrated by F&N becoming a member of the Roundtable on Sustainable Palm Oil (RSPO) to ensure the production of palm oil used in our beverages or creamers has been sustainable, causing minimal impact on the environment.

Local Sourcing

F&N engages local suppliers where possible in order to create local employment and to support the local economy. When looking for suppliers, we start from areas closest to our operations. This has the added benefit of minimising pollution from reduced transport distances.

KEY ACHIEVEMENTS IN SINGAPORE	KEY ACHIEVEMENTS IN MALAYSIA	KEY ACHIEVEMENTS IN THAILAND
<ul style="list-style-type: none"> For all chilled brands, we use Forest Stewardship Council (FSC) certified carton for our tetra packaging. The entire supply chain for Times Publishing Group complies with the FSC and Programme for the Endorsement of Forest Certification (PEFC) standards, from the manufacturing of printed materials to processing and logistics. 	<ul style="list-style-type: none"> All paper products used in the tetra packaging of chilled beverages carry the FSC certification Business Continuity Plans have been established to ensure sustainable product supply. 	<ul style="list-style-type: none"> Since 2016, F&N Dairies Thailand's Agricultural and Manufacturing team has been helping farmers in the Dan-Khun-Thot Milk Cooperative to plant Napier grass, which improves the quality of milk by enhancing its fat, solids and protein content. Through this project, farmers have been able to increase the selling price of their milk by an average of about \$0.02/kg. Direct shipment of cans from suppliers whose factories are located nearby has lowered fuel consumption and pollution.

RESPONSIBILITY TO STAKEHOLDERS

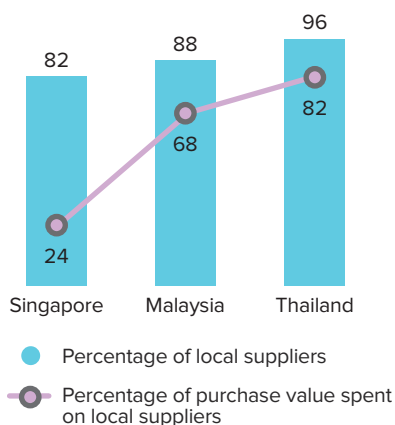
RSPO Membership

As one of Southeast Asia's leading fast-moving consumer packaged goods companies and one of the largest users of palm oil in our canned milk business, we understand that our actions and business practices pertaining to the sourcing of sustainable palm oil plays a significant part in safeguarding a green environment for the well-being of society. We therefore wish to reiterate our commitment to using only Certified Sustainable Palm Oil (CSPO) in our products, and have embarked on this journey by becoming an ordinary member of RSPO on 14 August 2017.

Performance data (FY2017 baseline)

G4-EC9

Proportion of spending on local suppliers at significant locations of operation (%):



OUR TARGET:

The Group has set a target to purchase 100% RSPO credits for our palm oil usage by 2020.

TALENT MANAGEMENT

Our People determine how well we perform. They translate strategies into actions that will help take us closer to our end goals. We are constantly looking to hire and retain talent who will enable us to maintain our competitive edge within the markets we are currently operating in, and who have the potential to take us to new markets as the Group further expands in the international space.

Empowering our People

We believe everyone has the potential to grow with the company and contribute to a high-performing, sustainable organisation. To realise our employees' potential, and to equip them constantly with new skills and knowledge, we provide them with training and professional development programmes. Learning and development is integral to the culture at F&N and comprises 70% on-the-job training, 20% learning from others (through coaching, mentoring, feedback, knowledge sharing); and 10% classroom sessions and/or workshops.

LEARNING AND DEVELOPMENT IS INTEGRAL TO THE CULTURE AT F&N

 **70%**
on-the-job training

 **20%**
learning from others (through coaching, mentoring, feedback, knowledge sharing)

 **10%**
classroom sessions and/or workshops

Highlights of employees training programmes held during the year:

