

ABOUT THIS REPORT

GRI 102-45; GRI 102-50 to GRI 102-54



Welcome to F&NHB Sustainability Report 2019

This is our third annual Sustainability Report. We are proud to continue our sustainability journey and reporting in alignment with the Global Reporting Initiative (GRI) Standards 'Core Option'. This year, we have further enhanced our reporting approach to include more disclosures on our most important sustainability topics. F&NHB has been included in the FTSE4Good Bursa Malaysia Index (F4GBM) for the first time this year, with positive results reflecting our strong environmental, social and governance practices.



FTSE4Good

"F&NHB has been independently assessed according to the FTSE4Good criteria and has satisfied the requirements to become a constituent of the FTSE4Good Index Series. Created by the global index provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices. The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investment funds and other products."

Read together with our Annual Report, this Sustainability Report gives our stakeholders a comprehensive picture of how F&NHB integrates financial goals with social and environmental imperatives. We are pleased to take this opportunity to share our commitments and progress in generating value for our stakeholders and conducting our business in an environmentally and socially responsible manner.

Similar to our approach from previous year, this report is organised into two primary themes on sustainable value creation, each with three 'core areas':

1. Delivering Value through Innovation, Human Capital Development & Social Collaboration



Driving Economic Value



Empowering Our People



Enhancing Social Well-being

2. Managing Our Impacts & Conducting Business in a Responsible Manner



Eco-efficiency



Responsible Supply Chain



Safety & Well-being

REPORTING PERIOD AND BASIS OF SCOPE

The reporting period aligns with F&NHB's fiscal year: 1 October 2018 to 30 September 2019 (our previous Sustainability Report was for the fiscal year ended 30 September 2018). Unless otherwise stated, the information presented in this report has been obtained from the following operations in Malaysia and Thailand, which represent 100% of F&NHB's business operations. For environmental data, information is obtained from our eight manufacturing sites in Malaysia and Thailand.



MALAYSIA

- F&N Dairies Manufacturing Sdn Bhd
- F&N Beverages Manufacturing Sdn Bhd
- F&N Beverages Marketing Sdn Bhd
- Fraser & Neave (Malaya) Sdn Bhd
- Borneo Springs Sdn Bhd



THAILAND

- F&N Dairies (Thailand) Limited

ASSURANCE POLICY

F&NHB's policy is to align our reporting of non-financial information with the best and most up-to-date standards and protocols available at the beginning of our financial year. We believe in reporting reliable data and continuously strive to improve the quality of our non-financial disclosures.


For the first time this year, we have obtained external verification on the sustainability data disclosed in this report. Lloyd's Register Quality Assurance (LRQA) has conducted a limited external assurance on selected Environment and Social disclosures. The limited external assurance serves to ensure accuracy of the sustainability data disclosed in this report. LRQA's statement can be found on pages 108-109 of this report.

CONTACT US

We value and appreciate all feedback to help make our future reports more relevant to our stakeholders. Please direct your comments, feedbacks or other queries to:

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