

# corporate social RESPONSIBILITY



- 1 100PLUS as supporter of local athletes
- 2 OCBC Cycle Singapore
- 3 Skechers Electric Run

- 4 The Straits Times Athlete of the Year Award
- 5 Operation Smile
- 6 Myanmar Care's Annual Blood Donation Drive

**Our vision is to be a world-class multinational enterprise based on our ability to create and build long-term sustainable value for our stakeholders, responsibly.**

Bearing a longstanding tradition of corporate social responsibility, the F&N Group remains steadfast in conducting our business in an ethical and sustainable manner. As a socially responsible corporate citizen, we strive to incorporate best practices in our business so as to contribute meaningfully to local communities, minimise our impact on the environment, provide product and service excellence to our customers and foster a creative and supportive work environment for our employees. This section highlights the Group's key initiatives this financial year.

## COMMUNITY

The F&N Group remained committed to giving back to society by contributing in various areas ranging from sports to health and education, supporting groups from different ages and backgrounds in the region.

### Championing Active Lifestyles

Cementing its position as a key pillar of the sporting community, 100PLUS was the Official Hydration Partner for the 27<sup>th</sup> SEA Games 2013. Through its campaigns, it helped to raise the profiles of and garner support for the athletes representing Singapore and Myanmar.

In Singapore, *100PLUS* supported over 40 sporting events, most of which have been enduring partnerships, including the Standard Chartered Marathon Singapore, OCBC Cycle Singapore, Skechers Electric Run, The Color Run and SGX Bull Charge.

Committed to promoting active and healthy lifestyles to all, *100PLUS* became a key sponsor of the Singapore Sports Hub, bringing the *100PLUS* Promenade to Singaporeans. The *100PLUS* Promenade is the country's largest fully-sheltered free-to-use civic space that doubles up as a running and cycling track. In addition, *100PLUS* is also the official isotonic drink of the Singapore Sports Hub's Experience Sports and Community programme aimed at promoting community participation in sporting activities to people of all ages and sporting abilities.

A firm believer in nurturing our athletes, *100PLUS* continued its sponsorship of The Straits Times Star of the Month Award and The Straits Times Athlete of the Year Award for the 6<sup>th</sup> consecutive time. This year's Athlete of the Year Award winner, Safuwan Baharudin, is a local soccer hero and a skilled defender in the Singapore Lion's XII team. The partnership with the Singapore Table Tennis Association which started in 2010 has also been extended till 2016.

In Malaysia, *100PLUS* has been the Official Isotonic Drink of the Badminton Association of Malaysia ("BAM") for more than 10 years, supporting the National Circuit Championships and all tournaments and events hosted by BAM. It has also supported the Football Association of Malaysia as the Official Drink Sponsor for close to 10 years.

In Myanmar, *100PLUS* presented the 1<sup>st</sup> Active & Healthy Lifestyle Expo, an event endorsed by Myanmar's Ministry of Health and Ministry of Sports. At the expo, *100PLUS* educated the locals on the need to lead active and healthy lifestyles.

#### **Making Health Care Accessible**

F&N sponsored Operation Smile for the 4<sup>th</sup> consecutive time under Myanmar Care, our charity vehicle in Myanmar. Operation Smile is a Myanmar-Singapore Friendship Medical Mission which offers free and safe surgeries to children suffering from facial deformities. To date, 439 children have been treated successfully.

Another health care initiative of Myanmar Care is the annual blood donation drive, now into its 8<sup>th</sup> consecutive year. This year, the blood donation drive was extended beyond the main cities of Yangon and Mandalay into the outlying cities. Thousands of employees and partners of the Group's brewery in Myanmar pledged their support to this cause by participating in the blood donation drive. This year, a record 1,245 bags of blood were donated, marking this blood donation drive the Group's largest and most successful one to date.

Taking a step to strengthen its existing network of safe blood donors, Myanmar Care continued to offer free Hepatitis B vaccinations to blood donors for the 6<sup>th</sup> year running, focusing on areas with high prevalence rate of Hepatitis B like the Kachin, Shan and Mon states. A total of 40,722 bottles of vaccine have been donated by the Group since this programme started.



## corporate social RESPONSIBILITY

### Investing in Our Future Generations

At F&N, we believe that education is the key to a brighter future, and we have always endeavoured to make education more accessible through our social programmes.

In Malaysia, Fraser & Neave Holdings Bhd ("F&NHB") honoured 156 children of its employees with over RM260,000 at the 12<sup>th</sup> Chairman's Award. Started in 2003 to reward the children for outstanding achievement in academics and extracurricular activities, the F&N Chairman's Award has disbursed over RM2 million to 2,000 children of its employees to date. The annual award scheme is aimed at fostering a caring work environment and harmonious employer-employee relationships.