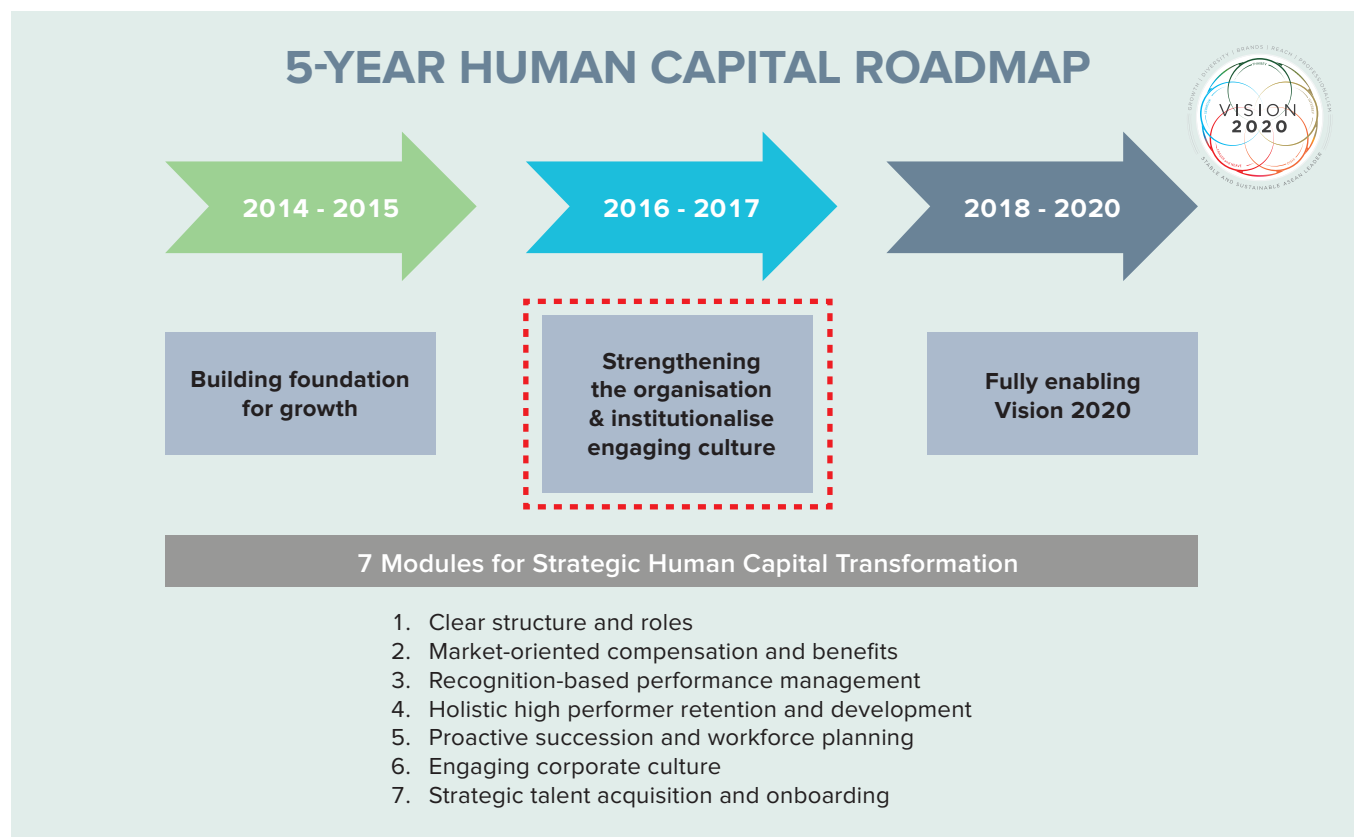
PROGRAMME	FOCUS	EMPLOYEES TARGETED
7 Habits of Highly Effective People	Self-management & interpersonal skills	Senior, middle, junior management & employees
People Competency Development Programme - Level 1 Operational Engineering Certificate course.	Technical and professional certification	Manufacturing employees
ASEAN Management Development Programme (AMD) 2017	Leadership & Management Development	Senior and middle management
NPD Project Management & Collaboration	Project management skills	Middle, junior management and employees
Rules of Engagement	Understanding of and commitment to deliver results	Middle, junior management and employees
Middle-Managers Development Programme	Managing change and people in teams	Middle management
ThaiBev-NUS Senior Executive Leadership Programme	Leading regional and global teams	Senior management

Particular emphasis is placed on potential leaders. Through our annual Talent Review and Succession Planning, we identify employees who have what it takes to lead in the company and, working with the Talent Management team, chart individual career development pathways to ensure high-potential employees are kept motivated

while we can fill all critical leadership positions. Talent management is closely linked with succession planning to ensure a steady pipeline of future leaders who are able to support our business needs.

In FY2015, we charted a five-year Human Capital (HC) Roadmap that seeks

to establish F&N as a preferred employer with attractive remuneration packages and a dynamic work environment in which employees are presented with opportunities to showcase their abilities and are rewarded for exemplary performance.



Integrated HC System

We have invested in a HC system known as Beverest to integrate our HC processes and systems across most of the Group, and support the provision of 'Limitless Opportunities' to our people from the time they join the company. The system will be going live in stages starting 16 October 2017. New recruits will benefit from an on-boarding programme, while existing employees will benefit from simplified processes, many of which they will be able to perform on their own using self-serve functions. The system allows for more effective setting and monitoring of key performance indicators (KPIs) and support the

development of individual development plans encompassing learning management. All relevant data on employees will be readily accessible allowing for workforce analytics to allow us to better serve our people.

Employee Engagement

Employees who are engaged feel a deeper sense of belonging to the company and are more motivated to perform to the best of their ability. Management therefore engages with our people regularly through various channels – from Meet-the-CEO sessions, briefings and company intranet to employee newsletters and circulars.

MANAGEMENT ENGAGES EMPLOYEES VIA

MEET-THE-CEO SESSIONS

.....

BRIEFINGS

.....

COMPANY INTRANET

.....

EMPLOYEE NEWSLETTERS

.....

