

ABOUT THIS REPORT

GRI 102-15; GRI 102-45; GRI 102-48 to GRI 102-54; GRI 102-56; GRI 103-2

Welcome to the

F&NHB SUSTAINABILITY REPORT 2020

This F&NHB Sustainability Report aims to provide our stakeholders with a concise, material and clear assessment of how we create value over time.

This report reviews our strategy and business model, risks and opportunities, and operational and governance performance with main focus of two primary themes on sustainable value creation, each with three core areas:

DELIVERING VALUE THROUGH INNOVATION, HUMAN CAPITAL DEVELOPMENT & SOCIAL COLLABORATION



Driving
Economic Value



Empowering
Our People



Enhancing Social
Well-being

MANAGING OUR IMPACTS & CONDUCTING BUSINESS IN A RESPONSIBLE MANNER



Eco-efficiency



Responsible
Supply Chain



Safety &
Well-being

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 to and progress in generating value for our stakeholders and conducting our business in an environmentally and socially responsible manner.



Read the full version of F&NHB Annual Report 2020 and Sustainability Report 2020 here.



REPORTING PERIOD AND BASIS OF SCOPE

This is our fourth annual stand-alone Sustainability Report, for our reporting period of 1 October 2019 – 30 September 2020. The report covers the activities of the Group's operations in Malaysia and Thailand shown below, which represent 100% of F&NHB's business operations. The environmental data presented in this report covers the eight manufacturing sites located in Malaysia and Thailand.

Thailand

- F&N Dairies (Thailand) Limited

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

REPORTING FRAMEWORK & INDICES


We are proud to continue our sustainability journey and reporting in accordance with the GRI Standards 'Core Option' and Bursa Malaysia Securities Berhad's Main Market Listing Requirements. We have also prepared this report in alignment with the IIRC's International <IR> Framework. This year, we continue to include disclosures and initiatives on our most important sustainability topics.

F&NHB has again been included as a constituent of the FTSE4Good Bursa Malaysia Index this year, marking the second year of recognition for our strong Environmental, Social, and Governance practices. Our improved ESG rating and percentile ranking from last year is a testament that we are making positive strides in delivering value to our stakeholders in an environmentally and socially responsible manner.

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.


This year, we have again obtained external verification on the sustainability data disclosed in this report. LRQA has conducted a limited external assurance on selected Environment and Social disclosures. The limited external assurance serves to ensure the accuracy of the sustainability data disclosed in this report.


 > [Read more about 'LRQA's assurance statement', on pages 110 to 111 of this SR](#)

CONTACT US

We value and appreciate all feedback to help make our future reports more relevant to our stakeholders. Please direct any questions pertaining to our sustainability initiatives or reporting, or comments and feedback, to:

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