

**YTL
GROUP
sustainability
report 2014**

the journey continues...

Making A Good Future Happen

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About this Report

Welcome to YTL's eighth standalone Sustainability Report, which sets out how we are addressing the sustainability performance of our business units – including achievements, progress and challenges we faced in 2013/2014.

As per our previous sustainability reports, the report's scope and methodology remain unchanged, except for Starhill Real Estate Investment Trust which was renamed "YTL Hospitality REIT", effective from 11 December 2013, following the registration of the REIT's restated trust deed with the Securities Commission Malaysia.

Our report is structured using the four pillars of our Sustainability

Framework – Marketplace, Environment, People and Community – under which we report on relevant subject areas relating to our material sustainability issues. We also seek to enhance readers understanding of our operations and targets we have set.

This report is intended to detail non-financial data for YTL Group and complement our Annual Reports which report on Group business operations and financial performance. Together, the reports, which are also available on the YTL corporate website at www.ytl.com, provide a clear and comprehensive representation of our annual progress creating economic, environmental and social value by addressing the interests of our stakeholders worldwide.

FEEDBACK CHANNEL

As part of our efforts for continual improvement, we appreciate and value your comments and thoughts regarding our sustainability developments, reporting and communications. We know the path to sustainability is a long and challenging one, and we trust that we are equipped and prepared for the journey ahead of us.

We would like to hear from you! Please send us your feedback at sustainability@ytl.com.my.



YTL GROUP
sustainability
report 2014

"MAKING A GOOD FUTURE HAPPEN"

We are pleased to announce the launch of the new YTL Sustainability Tagline – "Making A Good Future Happen".

"Making a Good Future Happen" reflects our vision for what the YTL Group sustainability initiatives aim to achieve internally and externally across the four pillars of YTL's sustainability framework – Marketplace, Environment, People and Community. It captures the essence of our efforts to be "A Steward of Our Good Earth" for future generations, and also consolidates the many sustainability initiatives we have conducted throughout the Group over the last few decades. It is also a reminder that the journey towards a truly sustainable future continues for us and our stakeholders.

the journey continues...

Managing Director's Letter to Stakeholders

Dear Stakeholders,

The consumption of natural resources remains a core concern for our stakeholders and the YTL Group for innumerable reasons. Whilst supply chain participants such as coffee farmers, mining companies, contract manufacturers and energy companies are able to communicate with their stakeholders, natural capital does not have a clear nor audible voice. As the population continues to deplete natural resources at an accelerating rate, territorial disputes continue to escalate and spill over from the locales of those resources to urban landscapes, the communities therein and commercial interests. The effects of these geopolitical disputes has created widening ripples and sometimes tragic consequences.



BUSINESS, RESOURCES AND SOCIAL STRUGGLES

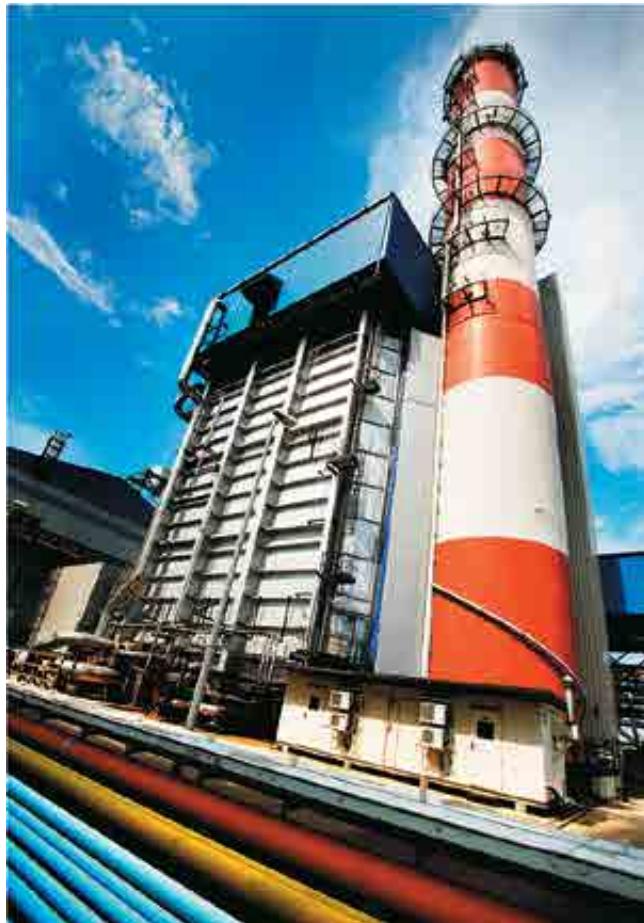
As with natural equity, the recurrent challenges of human equity and issues faced by society are equally important. Many years ago, Kenichi Ohmae wrote in *The Borderless World* that "a true global corporation serves the interests of consumers, not governments, and wealth comes from the marketplace, not from natural resources." Ohmae's 24 year old publication recognised the need for corporations and investors to take on responsibility for sustainability generally. More recently, sustainability practitioners have penetrated mainstream media with the message that climate change and community issues are in fact business problems. Even Hank Paulson has moved over from the resolution of purely financial issues and is now more concerned about the devastating effects of climate change, and is urging large corporations to take the lead on mitigation and adaptation.

In mid-2014, Li Ka-shing in his speech "Sleepless in Hong Kong" spoke about social issues such as widening inequality, waning trust and intensifying resource scarcity.

These concerns are not new to YTL, but we must now address the issue of where responsibility for positive change truly sits and how we go about being a more effective agent for lasting and constructive change. By creating initiatives to change the dynamics of the social struggles in various communities, such as our biogas and micro hydro installations in Indonesia, to alleviating the financial burden for consumers of water in the UK, we have managed to positively impact the lives of a large number of people. However, this clearly is not enough.

Communicating our successes with stakeholders is as important as reporting the shortcomings and gaps in our approach to sustainability at YTL. But we feel that the onus now sits on the shoulders of corporates to promote responsible behaviour, insist on sustainable supply chains, and foster good practices. Greater accountability and transparency should become business as usual in a sustainable world.

Managing Director's Letter to Stakeholders



However, this trend is nothing new. Al Gore and David Blood's sustainable investment management company, Generation Investment Management was set up ten years ago with sustainability used as "a lens through which to make better investment decisions". They believed that this approach served as a good risk mitigation tool, would use human and natural resources more responsibly, and would provide competitive advantages for their investee companies.

With the investment community moving towards both mandatory and voluntary reporting on GHG emissions, there are calls for pension funds, endowment funds and Socially Responsible Investing (SRI) funds to report the carbon footprint of their portfolio companies. This is gradually trickling down to the portfolio companies through reporting frameworks and disclosure projects.



INSTITUTIONAL INVESTORS LEADING BY EXAMPLE

Encouragingly, we are also seeing a shift in the onus of change to socially responsible investors. Currently, the main investor groups with a social and environmental impact focus are the endowment, sovereign wealth, pension and local authority funds. Stanford University in early 2014 announced it would divest publicly listed coal mining companies from its USD19 billion endowment, citing substantial environmental and social injury caused by coal. Similarly, Nordea Investment Management recently came under pressure to track the greenhouse gas (GHG) inventory of its USD130 billion portfolio of funds. More recently Norway's sovereign wealth fund spoke about divesting its nearly USD70 billion of equity holdings in fossil fuel related investments. The ramifications of this move would be far reaching and profound, but more importantly, it could represent an inflection point for global sustainable investing.

Whilst YTL does continue to use coal in our cement kilns and heavy fuel oil (HFO) and coal in our power plants, the portion of alternative fuels being used in the cement plants is increasing each year. Similarly, for YTL PowerSeraya, we have repowered 750 MW of HFO to combined cycle gas turbines in a bid to reduce dependence on more carbon intensive fuels. At Wessex Water we have made even more significant progress with almost 16% of power for the plant's operation supplied from renewable sources. Whilst we are still behind some of our corporate peers in the UK and US who are targeting 100% of energy from renewable sources within 10-20 years, we recognise that as a utility conglomerate, we can only make careful and small steps in order to ensure the future financial sustainability of the Group.