CIRCULARS

RESPONSIBILITY TO STAKEHOLDERS

HC Highlights in Malaysia

To attract and retain the best talent, F&NHB has a well-oiled incentives system that is aligned with other systems within the company. The system is continuously updated to provide compensation packages that are competitive within the industry.

In addition to formal training and development, informal knowledge-sharing sessions are held during which managers present useful or interesting ideas to employees from different departments focusing on topics that would help enhance productivity and product quality. Such sessions help to enhance overall performance and efficiency while strengthening inter-

departmental relationships within the company.

Since 2003, in conjunction with F&N's 120th anniversary, F&NHB has been presenting a Chairman's Award to academically high-achieving children of employees. A total of about \$94,000 in cash was awarded to 130 recipients this financial year. To date, F&NHB has disbursed an estimated \$1.1 million to over 2,000 children under the programme.

F&NHB's HC policies go beyond labour regulations and statutory requirements in Malaysia. Management engages actively with union leaders for balanced collective agreements to enhance the well-being of

employees. The company also prepares employees for retirement. The company's comprehensive and effective HR policies led to it receiving the Asia Best Employer Brand Award in 2016.

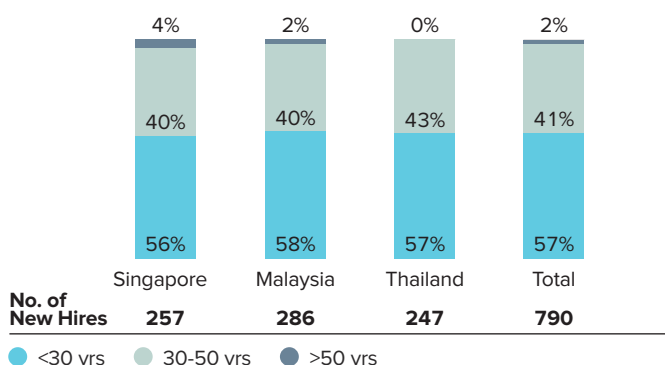
\$94,000
WAS AWARDED TO
130 HIGH-ACHIEVING CHILDREN

Performance data (FY2017 baseline)

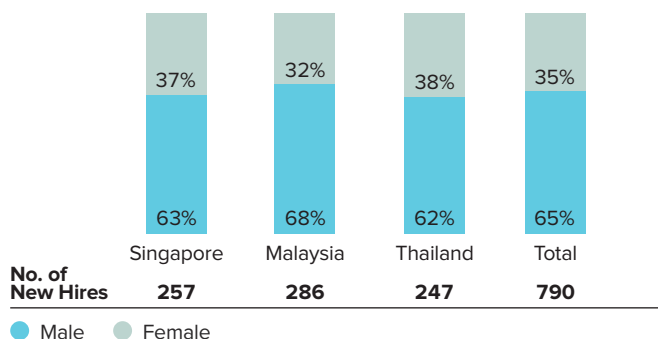
G4-LA1

Total number and rates of new employee hires and employee turnover by age group, gender and region:

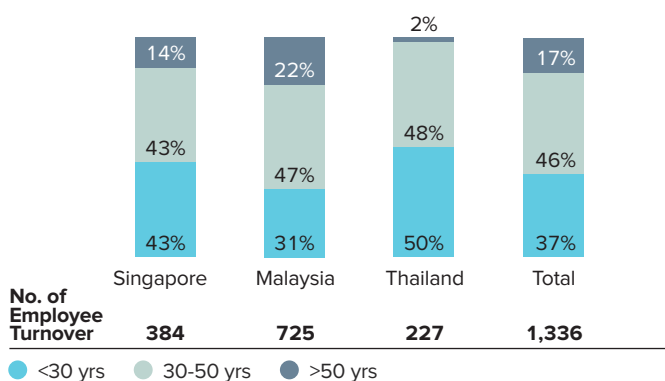
New hiring by age group (%)



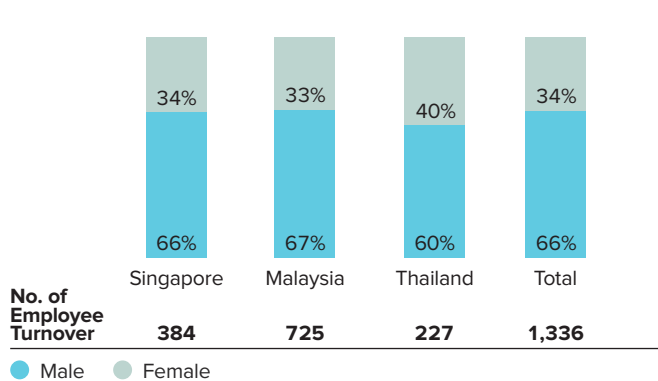
New hiring by gender (%)



Employee turnover by age group (%)



Employee turnover by Gender (%)



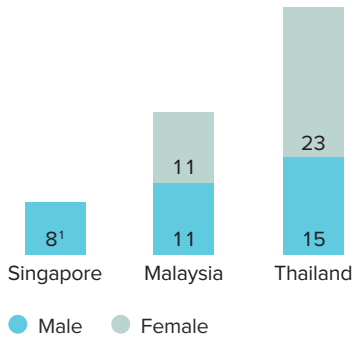
Notes:

- 1 Rate of employee turnover by age group is calculated by number of employee turnover for age group / total number of employee turnover for country * 100
- 2 Rate of employee turnover by gender is calculated by number of employee turnover for gender group / total number of employee turnover for country * 100
- 3 Rate of employee turnover by region is calculated by number of employee turnover for region / total number of employee turnover in total * 100
- 4 Employee turnover refers to the number of employees who left F&N Group voluntarily or through dismissal, retirement, or death
- 5 Total employee turnover in Malaysia includes the number of employees who left F&NHB Group under a voluntary separation exercise this year

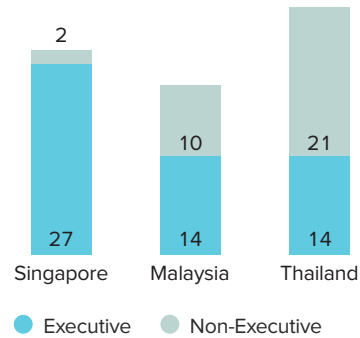
G4-LA9

Average hours of training per year per employee by gender, and by employee category

Average training hours by gender (hours)



Average training hours by category (hours)



Note:

1 The breakdown by Gender for Singapore is not available for this report. We have put in place systems for gathering, tracking and reporting.

G4-LA2

Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation:

Standard benefits offered to full-time employees

	SINGAPORE	MALAYSIA	THAILAND
Life insurance	Yes, by job grade	Yes, by job grade	Yes, by job grade
Health care	Yes, by age, staff category and/or job grade	Yes, by age, staff category and/or job grade	Yes, by age, staff category and/or job grade
Disability and invalidity coverage	Yes, by job grade	Yes, by job grade	Yes, by job grade
Parental leave	Yes	Yes	Yes
Retirement provision	No	Yes, by job grade	Yes, by job grade
Stock ownership	Yes, by job grade	Yes, by job grade	No
Others	1. Company Product Allowance (By job grade) 2. Long-Service Award 3. Annual Membership Subscription to professional bodies (By job grade) 4. Phone Subsidy (By job grade)	1. Car Loan (By job grade) 2. Long-Service Award 3. Annual Membership Subscription to professional bodies (By job grade) 4. Phone Subsidy (By job grade) 5. Festive Drinks	1. Provident Fund 2. Long-Service Award

RESPONSIBILITY TO STAKEHOLDERS

G4-FP3

No working time has been lost due to industrial disputes, strikes and/or lock-outs



OUR TARGET:

The Group has set a target of providing an average of at least 12 training hours per employee per year by 2020.

MARKET PRESENCE

F&N adopts a long-term approach in our compensation philosophy to ensure that incentives are aligned with other systems within the company for business sustainability, and are updated according to changes in the business. We provide competitive total compensation packages to ensure we are able to attract and retain talents, with salaries increasing with seniority.

We are committed to hiring locally where possible in order to support the local economies. We are also consciously of filling as many senior management positions as possible with locals, and seek to promote internally as opposed to bringing in external management. This is evident in Thailand and Malaysia where 100% and 90% of our senior management are locals, respectively.

OCCUPATIONAL HEALTH AND SAFETY

The safety of our employees is paramount. Various programmes are organised to cultivate a culture in which everyone takes responsibility for his/her own safety as well as those of their colleagues. At the same time,

we promote healthy lifestyles and encourage employees to engage in physical activities, eat balanced, nutritional diets and manage factors such as stress that could affect their well-being.

We allocate sufficient resources to ensure our buildings, workplace, equipment and other systems are maintained in good order and do not pose any risk to the safety, health or general well-being of our people.

Creating a Safety Culture

Employees at our plants are provided adequate training, information and instruction to carry out their functions safely. This includes handling and storage of potentially hazardous chemicals, and use of proper safety gear. We require employees to report accidents, hazards and unsafe work practices to their immediate supervisors. We also regularly review our safety policies to improve our risk assessment and management.

Safety is an ongoing journey, and various initiatives are implemented to enhance our safety culture. During the year, for example, we began to use anti-static devices at our forklift refilling stations in Malaysia as an explosion protection standard.

Both our F&B and P&P divisions have Company Emergency Response Teams (CERTs) that have been trained to mobilise and perform the right remedial actions in any adverse situation, ensuring the safety of our employees and safeguarding our business continuity.

ZERO
WORK-RELATED
FATALITIES IN
ALL THREE
REGIONS

Responsibilities of Safety Committees

We have Safety Committees at the organisational level that are responsible for identifying health and safety hazards, and recommending corrective actions in order to safeguard work safety and workplace safety standards for employees. These committees meet every month to discuss accidents and incidents, and determine programmes to increase awareness of health and safety issues among employees while developing strategies to make the work environment safer and healthier.