The range of charitable activities conducted by Dairies Malaysia continued strong throughout the year. The F&N Empowering Lives Through Education Programme ("E.L.I.T.E."), in collaboration with Kassim Chin Humanity Foundation ("KCHF"), provided children from 600 poor households with free tuition classes. Established in 2011, the F&N E.L.I.T.E. was established to empower underprivileged children and their families to rise above their conditions and strive for a better future. Under this partnership, Dairies Malaysia contributes RM60,000 annually to KCHF to help with overhead expenses of the Pangsapuri Enggang tuition centre. In addition, monthly food aid in the form of F&N milk products for the children have improved their nutrition levels. To date, 250 children have benefitted from this initiative.

Soft Drinks Malaysia has invested RM180,000 in the F&N IT Corner over the last four years, and certified over 100 youths from Montfort Town with the International Computer Driving License. Armed with computer literacy skills, these youths who have

been unable to pursue a tertiary education received a much needed boost to secure job placements.

The Group's brewery in Myanmar organised several donation drives for the Amarawaddy Monastic Education School and the Monastic Education School in Mandalay. In addition, 29 reconditioned computers were donated to these schools, and employees and partners were encouraged to donate school books and stationery to the students.

In Hong Kong, Marshall Cavendish Education joined the 333 Learning Companion Leadership Programme sponsored by the We R Family Foundation. It pledged to donate 68,000 copies of children's readers in four instalments over one and a half years. The programme provides after-school academic and social guidance for underprivileged primary school students in Hong Kong.

### Caring for the Less Fortunate

In the spirit of bringing festive joy to the less fortunate, the F&N Dairies Orphan Care Committee organised a meal during the Ramadan season for children from the Opah Hasnah's Children Home. Dairies Malaysia employees got involved to give another orphanage, Rumah Opah Hasnah, a makeover; they cleaned the premises, replaced the fans and gave the home a fresh coat of paint. The children were treated to meals and received gifts, while the home received a donation.

Similarly, Soft Drinks Malaysia worked with several homes this year. For the 10<sup>th</sup> year during Ramadan, it treated the children of Rumah Al-Munirah to a sumptuous feast and gifts, and donated RM40,000 worth of books to the home to encourage reading amongst the children. For Deepavali, staff of Soft Drinks Malaysia accompanied 22 children from Rumah Shalom on a clothing shopping spree,



sponsored by Soft Drinks Malaysia for the 3<sup>rd</sup> year, followed by a face painting and games session and lunch.

An F&N Charity Christmas Carnival was held for the first time at Soft Drinks Malaysia's premises. 21 children of Rumah KIDS were invited on a plant tour, played games and were treated to a meal. Soft Drinks Malaysia employees presented gifts to the children based on their Christmas wish lists, which were compiled beforehand and circulated to staff.

To spread Lunar New Year cheer to the elderly, for the 12<sup>th</sup> time, Soft Drinks Malaysia treated the residents of Rumah Sejahtera to

a feast, gifted them F&N products, mandarin oranges and red packets, and donated medical kits and electrical appliances to the home. A similar Lunar New Year luncheon was held at Sarawak Hun Nam Siang Tng for the 3<sup>rd</sup> time. The 25 elderly residents were treated to complimentary haircuts to usher in the new year and presented with red packets and basic necessities.

In support of youth culture, *F&N Sparkling Drinks* presented the Singapore Dance Delight for the 5<sup>th</sup> consecutive year. The winning teams from the Dance Delight competitions held in the region joined Singapore's finalists at Singapore Dance Delight Vol. 5 to vie for the coveted spot to

represent ASEAN at Japan Dance Delight, an annual dance competition held since 1994. *F&N Sparkling Drinks* is proud to help inject vibrancy into the local dance scene and support our young dancers on an international platform.

Times Printers supported the OCBC-TODAY Children's Fund this year by contributing \$5,888 for a flight in the charity golf event to raise funds for the Singapore Children's Society. The OCBC-TODAY Children's Fund helps children from distressed families through counselling, mentoring and therapy. Besides the donation, Times Printers also sent a representative to play in the golf tournament, and invited its clients to take part so as to help spread awareness for Singapore Children's Society.

- 1 F&NHB's Chairman's Award
- 2 F&N E.L.I.T.E. programme
- 3 Soft Drinks Malaysia sharing the festive joy with the elderly
- 4 Complimentary haircuts for the elderly



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# corporate social RESPONSIBILITY

## ENVIRONMENT

Environmental conservation remains a key focus area for F&N. The conscientious use of resources and adoption of best practices across our operating units underlie our commitment to safeguarding our environment.

### Reducing our Carbon Footprint

As one of the region's largest F&B manufacturers and packaging users, we are constantly finding ways to improve our processes so as to minimise our waste and reduce our carbon footprint.