Managing Director's Letter to Stakeholders

THE CARBON DEBATE – PUSHMI-PULLYU

Similar to the two-headed animal (Pushmi-Pullyu) in the Dr Dolittle series, governments around the world seem to be moving in opposite directions on the issue of carbon mitigation. Whilst Canada, Russia, Australia and Saudi Arabia are not convinced about the urgency of climate change mitigation, sentiment has moved dramatically in the US, the UK, India and China. In fact, China may emerge as a leader in renewable energy with its ministry already announcing a target of 70 GW of solar power by 2017. China is also now hinting that they will implement a national emissions trading scheme. On its southwest border, India's new Prime Minister Modi is talking about a major project to harness solar power to improve the lives in every home by 2019. Even in the UK, Chancellor George Osborne has been forced to pull back from trying to water down the UK's keystone climate change policy amidst protests from Ed Davey (the Lib Dem Energy Secretary), The Committee on Climate Change, and Ruth Davis (Political Director at Greenpeace UK). Ruth Davis called this a victory for responsible policy making over political point scoring.

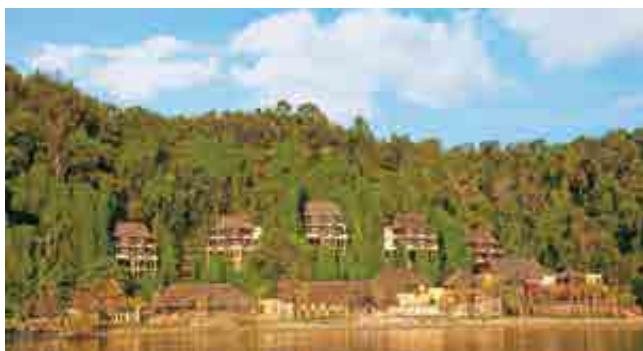
In a similar courageous move in 2014, President Obama took a major step as part of his attempt to leave a defining legacy of improved environmental prospects for the country in the form of a mandate for the Environmental Protection Agency to cut emissions from 600 coal fired power plants. As Obama said of this important move, "a low carbon clean energy economy can be an engine of growth for decades to come."

However, global economic malaise is taking its toll on the battle to reduce carbon dioxide in the atmosphere. Even with the emergence of the Palmer United party in Australia initially challenging the move to scrap the carbon tax (amidst the coldest temperatures in 130 years on the Australian continent), the Australian Government has finally repealed the carbon tax and removed the 2020

target of 20% of its energy requirement from renewables. Similarly, European countries are seeing large government budget cuts to a range of important environmental programmes such as renewable energy investment, feed in tariffs, subsidies and energy efficiency.

Nevertheless, despite the decline of the compliance carbon markets, we continue to provide support for our internal carbon mitigation activities and the operation of YTL-SV Carbon, a subsidiary of YTL Corporation that provides carbon consulting services both in-house and to third parties. This commitment to mitigation, and the strategies that guide them is one that needs to be reflected by government policy and intensified lobbying – a subject I will write more about later on in this letter.

Another area of carbon mitigation is the built environment. The world's buildings account for just under a third of global energy end-use and about a fifth of all GHG emissions. If nothing changes in terms of behaviour (business as usual), use of energy in buildings could double globally by 2050. Buildings offer cost-effective opportunities to reduce the growth of energy demand. Exploiting this potential more widely requires sustained policies and actions that address passive design, construction, and the operation and maintenance of buildings and related equipment, as well as changing user behaviour and attitudes. In recognising this, passive design is something that YTL has been leading in Malaysia with strict codes and policies for minimising impacts on the natural environment, high use of blended cements, and energy efficiency enhancements in our older properties. We have been doing this as far back as the early 1980's with the construction of Pangkor Laut Resort, Perak, and as recently as 2012 with the construction of Gaya Island Resort, Sabah.



Managing Director's Letter to Stakeholders

TECHNOLOGY AS A SUSTAINABILITY TOOL

YTL believes that harnessing the potential of technology is critical in all of its business units, but it can also be used to tackle issues of climate change through effective research and development (R&D), and investment in clean technology and commercial scale plants. In fact, many see technological advances as the quintessential element of mitigating climate change. As Roger Pielke Jr., University of Colorado, wrote to the Financial Times in early 2014, "the sooner that we realise that advances in technology are what will reduce emissions, not arbitrary targets and timetables for reductions, the sooner we can focus our attention on the serious business of energy innovation."

One of many encouraging technology developments has been with advancements in crystalline photovoltaic cells and thin film technology where pricing of installed capacity has almost reached grid-parity. In mid-2014, the UK recorded its highest ever proportion of solar energy at 3.9% over a 24-hour period, and there is currently a trend to utilise old coal mines in the UK and marginal land elsewhere for large scale solar farms. The largest conversion so far is a 30 MW solar array in the north of England on an abandoned colliery.

However, technology is a double-edged sword. Trends in the agricultural sector are also disturbing where technology and genetically modified crops have impacted global food security. Ten global agriculture and chemical firms now control over 70% of the commercial seed market, and as many as 93% of seed varieties have already gone extinct. In the US alone 85% of apple varieties have disappeared completely. By privatising the genus of nature this corporate takeover is slowly but surely decimating sustainable farming, destroying the diversity of crops, and making them vulnerable to diseases that could threaten food security.

So we need to be mindful of the dangers of overreliance on technology to solve some climate change issues. However, where we at YTL have been bold enough to move forward is with process technologies where we have a proven track record in operation and maintenance, specifically of anaerobic digestion of organic waste. Following our success in Wessex Water, with the production of vehicle grade biogas from human sludge waste, we have now embarked on the collection of food waste for the production of methane as a fuel under the wholly-

owned subsidiary of Wessex Water, GENeco which processes over 40,000 tonnes per year of food waste from supermarkets, tables and kitchens. This is a good example of scalable technology which can be used globally to solve some of the municipal solid waste, emission and landfill constraints faced by overcrowded municipalities.

THE ONUS

Morality, the ability to harness technology and communicate effectively are critical elements of a successful sustainability strategy, but the ability to generate momentum for change throughout supply chains and with other stakeholders is essential. It is often said that you cannot wake up someone who is pretending to be asleep. However, big brands and conglomerates are now awake and are in a position to create positive change in their supply chains. Currently 100 of the top global companies control 25% of the trade of the top 15 commodities around the world, which gives them immense influence over supply chains and consumer behaviour and habits. But more importantly, it gives them remarkable power to lobby governments and influence policy making at the highest levels. Some activists such as Sir Jonathon Porritt believe that this is going to be the most effective way forward, rather than trying to marketise consumers and manipulate their behaviour. This could be the revolution in corporate behaviour that we have all been waiting for.

It is time for corporations to jointly take on responsibility for social and environmental issues through intensified engagement and the relentless pursuit of positive change over the long-term. Without this, the future will not be a place we want to live in, nor to have been responsible for.

May God bless each and every one of us in all of our positive endeavours.

TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING
PSM, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP

Managing Director
YTL Corporation Berhad

About YTL Corporation Berhad

The holding company of the YTL Group, YTL Corporation Berhad (YTL Corp) (Company No. 92647-H), is one of the largest companies listed on the Bursa Malaysia (Stock Code: 4677, Bloomberg: YTLMK; Reuters: YTLS.KL). As an international conglomerate, sustainability remains a core part of the business ethics, strategy, and decision making of the YTL Group. This has led directly to YTL Corp recording a compounded annual growth rate in pre-tax profits and an enviable track record of enhancing shareholder value.