Focus on Health in Singapore

Annual health screenings by the Singapore Anti-Tuberculosis Association (SATA) CommHealth are organised for employees. Employees are encouraged to sign up for the health checks in order to keep track of their personal well-being.



**PERSONAL
HEALTH
SCREENINGS ARE
ORGANISED FOR
EMPLOYEES**

We also encourage our employees to engage in active lifestyles, and are fully supportive of events such as the SGX Bull Charge Charity Run. This year was the fifth consecutive year that F&N and 100PLUS were the Official Attire Sponsor and Official Hydration Partner, respectively, of the event. F&N employees not only participated in the run, but also contributed in their own way to the charitable organisations targeted.

Meanwhile, we aim for our plant in Singapore to be Occupational Health and Safety Assessment Series (OHSAS) 18001 and bizSAFE Star certified by the end of 2017 to reinforce our commitment to creating a Safety Culture.

Focus on Health in Malaysia

In line with increasing focus on employee health in our Malaysian operations, a Health Risk Assessment Committee has been established comprising trained personnel. Health screenings are organised yearly, in addition to various activities, to enhance awareness of the importance of good health and how this can be achieved. Among the programmes conducted during the financial year were mental and physical wellness talks and audiometric (hearing) tests for employees exposed to high-noise level environments. The work environment is enhanced with ergonomic facilities to prevent office-related injuries. Smoking is discouraged by designating no-smoking areas, while nursing rooms and fridges for milk storage are provided to enable working mums to breast-feed.

Focus on Health in Thailand

Our premises in Thailand are equipped with shower facilities to encourage employees to engage in more physical activity by, for example, making use of recreational spaces available as well as cycling to work. As in Malaysia, the work environment is enhanced with ergonomic facilities to prevent office-related injuries. Smoking is discouraged by designating no-smoking areas, while nursing rooms and fridges for milk storage are provided to enable working mums to breast-feed.



OUR TARGET:

The Group's target is to reduce our injury rate by 5% from 2017 by 2020.

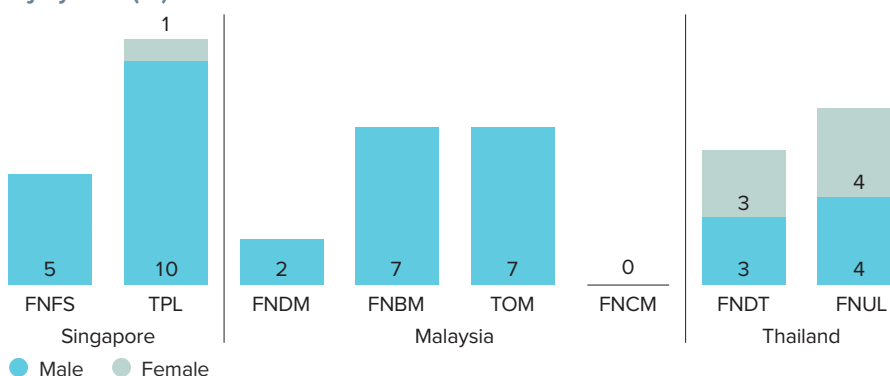
Performance data (FY2017 baseline)

G4-LA6

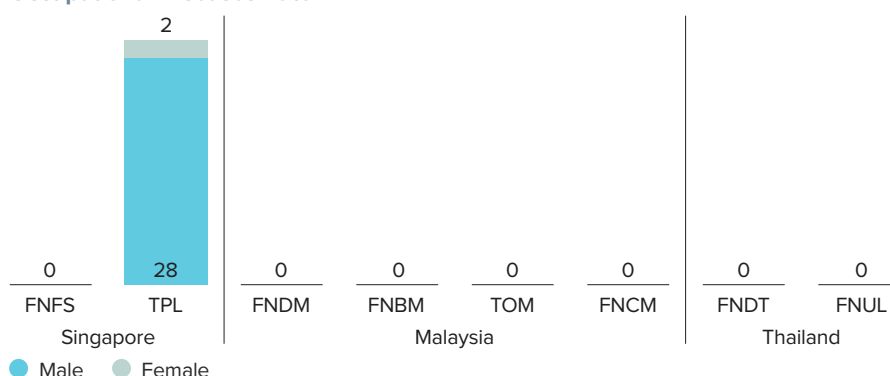
Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities, by region and by gender:

Total workforce

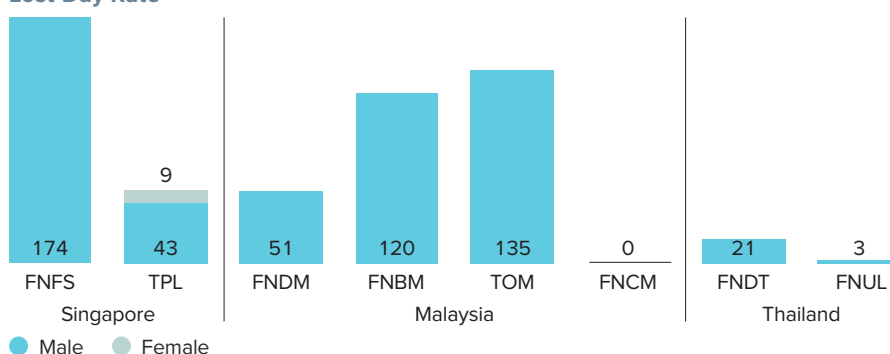
Injury Rate (IR)