F&N Foods Pte Ltd attained the 3R Packaging Award (Merit) by the Singapore Packaging Agreement in recognition of its commitment to reducing packaging waste and effecting changes to its packaging designs. Reducing the amount of plastic material and ink used in its packaging has helped to achieve total savings of 6.91 tons of plastic material used and \$194,500 per year.

Dairies Thailand continued to bag awards this year for its commendable efforts in reducing water and energy usage, as well as in waste and carbon emission in its manufacturing, supply chain and logistics processes. They include the ISO 14000 certification for its use of an effective environmental management system and the Thailand Kaizen Award 2014 from the Technology Promotion Association (Thailand-Japan).

At the Group's world-class Pulau Indah plant in Malaysia which already employs environmental conservation technologies in its operations, a complementary tree planting exercise was implemented. 100 employees from Dairies Malaysia, together with 50 students from Kolej Islam Sultan Alam Shah and SMK Sri Istana, planted 150 Golden Chain trees at Taman Bandar DiRaja, Klang in collaboration with the Klang Municipal Council (MPK). Through this exercise, Dairies Malaysia aims to help to

enhance the biodiversity of the area, reduce its carbon dioxide emissions and provide shelter from the sun for visitors to enjoy the park amenities.

For its recycling movement *Kempen Kitar Semula*, Soft Drinks Malaysia expanded the campaign to include pre-schools this year, in addition to primary and secondary schools in Penang and Shah Alam. This is in line with the philosophy that one is never too young to start recycling. This year, a total of 130 schools took part to collect over 168 tonnes of recyclable materials. The campaign, which is in its

8<sup>th</sup> year, has seen tremendous success, with over 750 tonnes of recyclable materials collected to date.

In Singapore, some 190 staff members, together with their families, joined hands with grassroots adviser, Dr Lee Bee Wah and her constituency members in support of H.A.B.IT @ Nee Soon South, to help maintain a litter-free neighbourhood. The partnership demonstrated the Group's efforts to strengthen its ties with the local community, as well as to engage staff in community service to help keep our environment clean.

- 1 F&N staff participated in H.A.B.IT @ Nee Soon South
- 2 F&N S.O.S programme
- 3 F&N S.O.S programme



### Saving Our Seas

F&NHB's Save Our Seas ("F&N S.O.S") programme concluded its third and final instalment of coral reef rehabilitation and community outreach this year. F&N employees and its partners had been participating in F&N S.O.S, a 3-year initiative held in Terengganu's Redang Island aimed at restoring the marine ecosystem.

The coral transplanting programme, which is an integral part of F&N S.O.S, has seen a proven survival rate of 53-75% at its three nursery sites. With guidance from Reef Check Malaysia, the F&N S.O.S team planted

20 more reef rehabilitation frames, reaching its targeted pledge of 130 frames, in conjunction with the Group's 130<sup>th</sup> anniversary celebrated last year.

Apart from reef rehabilitation, the F&N S.O.S team engaged the local community through outreach programmes. Working with the Redang Resort Operators Association, F&N provided several resort operators with 60 recycling bins, educational posters and collaterals to promote awareness about responsible behaviours towards marine conservation, recycling and proper

waste disposal among tourists. It also conducted a 1-day programme with 40 Sekolah Kebangsaan Pulau Redang students to educate them on their role in safeguarding the coral reefs and marine life through environmentally-friendly acts.

As an extension of F&N S.O.S, Dairies Thailand built five reef rehabilitation frames for the Marine and Coastal Conservation Centre, and planted 250 mangrove seedlings at the Rayong Mangrove Forest Station to enhance the marine ecosystem in Rayong, Thailand, as part of its 3-year project to plant 1,000 mangrove trees in the area.



## corporate social RESPONSIBILITY

### PRODUCT EXCELLENCE

F&N is cognizant of our responsibility to deliver only products of the highest standards to our consumers. This is evident in our award-winning brands and products, as well as in the ways we manufacture and promote them to consumers.

### Educating Consumers on Nutrition

In keeping with F&N's brand promise of "Pure Enjoyment. Pure Goodness", F&N MAGNOLIA's latest "Drink Milk Fresh" campaign educated consumers on the importance of enjoying milk at its freshest, within three days of opening, in accordance with the recommendation of the Agri-Food and Veterinary Authority of Singapore.

As testament to F&N MAGNOLIA's efforts in communicating science-related knowledge to consumers aimed at improving their lifestyle, F&N MAGNOLIA Lo-Fat Hi-Cal Milk with DHA Omega-3 represented Singapore and attained the award of Special Mention: Category of Communicating Science Related to Consumers at the International Union of Food Science and Technology Global Food Industry Awards held in Canada. This award came after it won the Singapore Institute of Food Science & Technology Healthier Choice Award 2013 – 2015 last year.