RM31.77 billion
Market Capitalisation
as of 30 September 2014

Total Assets of
RM61.0 billion
as of 30 June 2014

The **1st**
Asian non-Japanese company
to be listed on the
**Tokyo Stock
Exchange**
since 1996

RM19.3 billion
Group Revenue
as of 30 June 2014

Founded in
1955



Utilities (Power, Water & Communications)



Cement Manufacturing



Construction Contracting



About YTL Corporation Berhad

More than
12,000
employees globally

Serving more than
12 million
customers

Recipient of
**Conglomerate
of the Year
Award**

Ranked
No. 4
in "Top 50
Malaysian Brands"

Winner of
**Strongest Adherence
to Corporate
Governance &
Best Strategic CSR**



Property Development & Investment



Hotel Development & Management



Information Technology & e-Commerce Initiatives



Management Services & Others



About YTL Corporation Berhad

AWARDS AND ACCOLADES

Over the years, YTL Corporation has been recognised globally as one of Malaysia's best managed companies. The prestigious awards and acknowledgements are a testament to our key achievements, excellent practices

and innovation at the core of the YTL Group of Companies. During the year under review, we are humbled and honoured to have been the recipients of numerous awards, which include the following:

ENVIRONMENT

Wessex Water/GENeco

- Data Project of the Year at Water Industry Achievement 2014 for energy data hub initiative
- Queen's Award for Enterprise¹ 2013 in the Sustainable Development category for their general approach to management of sustainability and stakeholder engagement
- Winner of Water Industry Achievement Awards 2013 in two categories of Renewable Initiative of the Year and Carbon Reduction
- Silver Award at the Zero Waste Awards 2013 and 2012

PT Jawa Power/YTL Jawa Timur

- Received award from East Java Governor in 2014 & 2013 for The Best Implementation of Reporting on the Environmental Management and Monitoring Plan for the East Java Province
- Gold Rating Award 2013 at PROPER (National Rating Programme in Corporate Environmental & Community Development Programme) by Indonesian Ministry of Living Environment²
- The first power plant in Indonesia received its ISO 50001 Energy Management Systems certification in 2013

YTL Construction

- Winner of Excellent category at Green & Gracious Award 2014 by BCA³

YTL Cement

- Perak-Hanjoong Simen and Pahang Cement received the ISO 50001 Energy Management Systems certification in 2013

Express Rail Link

- Environmental Commitment Award at the Global AirRail Awards 2013



MARKETPLACE

YTL Corporation

- Conglomerate of the Year Award at the Malaysian Business Awards (MBA) 2013

Wessex Water

- The Government Standard Customer Service Excellence Award⁴ 2014
- Best Customer Initiative at Debt Collection Awards 2013 for the "Tap – Our Assistance Programme"

Seraya Energy

- Brand Excellence at Business SuperBrands Award 2014 and 2012

YTL PowerSeraya

- May Day Model Partnership Award 2013

Express Rail Link

- AirRail Link of the Year at the Global AirRail Awards 2014

Autodome

- Gold Award in the Home Grown category at the Kuala Lumpur Mayor's Tourism Awards 2014 for Shook! Restaurant at Starhill Gallery

YTL Communications

- Most Innovative Partnership Strategy with Google at the Telecom Asia Awards 2014
- Best Enterprise Cloud Offering at the Telecoms.com Awards Industry 2014
- Best Broadband Cloud Award at the Broadband InfoVision Awards 2013
- Most Promising Telecom Service Provider of the Year at Frost & Sullivan Malaysia Excellence Awards 2013
- Gold Award for Commercial Low-rise category at the Malaysian Institute of Architects (PAM) Awards 2013 for its Network Operations Centre II at Sentul West, Malaysia

YTL Land & Development (3 Orchard By-The-Park, Singapore)

- BCA Green Mark Gold Plus Award 2014

YTL Land & Development (Sales Gallery at Sentul West, Malaysia)

- Silver Award for Interior Design category and Commendation Award for Adaptive Re-Use category at the Malaysian Institute of Architects (PAM) Awards 2014

YTL Land & Development (Sandy Island, Sentosa Cove, Singapore)

- Gold Award for Residential Development (Low-rise) category at the FIABCI⁵ Prix d'Excellence Awards 2013



Ms Ho Say Keng, Group Company Secretary/Accountant, YTL Corporation, receiving the Adherence to Corporate Governance and Best Strategic Corporate Social Responsibility Awards from Mr Siddiq Bazarwala, Publisher & Chief Executive Officer, Alpha Southeast Asia, at the 3rd Annual Southeast Asia Institutional Investor Awards 2013 in Kuala Lumpur



(L-R) Y.Bg. Dato' Ramesh Kadammal, Advisor of the Organising Committee of MBA, Y.B. Dato' Sri Mustapa Mohamed, Minister of International Trade and Industry, Tan Sri Dato' (Dr) Francis Yeoh Sock Ping, Managing Director of YTL Corporation, Tuan Syed Nabil Aljeffri, Organising Chairman of MBA at the Malaysia Business Awards (MBA) 2013

WORKPLACE

YTL Corporation

- Gold Winner of Best Workplace Practices category at Global CSR Awards 2014 for YTL PowerSeraya's culture of safety and work-life balance

PT Jawa Power/YTL Jawa Timur

- Received the Work Health & Safety Management (SMK3⁴) Award 2014 from East Java Governor for its satisfactory of SMK3 implementation
- Social Security Insurance (Jamsostek⁵) Award 2013
- Industrial Peace Award 2013 for creating harmony and dynamic situation within the company working environment

Express Rail Link

- Best Human Capital Management Award – Rail Industry at SPAD's⁶ Land Public Transport (LPT) Symposium 2013 Industry Award

Wessex Water

- British Safety Council International Safety Awards 2013 for its operations

Wessex Engineering Construction Services

- ROSPA⁷ Gold Award at the Occupational Health and Safety Awards 2013

COMMUNITY

Wessex Water

- Silver Award at Green Apple Award 2013 for Watermark Award Schemes

YTL PowerSeraya

- Elaine Field Award from the Cerebral Palsy Alliance Singapore for the Company's invaluable contributions to the GROW programme

YTL Starhill Global Property Management

- Customer Activation Award at the World Wide Fund for Nature (WWF) Earth Hour Singapore 2014

LEADERSHIP AND REPORTING

Y.Bhg. Tan Sri Dato' Seri (Dr) Yeoh Tiong Lay, Executive Chairman of YTL Corporation

- Recipient of Legendary Lifetime Achievement at the Malaysian Business Awards (MBA) 2013

YTL Corporation

- Winner of 3rd Annual Southeast Asia Institutional Investor Corporate Awards 2013 in two categories of Adherence to Corporate Governance & Best Strategic Corporate Social Responsibility



President Director of PT Jawa Power receiving PROPER Gold Award from Dr Balthasar Kambuaya, Minister of Environment at Malam Anugerah Lingkungan 2013

1 Received this award for the 2nd time in a row

2 Received this award for the 8th time in a row and remains the only coal fired power station which has been awarded the Green Rating (2006 – 2012) and Gold Rating (2013)

3 BCA stands for Building and Construction Authority (BCA)

4 Received this award for the 19th time in a row

5 FIABCI is the acronym for International Real Estate Federation

6 SMK3 or Sistem Manajemen Keselamatan dan Kesehatan Kerja stands for the work health and safety management, based on three consecutive years of performance and received awards in 2005, 2008, 2011 and 2013