Occupational Diseases Rate



Lost-Day Rate



Notes:

- 1 Independent contractors are not required to submit the data to us. However, we only engage contractors who comply with the respective national legislation on safety. For example, in Singapore, they comply with the WSH Act and provide us with their Risk Assessment.
- 2 Injury Rate is calculated by number of workplace accident reported / number of man-hours worked * 1,000,000.
- 3 Occupational Disease Rate is calculated by number of occupational disease reported / number of man-hours worked * 1,000,000.
- 4 Lost day rate is calculated by number of man-days lost to workplace accidents / number of man-hours worked * 1,000,000.
- 5 Absenteeism rate has not been disclosed because we need to standardise absenteeism rate across the Group to be able to disclose the figures accurately the following year.

RESPONSIBILITY TO STAKEHOLDERS

CONSUMER HEALTH AND SAFETY

Our brand promise says it all - *Pure Enjoyment. Pure Goodness.* While we seek to delight consumers with great tastes and the promise of fun times, we place even more emphasis on maintaining the highest quality standards so our products are not only safe for consumption, but also contributes to better health.

We adhere to health and safety regulations applicable to the F&B industry in the markets where we operate, such as the ISO 22000:2005 Food Safety Management System, Hazard Analysis and Critical Control Point (HACCP) and Good Manufacturing Practice. Going a step further, we will target to provide consumers with healthier choices for almost all our soft drink and dairy products.

In Singapore, 55% of our products meet the HCS guidelines, and carry the HCS awarded by the HPB. This includes all seven new products launched during the financial year. In Malaysia, four products have been endorsed with the Healthier Choice Logo (HCL) recently introduced by the Ministry of Health, namely *100PLUS*, *100PLUS Active*, *FARMHOUSE* Fresh and *F&N MAGNOLIA* Lo-Fat Hi-Cal Milk. Our operations in Thailand, meanwhile, regularly receives the FDA Quality Award from the Thai FDA. These endorsements by health authorities validate our *Pure Goodness* value proposition.



IN SINGAPORE,
55% OF OUR
PRODUCTS
MEET THE
HCS GUIDELINES AND
CARRY THE HCS AWARDED BY THE HPB



We are committed to product quality and food safety and have obtained local and international certifications such as:



SINGAPORE

- Food Safety Management System (ISO 22000:2005)
- Licence to operate food establishment
- Halal Certification
- bizSAFE3 for workplace safety



MALAYSIA

- Food Safety Management System (ISO 22000:2005)
- Food Safety System Certification (FSSC 22000:2013)
- Food Safety According to Hazard Analysis and Critical Control Point (HACCP) System (MS 1480:2007)
- Prerequisite Program on Food Safety (ISO/TS 22002-1: 2009)
- Halal Certification
- Good Manufacturing Practice (GMP)
- Quality Management System (ISO 9001:2015)
- Energy Management Gold Standard Certification (ASEAN Energy Management Scheme)
- Occupational Safety and Health Management System (OHSAS 18001: 2007)
- Environmental Management System (ISO 14001:2014)
- Veterinary Health Mark (VHM)



THAILAND

- Food Safety Management System (ISO 22000:2005)
- Food Safety System Certification (FSSC 22000:2010)
- Hazard Analysis and Critical Control Point (HACCP)
- Good Manufacturing Practice (TAS 9023:2007)
- Eco-friendly Organisation (Carbon Reduction Label 2013, Green Industry System Level 3)
- Environmental Management System (ISO 14001:2014 Level 3)
- Occupational Health and Safety (OHSAS 18001:2007)



IN MALAYSIA,
20 PRODUCTS
HAVE BEEN
ENDORSED
WITH THE HEALTHIER
CHOICE LOGO BY THE
MINISTRY OF HEALTH

Healthier Beverages

Quality and safety for our consumers are F&N's top priority. Our actions to ensure quality and food safety starts with and is built into the product development stage where products are developed according to consumers' preference and in compliance with all food and safety and regulatory requirements.

Our R&D teams have been working conscientiously on developing healthier beverages by reducing sugar and fat content in our products, and adding vitamins and minerals where possible without compromising on taste and overall experience. As a result, over the years we have successfully lowered the amount of sugar contained per millilitre of all our beverages. From a baseline of 8.7g/100ml in FY2004, our sugar index has dropped 28%, to 6.2g/100ml in FY2017.

To preserve the quality and integrity of our products, attention is also paid to the entire value chain of our operations, from the sourcing of raw ingredients to the manufacturing of products and their distribution.