### Raising Awareness of Heart Health

F&N NUTRISOY, Singapore's favourite soya milk and a leading brand in Malaysia, continued close engagement with the Singapore Heart Foundation. In keeping with its heart health proposition, F&N NUTRISOY participated in the Go Red For Women Luncheon, the Foundation's key event which focused on educating women on cardiovascular health with an added fundraising element. F&N NUTRISOY was proud to be the sponsor of this event, and the official beverage of choice during the luncheon.

### Upholding Exceptional Standards

For the 3<sup>rd</sup> consecutive year, F&N's ice cream unit in Thailand was bestowed the highly prestigious Thai FDA Quality Award 2014 by Thailand's Food and Drug Administration. Dairies Thailand also received this award for the 2<sup>nd</sup> year running. Both units were recognised for their exceptional standards in product quality and safety control, manufacturing practices, customer relations and corporate social responsibility.

Dairies Thailand have also received the Consumer Protection Thailand Call Center Award 2014 from the Office of the Consumer Protection Board for its outstanding performance in receiving and handling consumers' complaints. The award was presented for the first time to honour achievements of major call centers in Thailand, and to

encourage cooperation between the government and private sector so as to facilitate consumer complaints and inquiries effectively. Dairies Thailand was one of the only two organisations selected for the prestigious honour in the Food & Beverage category.

- 1 International Union of Food Science and Technology Global Food Industry Awards
- 2 Thai FDA Quality Award 2014
- 3 Consumer Protection Thailand Call Center Award 2014



## HUMAN CAPITAL MANAGEMENT

At F&N, we put the well-being of our employees at the heart of our business. Through engaging employees in various welfare programmes, we aim to create a working environment that ensures employees' physical and mental health resilience, foster harmonious employer-employee relationships, and cultivate a healthy, happy and productive workforce.

### Workplace Safety

As testament to its enduring commitment to ensuring a safe working environment for all employees, Dairies Thailand continued to garner more awards this year, including the National Occupational Safety and Health Award 2014 and the Zero Accident Award 2014 Silver Star Award for producing 5 million man hours without any accidents, both from Thailand's Ministry of Labour. It also received the Outstanding Establishment of Labour Relations and Welfare Award (National Level) 2014 from the Department of Labour Protection and Welfare, Ministry of Labour, Thailand.

Placing employee health and safety as a top priority, Times Printers garnered a OHSAS 18001:2007

certification in July 2014 for its sound occupational health and safety practices. OSHAS 18001 is an internationally applied standard widely recognised for occupational health and safety management systems.

### Healthy Living

In Singapore, F&N Foods participated in the Health Promotion Board's 1 Million KG Challenge™, the first national incentive-based weight management programme to motivate and support those who want to achieve a healthy body weight. A roadshow launched to introduce the programme saw 120 employees in attendance. Employees with body mass index (BMI) above the healthy range were encouraged to sign up. F&N strongly supported the weight management journey of employees who pledged to lose 3kg over a 2 to 7-week period by providing a 1-hour time-off every Friday, so that they could use the time to exercise. F&N subsidised personal activities undertaken by these employees such as aerobics, Zumba and gym memberships, and rewarded those who managed to sustain their BMI below 23 over a 12-month period with cash vouchers.

Over at F&NHB, staff were encouraged to walk 10,000 steps a day with the launch of the F&N Active Fitness programme. The 10,000 steps a day initiative was introduced for its low-impact and suitability for all ages. Each participant was given a pedometer to record the number of

steps taken, and a guide containing tips on how to increase their daily steps, healthy eating habits and the locations of parks in the vicinity. Throughout the 8-week programme, fitness classes and team walks were also organised to encourage staff to work towards the 10,000 steps target.

### Bonding over Leisure Activities

To reward staff for their commitment, a special Labour Day private movie screening of the Hollywood blockbuster, "The Amazing Spider-Man 2", was organised for employees of the F&N Group. Staff could invite family members or friends and some 938 turned up for the private event.

Back by popular demand, the FuNtastic Club, F&N Foods' recreation club organised a Durian Fiesta for staff at the manufacturing facility in Singapore. Staff from various departments enjoyed different varieties of durians and other fruits. The casual feast helped to foster a more communicative and collaborative working relationship between colleagues.

Times Publishing Group held its first Family Day at the Singapore Zoological Gardens. Titled The Lost City, this event was planned in appreciation of the supportive role of the family. Besides admiring the attraction's sights, it was a treasured opportunity for 600 employees to bond over activities such as handicraft workshops, games and Parent-Child lookalike contests.

- 1 Launch of the F&N Active Fitness programme
- 2 F&N Foods' Durian Fiesta
- 3 Times Publishing Group's Family Day