7 Jamsostek or Jaminan Sosial Ketenagakerjaan stands for social security insurance for worker

8 SPAD (Suruhanjaya Pengangkutan Awam Darat) stands for Land Public Transport Commission

9 ROSPA is the acronym for Royal Society for the Prevention of Accidents

Our Approach to Sustainability

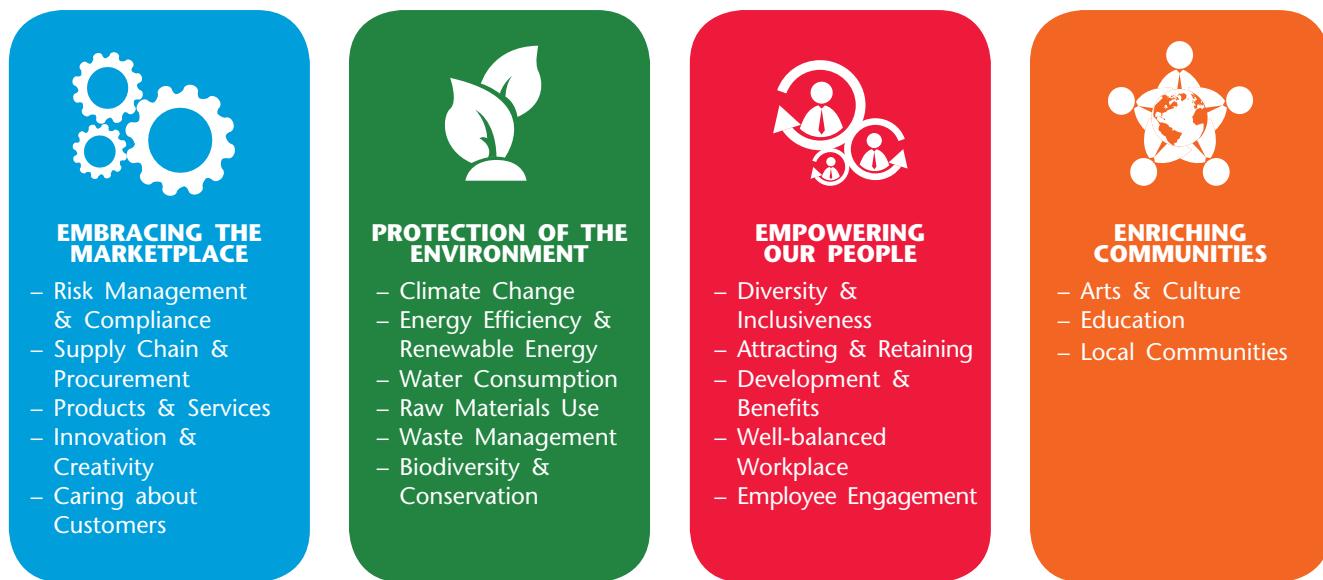
MANAGING SUSTAINABILITY

At YTL, sustainability sits at the heart of our business, and is led from the top. It is essential that we embed sustainability in our business strategy and day-to-day decision making processes across employees, operations, counterparts and business partners.

We constantly review our approach to ensure that key sustainability challenges impacting our stakeholders,

businesses and society at large are addressed across our value chain. We recognise that stakeholder engagement regardless whether it is internal or external, plays a significant role in influencing our sustainability agenda. We are dedicated to our Group's vision and mission, and remain focussed on four key areas – Marketplace, Environment, People and Community – as indicated below.

YTL SUSTAINABILITY FRAMEWORK



CORPORATE GOVERNANCE

YTL is committed to upholding the highest standards of business ethics, integrity and corporate governance in all our business dealings. We strive to be open, honest, and accountable to others and ourselves.

To demonstrate this, when conducting business we share and promote these values with all of our stakeholders to ensure a balanced approach to ethics and integrity, the creation of sustainable businesses and compliance with all applicable laws. YTL is governed by a Board of Directors that meets throughout the year, oversees all of the Group's businesses and affairs, and constantly reviews corporate governance practices that help the Company continue to achieve world class results in the right way.

Further details of our corporate governance, risk management and internal control systems are available in the *YTL Corporation Berhad Annual Report 2014*.

YTL Group Sustainability Committee

Led by the Managing Director, we set up the YTL Group Sustainability Committee (YTL GSC) in 2011. The objective of the YTL GSC is for all YTL employees to conduct themselves in a manner that always meets and regularly exceeds expectations of sustainable practices through the mastering of three languages – the languages of God, Man and Machine.

THE LANGUAGES OF GOD, MAN & MACHINE

- | | |
|---------|--|
| God | – Morality and integrity |
| Man | – Articulating views and evangelising them |
| Machine | – Harnessing the use of technology |

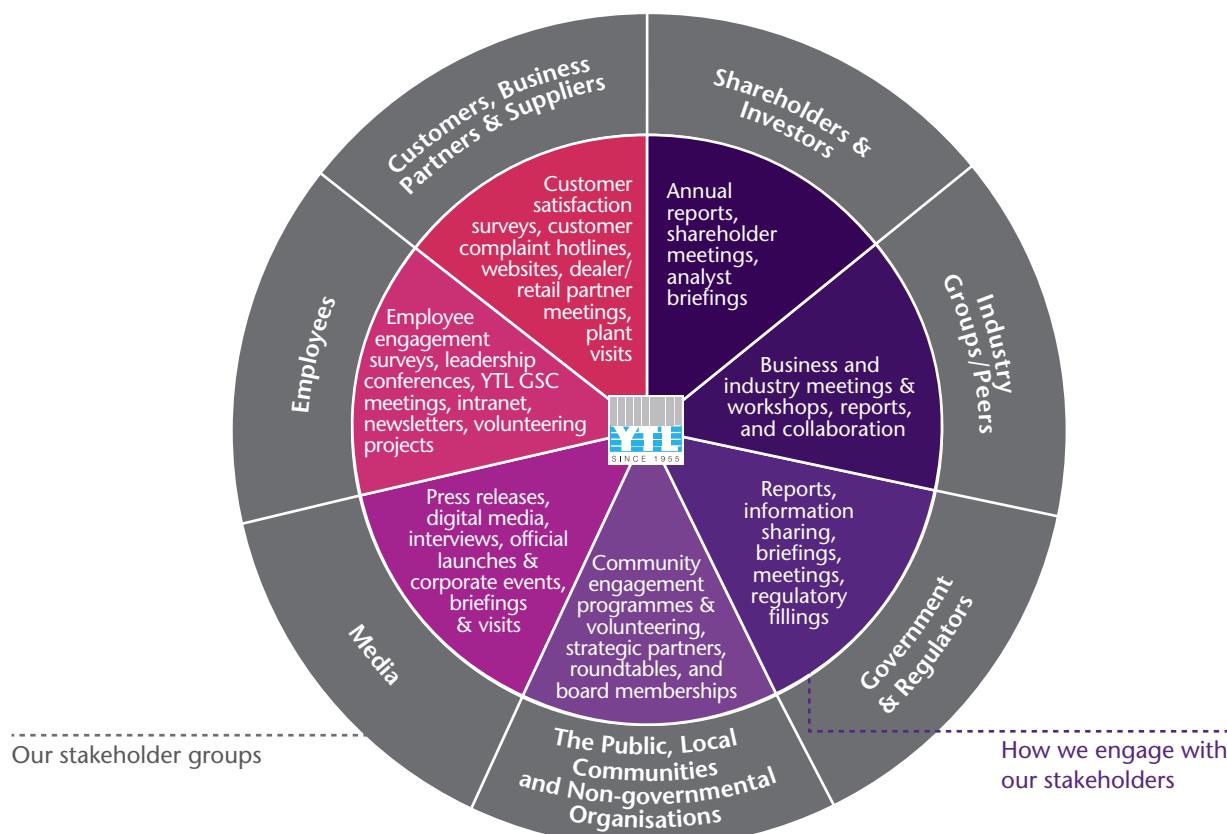
Our Approach to Sustainability



STAKEHOLDER ENGAGEMENT

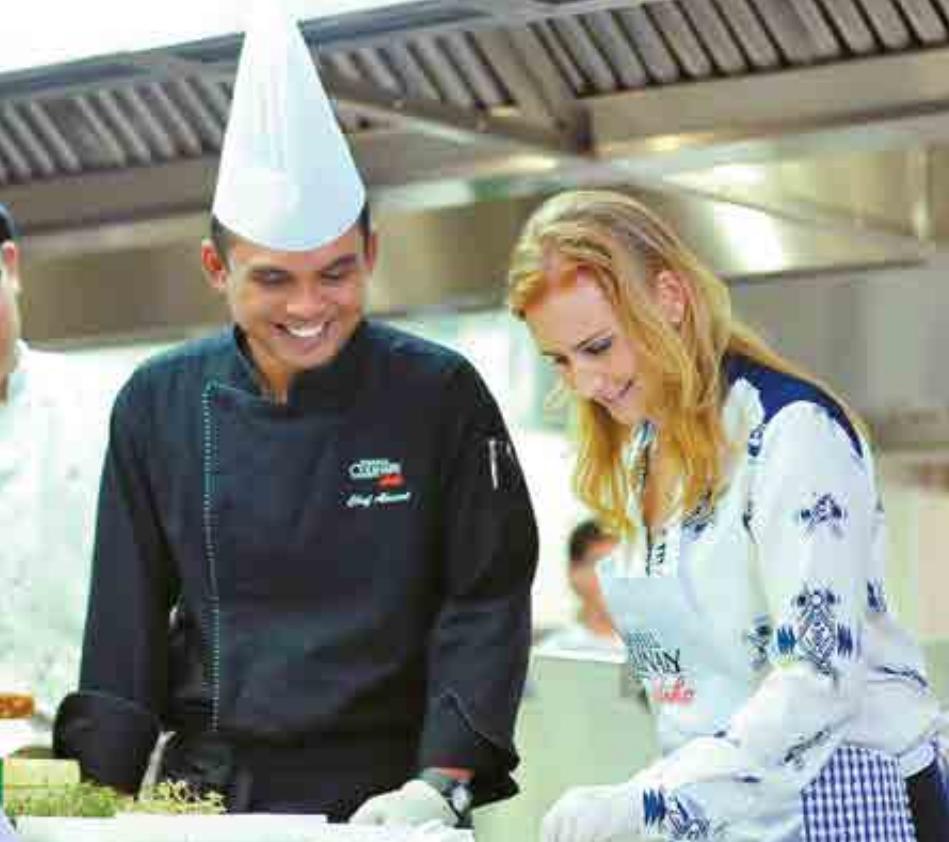
Effective stakeholder engagement has become an essential part of managing and conducting business responsibly and sustainably. We employ a range of channels and mechanisms to engage with our stakeholders on an ongoing basis,