- ✦ Only high-quality raw materials and ingredients are used.
- ✦ Raw materials/ingredients as well as our final products are stored and transported in appropriate containers at the right temperature.
- ✦ Employees in the production line are trained in food management and hygiene.
- ✦ The most appropriate packaging is used for safety and convenience. BPA is not intentionally added to the coating of cans as it has been linked with diabetes, cardiovascular disease, obesity and reproductive development issues, among others.¹
- ✦ A strict cold chain management system ensures proper handling throughout the distribution process of our pasteurised and ice cream products.
- ✦ We audit our suppliers via a Supplier Performance Tracking initiative to ensure compliance with food safety regulations and standards.

To enable consumers to make informed dietary choices, all ingredients used in our products are listed clearly on the labels. Taking health issues a step further, we seek to develop more organic products.

Enhancing the Freshness of Milk

In Thailand, we have been working closely with dairy farmers to improve the quality of their fresh milk under a 'Develop valuable raw milk project' undertaken in collaboration with Dan-Khun-Thot Milk Cooperative at Nakhon Province. Through the initiative, the quality of cow's milk has been improved by enhancing its fat, solids and protein content.

Halal Certification

All F&NHB products in Malaysia and Thailand are halal certified by the Department of Islamic Advancement Malaysia (JAKIM) and other relevant bodies. Efforts are also being made to ensure the entire operations in Malaysia comply with *Halalan Toyyiban* regulations and requirements. This entails compliance in products and services, workplace practices, consumer engagement, as well as in environmental actions. A number of products in Singapore have also been halal certified by the Islamic Religious Council of Singapore.

Our initiatives in Malaysia include the following:

- ✦ Introduction of 400ml pack sizes (as compared to the conventional 500ml PET packs) this year for *100PLUS*, *F&N* Fun Flavours and *EST* as part of our commitment to provide portion control sizes to our consumers
- ✦ Educate hawkers and stall owners to offer teh tarik kahwin – in which *F&N* Evaporated Creamer is combined with *F&N* Sweetened Creamer - to reduce sugar content of the popular teh tarik



OUR TARGET:

The Group aims to offer at least one healthier choice option in all our product categories.

¹ Study published in the journal Environmental Research, see <http://edition.cnn.com/2016/06/29/health/canned-foods-bpa-risk/index.html>

RESPONSIBILITY TO STAKEHOLDERS

HEALTH AND NUTRITION

Health and nutrition are interlinked. Good health comes from having a good diet; and we ensure that our products contribute to consumers getting all the nutrients they need. We keep abreast of nutritional updates and seek to understand the needs of individuals across different ages. This knowledge is applied to the development of targeted products. We are guided by the F&N Nutrition Charter in our product development, marketing communication and initiatives to advocate healthy

lifestyles. This Nutrition Charter (<http://www.fnnfoods.com/fn-new-product-nutrition-guidelines/>) outlines F&N's principles and commitment to health and nutrition.

Milking Nutritional Goodness

Milk contains many nutrients that are essential to proper bone development in children, and prevent the effects of ageing on bone density. While promoting the goodness of milk we have also been researching on ways to fortify our milk products with supplements to add to their nutritional value.

We recently introduced *F&N MAGNOLIA* Gingko UHT in the Thai market, supplementing the milk with ginkgo extracts and vitamin B12. Gingko is said to increase blood circulation to the head and to have positive effects on mental well-being. This year, we added to our portfolio of nutritionally enhanced milk products in Thailand with the launch of *BEAR BRAND GOLD* Goji Berry and *BEAR BRAND GOLD* Hi Folate. Goji berries are said to be a 'superfood' containing Vitamins A, B2 and C as well as iron, selenium and other antioxidants which help to boost the immune system and brain activity, protect against heart disease and cancer, and improve life expectancy¹. The Hi Folate variant, meanwhile, enhances blood circulation.

Why Our Soya is so Good

We have also been enhancing the nutritional value of our soya milk products. In 2014, we introduced our first fortified soya beverage, *F&N NUTRISOY* with Calcium, which contains nine times more calcium than normal soya milk, and is further enriched with vitamin D to aid in the absorption of the mineral. The beverage offers added value to women and other consumers concerned about bone health. In FY2016, we added *F&N NUTRISOY* Lite to our soya range, offering all the goodness of soy protein in a formulation that is low in fat, less sweet and contains zero cholesterol, preservatives or colouring.

Other Nutritious Drinks

We offer the benefits of antioxidant-rich green tea to consumers through the *OISHI* range. Different variants of the tea have been developed, all of which however are brewed from 100% natural tea leaves grown in certified organic plantations. The latest variant, *OISHI* Kabusecha Tea, is packed with even more health benefits thanks to the particular cultivation method used – in which the tea trees are partially shaded one to two weeks prior to harvesting to protect against direct sunlight. This increases the amino acid content of the leaves.

Our *SUNKIST* 100% Orange juices are among the few truly fresh juice choices in the local markets where we operate. They are made from fresh fruit, contain no added sugar or preservative while being rich in vitamin C.

แข่งเรียนหรือแข่งจับ
ทองไว้ ต้องบำรุงสมองทุกวัน

B12 **กิงโกะ**
ช่วยบำรุง
ระบบประสาทและสมอง
อร่อย จำฝังใจทุกวัน

¹ From <https://www.nhs.uk/Livewell/superfoods/are-goji-berries-a-superfood.aspx>



Health via Sports

Physical activity is essential to keeping healthy, and is something we advocate as an integral part of our philosophy of promoting a good life. We encourage children's participation in sports through various programmes targeted at schools and communities.

Football at the Grassroots

We have been supporting the Ministry of Education Malaysia's Football League which encourages children from

rural and urban areas all around the country to develop their football skills. The championship has been an annual event since 2011, with some players graduating to the state league and even playing in the national team.

Nurturing Junior Golfers

We promote golfing among children and support talent development from the amateur to professional level by being a title sponsor of the 100PLUS Junior Golf. The annual event, organised since 2001 in partnership with the Malaysian Golfers Association, attracts participants from Southeast Asia. Past winners such as Kelly Tan and Gavin Kyle Green have subsequently turned professional.

Grassroots Development in Badminton

Since 2003, we have been partnering the Badminton Association Malaysia in organising the 100PLUS National Junior Circuit/Junior League. The badminton championship motivates young players to excel in the game, as top players eventually progress to the national squad.

Sponsoring a Healthy Lifestyle

We also sponsor marathons, walks, fun runs, school sports and car-free mornings.



Nurturing Junior Golfers



Grassroots development in badminton



Football at the Grassroots

RESPONSIBILITY TO STAKEHOLDERS

Partnerships With HPB Singapore

EVENT	DESCRIPTION
National Steps Challenge Season 2 (October 2016 to April 2017) – Main Partner	The National Steps Challenge™ encourages Singaporeans to walk more in their daily lives, and track the number of steps taken to be rewarded. The aim is to clock 10,000 steps a day. <i>100PLUS</i> is the Main Partner of this campaign. Instead of waiting for buses, for example, <i>100PLUS</i> urges commuters to walk to the nearest MRT station. A series of out-of-home displays are deployed at bus stops providing information such as the number of steps and distance covered.
Healthy Lifestyle Festival SG (November 2016) – Platinum Partner	During the month-long Healthy Lifestyle Festival SG, roadshows are organised island-wide to educate Singaporeans about the rewards of a healthy lifestyle.
Eat, Drink, Shop Healthy Challenge (August to October 2017) – Platinum Partner	The Eat, Drink, Shop Healthy (EDSH) Challenge encourages consumers to make healthier choices when purchasing meals, drinks or products. Consumers can earn Healthpoints after purchasing healthier items at participating outlets or stalls, which could be redeemed for supermarket and F&B vouchers. To support the campaign, we ran a series of advertisements and advertorials about our wide range of HCS products.
Bright Smiles, Strong Bones (July to September 2017)	<i>F&N MAGNOLIA</i> sponsored the Bright Smiles, Strong Bones programme, aimed at educating preschoolers about the importance of drinking milk. A total of 15 sessions were held, reaching out to about 3,000 young children.

PRODUCT AND SERVICE LABELLING

We believe in enabling consumers to make informed purchasing choices, hence we ensure that all our products are accurately and appropriately labelled. Particular attention is paid to stating any additives and ingredients known to cause hypersensitivity such as gluten, prawns, eggs, etc.

We also provide information on energy per serving size, recommended daily allowances of the different nutritional components, their functions, nutrition tips as well as endorsements from the authorities.

In addition, the country of origin of the product is stated along with the name and address of the manufacturer or importer, and its expiry date.

In Singapore, we adhere to the labelling requirements of the Singapore Food Regulations as well as to the guidelines set down by AVA. In Malaysia, we abide by the Food Act and the Food Regulations, while in Thailand, we follow the guidelines of the FDA Thailand.

Responsible Marketing & Advertising

Responsible labelling is part of a larger responsibility to communicate in an ethical manner with consumers. This encompasses the messages that are conveyed through our ads and marketing material.

In Malaysia, we adhere to The Malaysian Code of Advertising Practice by the Advertising Standards Authority Malaysia, while in Thailand we comply with the advertising practices and standards as advocated by the Consumer Protection Act of B.E. 2522 (1979).



OUR PLEDGE TO CHILDREN

In Malaysia, as a signatory to the Responsible Advertising to Children Pledge, we will only advertise products targeting children under 12 that meet specific nutritional criteria based on accepted scientific evidence and/or applicable national and international dietary guidelines.

The pledge is promoted by the Ministry of Health, Malaysian Advertisers Association and Federation of Malaysian Manufacturers Food Manufacturing Group.

Performance data (FY2017 baseline)

In 2017, 100% of our product categories complied with product labelling requirement for G4-PR3.

	YES	NO
The sourcing of components of the product or service	✓	
Content, particularly with regard to substances that might produce an environmental or social impact	✓	
Safe use of the product or service	✓	
Disposal of the product and environmental/social impacts	✓	

There were also no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling. Our Scientific and Regulatory Affairs Department as well as Halal Affairs Department ensure compliance of all pack labels with regulations.