especially our employees and with subject matter experts who have been providing us with valuable feedback on how we can improve. We listen to their views and use them to shape the way we operate and plan for the future.





Embracing the market



place

“ Companies must be more proactive with consumers, suppliers and governments. On the one hand responsibility for product and service choices are made by the consumer, but companies have the capability to lobby governments, select responsible suppliers and provide sustainable choices for consumers. ”

TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING
PSM, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP
Managing Director of YTL Corporation Berhad

Embracing the Marketplace

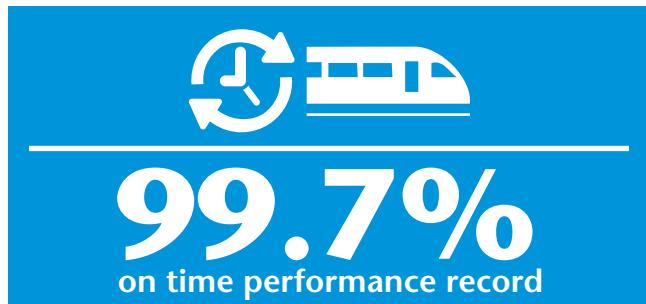
Our Commitment



Strive towards being a trust-based organisation in upholding ethical, sustainable and responsible business practices in which we operate

Our Approach

-  Delivering profitable business growth through effective risk management and compliance
-  Operating sustainable and responsible supply chains and procurement processes
-  Strengthening stewardship of products and services
-  Investing in sustainable innovation
-  Respecting and actively engaging with business partners, customers and communities



Embracing the Marketplace

YTL business practices have been driven by the highest standards of integrity, honesty, fair dealing and regulatory compliance. We believe that our commitment to ethical and responsible business practices will lead to business excellence and long-term success.

We are continually expanding our product range to offer more choices and convenience, meet new customer requirements and serve different lifestyles and occasions. We believe that we can do more to develop these product and service offerings further.

Although we do face challenges of balancing stakeholder interests in some areas of procurement, we have also been working to source sustainable products in all of our business units. For example, with our seafood choices, we

now offer line-caught fish in Sabah, and are slowly moving to remove endangered fish species from our menus throughout the Group.

In keeping with our core values and commitments, we have implemented various initiatives that have enabled us to monitor and manage business risks, to become more competitive, to accelerate sustainable growth in a manner that creates value for our shareholders and also allows us to seize new opportunities in diversified and disparate industries.

RISK MANAGEMENT AND COMPLIANCE

Our goal is to accomplish the most elevated conceivable measures of corporate administration and moral execution. As part of good corporate governance, we have a risk assessment system that is regularly evaluated and constantly improved.

Our compliance with national, international and regional regulations are vital in supply chains across the Group. Each business unit in the organisation has a risk index that distinguishes the probability and effect of risks within the respective business units and actions being taken to deal with them. Our risk management system addresses a holistic view of operational issues such as compliance, crisis management, internet fraud and anti-competitive behaviour in a coordinated manner.

The identification of risks, opportunities and impacts are integral in the selection of suppliers and in the creation of supply chains employing the same values and processes as we would in assessing risks, opportunities and impacts in any other part of our operations.

More information can be found in the *Statement on Risk Management and Internal Control* in the YTL Corporation Berhad Annual Report 2014.

Ethical Marketing and Communication Practices

Although we now largely meet a number of our commitments, we continue to engage in dialogue regarding the marketing of our products. It is our aim to ensure all marketing and advertising is accurate and truthful. Deliberately misleading messages, omissions of important facts, or false claims about our competitors' offerings are not acceptable. To maintain YTL's valuable reputation, compliance with our quality processes and safety requirements is essential.

All communication by YTL complies at all times with cultural, legal and ethical standards of the communities in which we operate. At YTL, we strive to protect our customers from misleading marketing messages and we ensure that the provision of accurate and fair information adheres to full compliance with applicable laws and regulations. We endeavour to keep our customers informed on any products and services we deliver.

For ease of reference, all product and service information is published on the Company's website, marketing collateral, brochures, booklets as well as advertisements in all forms of media including television, radio, telephone, newspapers, magazines, billboards, newsletters and the internet.

Embracing the Marketplace

Privacy and Data Protection

We recognise and respect the legal rights of others on matters involving the ownership, use and disclosure of intellectual property. At YTL, our corporate, customer and employee information is strictly private and confidential, and is treated as such at all times.

In Malaysia, we have registered with the Personal Data Protection Act 2010 (PDPA). PDPA is an Act that regulates the processing of personal data in regards to commercial transactions. It was gazetted in June 2010. All companies in Malaysia were required to register themselves at the Personal Data Protection Department of Malaysia by 15 November 2013. The intent of the PDPA is to give consumers confidence that their personal data will be protected.

DID YOU KNOW?

The average cost of a corporate data breach is up to

USD 3.5m

– A 15% INCREASE SINCE 2013

(Source: *The Cost of Data Breach Study 2014: Global Analysis*)

CUSTOMER SERVICE AND ENGAGEMENT

YTL serves over 12 million customers worldwide and is still counting. Our customers are pivotal in everything we do. Loyalty of the customer has been earned through the delivery of our promise on product quality and value. It is by adapting to a customer-centric business approach and the establishment of long-lasting relationships which strengthens our global brand and image.

Through Wessex Water's tailored assistance programme, **Tap**, they are helping more than 15,000 customers, by relieving past debt and practical help to reduce water and energy bills.



We are on course for another year of excellent performance. We put customers at the heart of everything we do and deliver the best customer service which results in the highest levels of customer satisfaction in the industry."

*Colin Skellett,
Chairman of Wessex Water*

KEEP ME POSTED

Wessex Water was the first utility company to sign the **Keep Me Posted Campaign's¹⁰ Right to Choose** pledge, a move that improves the way customers communicate and interact with the Company and receive information, including bills.



I'm delighted that Wessex Water has recognised Keep Me Posted's commitment to prioritising consumer choices by signing up to our charter - a concrete demonstration that they value their customers. They have become the trailblazer for other utilities to follow, and we hope that many other companies will follow their lead and become supporters of the Keep Me Posted campaign."

*Judith Donovan CBE,
Chair of the Keep Me Posted campaign*

Customer Satisfaction

Customers are our upmost priority, hence understanding their behavioural patterns and needs is essential to us. Improving and elevating their experience with us is an element that we take seriously. Those efforts have a positive return by increasing levels of customer loyalty, customer retention and profitability. It has also been our routine in engaging with our customers, soliciting and reviewing their feedback on our products and services. This provides vital information for continuous improvement in better understanding their expectations and improving their experience with us.

¹⁰ The Keep Me Posted is a coalition of representatives from charities, interest groups and businesses in the UK that are united by a belief that consumers should be given rights to choose

Embracing the Marketplace

Average of
> 80%
 TripAdvisor score
 for all YTL Hotels

YTL Hotels

At YTL Hotels, customer feedback and comments from the online community such as 'TripAdvisor' are constantly monitored by the General Managers at the respective hotels. Where comments or replies are necessary, the General Manager will respond promptly, guided by YTL Hotels' external communication guidelines. The information collected through different channels helps the Hotel Management teams identify any gaps and areas for continuous improvement across all guests touch points.

"You guys did a wonderful job!" – US President Barrack Obama, stayed at The Ritz-Carlton Hotel Kuala Lumpur 2014.

"It was my pleasure to have stayed with you!" – Miranda Hart, UK actress and comedienne, stayed at The Majestic Hotel Kuala Lumpur, Cameron Highlands Resort and Pangkor Laut Resort 2014.

99.7%
 on time service
 performance

Express Rail Link (ERL)

ERL operates the KLIA Ekspres and KLIA Transit train services between KL Sentral Station in the city and KLIA & KLIA2. Cruising at a top speed of 160 km/h, KLIA Ekspres is South East Asia's fastest train with a 99.7% on time service performance. ERL has been recognised locally and internationally for consistently providing high standards in the air rail services industry. ERL has received ISO 9001:2008 certification for Quality Management Systems and will continue to ensure passengers enjoy the highest standards of customer service.

"It was my first time on the rail link and it exceeded my expectations. Not only was it clean and comfortable, it was also punctual. With comfortable seats, passengers would be hard pressed to find any flaws with their ride." – Ms Teoh Pei Ling, travelled via the KLIA Ekspres to KLIA2, the new low cost carrier terminal.

92%
 satisfied or
 extremely satisfied

YTL PowerSeraya

YTL PowerSeraya's in-house call centre conducts surveys all year round to gather feedback. This year's result surpassed last year's rating of 84%, and was derived from 363 customer respondents (from 2,055 invited) who rated the Company on areas of service and engagement such as product knowledge, customer issue resolution efficiency and effectiveness, professionalism, willingness to provide assistance and the overall engagement experience.

87
 out of 100
 SIM score

Wessex Water

According to the industry regulator Ofwat¹¹, Wessex Water offers standards that are among the highest within the industry. In 2013, Wessex Water retained their position as the "Best Performing Water and Sewerage Company" in England and Wales for Ofwat's service incentive mechanism (SIM), supported by the results of their own satisfaction and value for money surveys.

¹¹ Ofwat is the economic regulator of the water and sewerage industry in England and Wales

Embracing the Marketplace

PRODUCT AND SERVICE STEWARDSHIP

YTL is committed to "Making a Good Future Happen". We believe that enhancing and enriching people's lives is a responsibility that we must uphold. There is no limit in ensuring continuous improvements, and maintaining and guaranteeing the highest possible standards in quality control throughout every product lifecycle. We constantly monitor and review processes, putting in place systems to better manage risk, increase productivity, sharpen our competitive edge, and most importantly, make strategic choices and decisions that have a positive impact on society and the environment.

DELIVERING HIGH QUALITY PRODUCTS, WORLD CLASS SERVICES AND VALUE FOR MONEY

Our efforts in being detailed and delivering world class products and services to our customers have delivered positive returns. Over the years, the YTL Group has won many accolades in all its different businesses, ranging from utilities, high speed rail, cement manufacturing, telecommunications, construction and property development to the operation of luxury resorts around the world. On top of this, most of YTL's key business units are certified with ISO 9001, ISO 14001, OHSAS 18001 and ISO 50001 standards, demonstrating a strong commitment to product quality, environmental protection, occupational health and safety as well as energy efficiency. We are grateful and thankful to the loyal leaders and unsung heroes within the Group that passionately and tirelessly serve our 12 million customers.

At the Malaysia Business Awards (MBA) 2013 Gala Dinner organised by the ASEAN Business Advisory Council Malaysia in collaboration with the Kuala Lumpur Malay Chamber of Commerce, YTL Corporation received one of the MBA Conglomerates of the Year Awards. We were acknowledged for exceptional performance for the year and the groundbreaking milestones achieved, reflecting continuous growth and success in business activities.

YTL Communications aims to provide affordable, world class services that improve the lives of people across Malaysia, utilising the nation's most advanced 4G wireless broadband network built from the ground up. At our recent official launch of Yes in Sabah, it was noted that more than 60%



Winners of the Malaysia Business Awards 2013

of the population in Sabah had access to the fastest 4G mobile internet service with voice. YTL Communications is targeting to expand their network coverage and services to 80% of the Sabah population by the end of year and expansion plans in Sarawak are already underway.

As part of its commitment to excellence and service innovation, YTL Communications has received several highly acclaimed awards for its service innovation and contributions to the industry in the five years since the launch of its service in November 2010 – namely the Broadband InfoVision Awards under the "Best New Service" category in 2011 and "Best Broadband Cloud" category in 2013, Frost & Sullivan Malaysia's "Most Innovative Service Provider of the Year 2012" and "Most Promising Telecom Service Provider of the Year 2013", "Best Enterprise Cloud Offering" at the 2014 Telecoms.com Awards, and most recently, 2014 Telecom Asia Awards for the "Most Innovative Partnership Strategy".



It is always encouraging to see people recognise the benefits of Google Apps and Chromebooks in schools and foster a culture of collaborative learning anytime, anywhere. We look forward to helping the Ministry of Education Malaysia achieve its education transformation goals at a national level by working with YTL Communications."

*Caesar Sengupta,
Vice President of Product Management, Google*

Embracing the Marketplace



Amrish Kacker, Partner, Analysys Mason (L) presenting the award to Jacob Yeoh, Executive Director, YTL Communications (R)

2014

"The Most Innovative Partnership Strategy" by Telecom Asia Awards (Jakarta, Indonesia), for its partnership with Google – this award acknowledges the telecommunications operator with the most innovative approach to forging win-win partnerships with players that add value to their customers or impact the bottom line. In an innovative collaboration with Google, YTL Communications deployed Google-designed 4G Chromebooks to Malaysian schools with integrated Google Apps for Education into a cloud-based virtual learning platform.



Pn Noormah Mohd Noor, CEO of Express Rail Link at the Global AirRail Awards 2014

Other business units such as the Express Rail Link (ERL), strives to deliver first class customer service. The ERL received numerous awards at the prestigious Global AirRail Awards which included the Best Customer Service Award for KLIA Ekspres VIP Service (2011), the coveted "North Star AirRail Link of the Year 2012" and the Environmental Commitment Award in 2013. The ERL was once again named "AirRail Link of the Year" at the Global AirRail Awards 2014 in Oslo. The ERL won the Best Human Capital Management Award (Rail Industry) conferred by Suruhanjaya Pengangkutan Awam Darat at the inaugural LPT Symposium 2013 Industry Awards, and marked an important milestone when they welcomed their 50 millionth passenger in March 2014. The ERL proves that a Malaysian company can provide world-class services with the right mix of technology and human resource investment.



(L-R) David Rowen, Editor, Wired Magazine, Wing K Lee, Job Witteman, CEO, Amsterdam Internet Exchange at Broadband InfoVision Awards 2013

2013

The "Best Broadband Cloud Award" at the Broadband InfoVision Awards in Amsterdam, Netherlands – recognises an excellent product, service, device or innovation in the area of Cloud Services by a service provider. YTL Communications captured the world's attention by connecting 10,000 national schools across Malaysia with Yes 4G Internet service integrated with the cloud-based Frog VLE (Virtual Learning Environment) under the 1BestariNet project.

Our wholly-owned subsidiary in the UK, GENeco, was awarded "outstanding" status in the Times Top 100 UK Companies listings 2014. GENeco is a food waste recycling and renewable energy company, with a successful track record of offering customers innovative and cost effective sustainable solutions for the disposal of their organic waste. Despite very narrowly missing out on the main listings, GENeco was still honoured with the prestigious status of a two star accreditation. The judging panel, whilst complimentary about many aspects of their peers submissions, were most impressed that GENeco were able to achieve such recognition on their first attempt – a rare occurrence for the award. Sean Hill, our Organic and Biosolids Solution Manager, said: "For a business to go from creation to being recognised alongside the UK's top 100 companies in less than five years is a tribute to everyone who works for GENeco."

Embracing the Marketplace

Product Excellence – From Achieving to Achieved

Sandy Island, a maiden luxury residential development in Sentosa Cove, Singapore developed by our property arm, YTL Land & Development (YTL L&D), was honoured as the prestigious Gold Winner of the FIABCI¹² Prix d' Excellence Awards in the Residential (Low-rise) Category at the 64th FIABCI World Congress in Taichung, Taiwan, edging out award-winning projects from all over the world. Having already garnered numerous prestigious regional and local awards, including five FIABCI-Malaysia Property Awards for projects in Malaysia, this international win is a crowning achievement for YTL L&D as it is considered the "Oscars of the Real Estate Industry". This demonstrates the Company's winning formula of crafting every YTL home with great attention to detail and in meeting homeowners' needs, through its ethos of building homes that are "*Designed by Masters, Built as Masterpieces*".

Notably, YTL L&D is the proud winner of Singapore's Building and Construction Authority (BCA) Green Mark Gold Plus Award for their upcoming luxury high-rise development 3 Orchard By-The-Park in Orchard Boulevard, Singapore. The Green Mark award recognises the green initiatives inherent in design, architecture and construction, equivalent to the Leadership in Energy and Environmental Design (LEED) in the USA which is a global benchmarking scheme to measure best practices in sustainable design. This award reflects the status of their quality homes which are designed with innovative and sustainable living concepts, built to the highest standards.



YTL Land & Development is the winner of BCA Green Mark Gold Plus Award for its latest project 3 Orchard By-The-Park in Singapore

In line with this, YTL Construction (YTLC) won the Green and Gracious Builder Excellence Award¹³ in 2014. This award sets standards for green practices that builders can implement to address environmental concerns. It will be mandatory from 2015 for all construction firms in Singapore that are registered with BCA's Contractor's Registry to be certified under the Green and Gracious Builder Scheme (GGBS). Achieving GGBA is recognition for YTLC as a green and environmentally responsible contractor. YTLC continues to deliver products based on Construction Quality Assessment System (CONQUAS), Quality Assessment System in Construction (QLASSICS) and Quality Conformance Awareness Training (QCAT).

PRODUCTS AND SERVICES INNOVATION

Innovation and sustainability go hand-in-hand, and to evolve effectively, we must uncover new ways of doing things efficiently and sustainably. This means sharing knowledge, winning and delivering work in new integrated ways, and developing new markets. To do so, we are encouraged to think beyond the usual paradigms in order to bring out the best and most creative ideas.

Innovation a Central Theme

In recent years, Wessex Water has been pursuing novel approaches to achieving positive environmental and social outcomes. These include:

- providing agronomic advice to farmers to protect drinking water sources,
- real-time reporting of sewer flooding incidents near bathing waters,
- a wide range of no-dig methods to refurbish water mains and sewers to reduce disruption and costs, and
- early adoption of enhanced anaerobic digestion of sewage sludge.

Wessex Water encourages staff to promote better ways of working through their Eureka! programme (see page 70), and carry out trials and investigations through their Innovation and Technology Forum. In 2013 – 2014, these included trials of multimedia filters for spring sources and ultrasonic devices to control algae in reservoirs.

¹² FIABCI is the acronym for International Real Estate Federation

¹³ First launched in February 2009, BCA's Green and Gracious Builder Scheme (GGBS) and Green and Gracious Builder Award (GGBA) aim to raise the environmental consciousness and professionalism of builders

Embracing the Marketplace

Wessex Water also took part in collaboration trials with other water companies, including a comparison of the efficiency of advanced sewage aeration equipment and the effectiveness of different dissolved oxygen monitors, all of which have the potential to deliver energy efficiency savings. In 2013 – 2014, they devised an internal Dragon's Den (named after the BBC programme for new businesses and innovations seeking venture capital funding) to review ideas that offered the best potential cost savings. Successful projects included a timer device for ultraviolet disinfection and modification of flows at a sewage treatment works inlet, to reduce energy use and repair costs.

This year also marks the first year of Wessex Water's joint research programme with the University of Bath. It comprises five work streams which cover:

1. low energy sewage treatment and nutrient recovery;
2. methods for improving the biogas yield of sewage sludge digesters;
3. emerging pollutants in wastewater that pose potential risks to the environment;
4. engaging customers to encourage responsible water use and to discourage sewer misuse; and
5. improved techniques for assessing the full life costs of physical assets.

Repairing the Trenchless Way

By using a CCTV robot, Wessex Water repaired a section of an ageing sewer at risk of collapse. Rather than digging up the motorways, the repairs on the section of sewer running from Banwell in Somerset to the motorway were conducted and completed by pushing a plastic sock inside the sewer and illuminating the interior with a UV light.



Wessex Water's infrastructure – Inflated UV liner within a structural pre-liner as it passes along the floor of the culvert

By employing the "no dig" technologies to repair pipelines Wessex Water is able to avoid 116,000 tonnes of waste material in one year, and achieve a 90% CO₂ emissions reduction compared with open cut methods. Wessex Water will continue to try new forms of trenchless technology that can help further improve the efficiency of water mains and sewer maintenance works.

Research and Development (R&D)

Key to sustaining growth and creating value for the Group is a focus on R&D and a commitment to innovation.



YTL Cement's green label eco-friendly DRAGON blended cement

The Westport Technical Centre was established in 2005 as the R&D arm of YTL Cement, and it continues with the development of the next generation of eco-friendly cements to meet market demand. These products will further reduce the CO₂ emissions of these cements and significantly reduce environmental impacts. To keep abreast of international developments for eco-friendly cements, YTL Cement's blastfurnace cement is the first product in Malaysia to achieve the new BS EN 197-1:2011 certification as a low heat and sulfate resisting cement.

A state-of-the-art complex at the 300-acre Sentul Park, which serves as the YTL Communications network operations centre (NOC) and data centre, also hosts a test bed for the 4G Innovation Network. This network is a complete ecosystem where developers can experiment, collaborate, share innovative ideas and build applications and solutions that showcase the advances of 4G technology.

Embracing the Marketplace

SUPPLY CHAIN SUSTAINABILITY AND RESPONSIBLE PROCUREMENT

As part of the Group's sustainability approach, we aim for sustainable supply chains and responsible procurement as a standard practice across all business units. Our priority is given to locally produced items with fair trade or eco-labels as well as locally-based suppliers and service providers, where possible, to reduce transport-related emissions and to support the local economy, whilst meeting our financial requirements and upholding expected high standards. Our vendor selection process helps us to improve our products and service quality, integrate sustainability into our core businesses, reduce costs, create more efficient supply chains and enhance our brand image.

With these principles in place, procurement of materials and equipment are made with responsible and reputable suppliers driving positive change to ensure true product sustainability.

In YTL Cement, the creation of blended cement products in the late 1990s first commenced with research and development into the use of waste slag from steel mills – granulated blastfurnace slag (GBFS) – which was subsequently imported from Japan and China. Following successful trials, and the acceptance and sale of blended cements in major infrastructure and construction projects, the Company explored the use of other recycled raw materials in the production of cements. These waste materials were soon regarded as useful raw materials and accepted by the market. At the same time YTL Cement was able to create and utilise sustainable procurement procedures and supply chains.



YTL Cement's bulk cement trucks delivering product for export at Port Klang

CRAFTING UNIQUE GUESTS EXPERIENCES

Over the past few years, YTL Hotels' Central Purchasing Department dedicated itself to sourcing ethically, sustainably, and locally procured quality items, such as food and beverages, cleaning supplies, bedding, room furnishings, etc. However, in certain cases where local produce is not available or is not produced in a sustainable manner, the division purchases from alternative sources.

The Department has been strengthening its procurement processes and reviewing purchasing policies. They are working closely with their suppliers to ensure that the supply chain conforms to high standards of sustainability. This remains a key strategic focus for the division in the near future, and some of the initiatives include the following:

Vistana Hotels – Kuala Lumpur, Kuantan and Penang

All three Vistana Hotels were re-launched simultaneously in February 2014 with the theme "Times Change, So Do We". This strengthened the pillars of the upgraded Vistana product - Vibrance, Verve and Value. The rebranding brought new concepts to the table, such as a 24-hour gym, 'Grab-and-go' coffee bars, a business solutions centre and complimentary Wifi throughout the hotels. The Vistana brand has also raised the bar in being sustainable and is careful that products are produced in a responsible manner before being sold or served in the hotels. The Vistana brand also supports the Malaysian boutique personal care brand "Mangosteen". Mangosteen Basics are recognised for their strong sustainability pedigree, especially their procurement decisions which have a great impact on the communities and environment where the products originate. The brand is now used throughout all the Vistana Hotels nationwide.



The 'Grab-and-go' coffee bar, Vistana Kuala Lumpur

Embracing the Marketplace



Fisherman's Cove, Gaya Island Resort

Gaya Island Resort

On the menu at Fisherman's Cove, is "Catch of the Day" highlighting efforts to support a group of small-scale local fishermen committed to the activity of line fishing. This helps to achieve positive change in the marine ecosystem, contributes to the conservation of healthy reefs and oceans, and at the same time, improves the livelihood of local fishing communities.

Cameron Highlands Resort

The Dining Room fully embraces the farm-to-table concept and offers a thoughtful menu that caters to the finest and freshest ingredients locally-sourced from the resort's own organic garden, where the ingredients are free of toxins and harmful pesticides and chemicals.



The Dining Room, Cameron Highlands Resort



Fisherman's Cove, Pangkor Laut Resort

Pangkor Laut Resort

Malaysian flavours and styles are a prominent influence on the menus at this resort and ingredients are locally-sourced whenever possible. The Chef's Kitchen Experience showcases the sustainable aspects of cuisine at Pangkor Laut Resort and highlights local fishermen, artisans, producers and vendors on nearby Pangkor Island.

Spa Village Resort Tembok, Bali

Herbs grown in the resort's garden are used in the spa for resort guests as they are the most natural products. Quality and freshness are guaranteed, and local ingredients and seasonal produce used in the resort's kitchens are from the local community which is made up of small scale entrepreneurs with a strong passion for local products, served at the resort's Wantilan Restaurant.



A selection of local spa treatment ingredients



Protection of environment

of the ment



“ The range and scope of our environmental initiatives sometimes seem lost in the overwhelming plethora of issues and challenges faced by the natural environment. But if we all play our part and focus on specific issues, our collective impact will eventually be felt. Maintaining balance with nature and stakeholders will never be a simple undertaking, and the results may take years to be realised. **”**

TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING
PSM, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP
Managing Director of YTL Corporation Berhad

Protection of the Environment

Our Commitment



Integrating environmental sustainability into our strategy and core business decisions that protect and improve the natural environment for future generations

Our Approach

- | | | |
|---|---|--|
| 
<input checked="" type="checkbox"/> Reducing greenhouse gas (GHG) emissions | 
<input checked="" type="checkbox"/> Promoting energy efficiency and renewable energy | 
<input checked="" type="checkbox"/> Improving water efficiency |
| 
<input checked="" type="checkbox"/> Managing waste streams and responsible disposal or reuse | 
<input checked="" type="checkbox"/> Optimising resource efficiency | 
<input checked="" type="checkbox"/> Conserving terrestrial and marine biodiversity and ecosystems |



Protection of the Environment

The environment is constantly changing and evolving. What was part of the environment previously may no longer be in existence today, as nature rarely reverses its course nor repairs itself, until concerted efforts are made to give it the means to do so.

As a leader in environmental sustainability initiatives, it has always been in our corporate culture to provide products and services that meet and often exceed customers' needs and expectations whilst minimising the potential environmental impacts of our business. It is our hope that through environmental sustainability, we will be able to reach more individuals and contribute to the betterment of the natural environment we are blessed with. That is why we have a growing portfolio of green investment projects, carbon reduction management programmes, and

how we play a leading role by sharing best practices with our stakeholders and peers.

We reaffirm our commitment to continue working to develop and implement environmentally responsible business practices throughout our organisation and long-term value creation. We constantly encourage our employees and business partners to join us in the journey by supporting and furthering our environmental efforts as this promotes ownership and accountability.

CLIMATE CHANGE

Climate change has already begun to dramatically transform life on Earth. Around the globe, seasons are shifting, temperatures are climbing or falling and sea levels are rising. However, we rely on the planet to supply humans and all living organisms with our basic needs. Those such as air, water, food and secure habitats could slowly vanish. Climate change is rapidly altering the land and water we all depend upon for survival, leaving our future generations with possibly a very different and challenging world.

As our shared journey continues, we are focused firmly on joint action for the future, especially in the battle against climate change. In 2014, we signed up with Trillion Tonne Communiqué in the effort to promote climate change advocacy which has been spearheaded by our Group Head of Sustainability, Ms Ruth Yeoh since 2007.

Climate change has emerged as a challenge faced by most populations around the world. The 2014 devastating floods in the UK cost businesses, homeowners and the government billions of dollars. It also forced a number of organisations to change their business strategy and to put sustainability at the top of their agendas.

At YTL, we are committed to a balance between the environment and operations and maintenance. Thus, we continue to actively find ways for preventive measures, adaptation, mitigation and solutions to tackle the urgent issue of climate change.

Earth Hour – Advocacy and Climate Change

For the past few years, Earth Hour has made an increasingly broad impact on behaviour and habits. Earth Hour is not just about saving energy for an hour, but it is about going beyond the hour, and the change in collective behaviour that will lead to more sustainable choices for the planet.

This year, Earth Hour launched a new phase in the development of WWF's mass engagement initiative - Earth Hour Blue. In conjunction with this, YTL continued to show its support for Malaysia's sixth Earth Hour to raise awareness. This year, we managed to include a total of 39 YTL properties and offices globally in Earth Hour, including those in Malaysia, Singapore, Thailand, Indonesia, Japan, and the UK. Across the Group, we have organised events to encourage more people to join Earth Hour activities.



Earth Hour 2014 celebration at Wisma Atria, Orchard Road, Singapore

Protection of the Environment

YTL-SV CARBON – An In-house Carbon Knowledge Centre

In May of 2008, YTL acquired the boutique carbon consulting firm, SV Carbon, now known as YTL-SV Carbon (YTL-SVC). Then primarily a service provider for the Clean Development Mechanism (CDM), the Company now also offers a wide array of carbon related services, including carbon footprinting and GHG inventory services, as well as carbon asset development. YTL-SVC also serves as the YTL Group's in-house knowledge centre on all carbon-related activities.

YTL-SVC is the largest consulting company for carbon asset projects in Malaysia in terms of the number of projects registered. To date, the Company has guided 29 projects through the registration process for carbon credit generation under either the CDM or the Verified Carbon Standard (VCS). Having been a major home grown player in this field since its establishment in 2006, this track record constitutes the foundation of the Company, and further led to it being a strong advocate for the adoption of carbon reporting and disclosure as a tool for environmental protection, cost reduction and risk management.

To reinforce and further advance the belief behind YTL-SVC's efforts, the Company spearheaded the GHG Reporting Seminar in October 2013, held at the Majestic Hotel Kuala Lumpur, in collaboration with TUV Nord Malaysia. Highlighting the opportunities and risk management aspects of GHG reporting, the seminar also gave support to the MyCarbon programme, which is the national GHG reporting and disclosure platform under the Ministry of Natural Resources and Environment.

Tan Sri Dato' (Dr) Francis Yeoh, in his keynote at the event attended by high-profile members of Malaysian businesses, the Government and NGOs, underlined the importance of businesses taking on a leadership role in driving low-carbon development in the uncertain state of the international regulatory environment.

"If various regional regulatory authorities are having problems with formulating and implementing appropriate policies, then the private sector will need to assist and lead in business-to-business and business-to-consumer sustainability initiatives designed to measure, monitor, manage and report on emissions data. Balancing the interests of stakeholders will always be a significant challenge, but the protection of resources is our moral obligation. In the longer-term, stakeholders will appreciate and understand that this sustainable solution is the only solution," stated Tan Sri Dato' (Dr) Francis Yeoh,

YTL-SVC sits on the judges' panel for the MyCarbon awards for excellence in GHG reporting, and the technical committee on country-specific carbon reporting standards under Standards Malaysia.

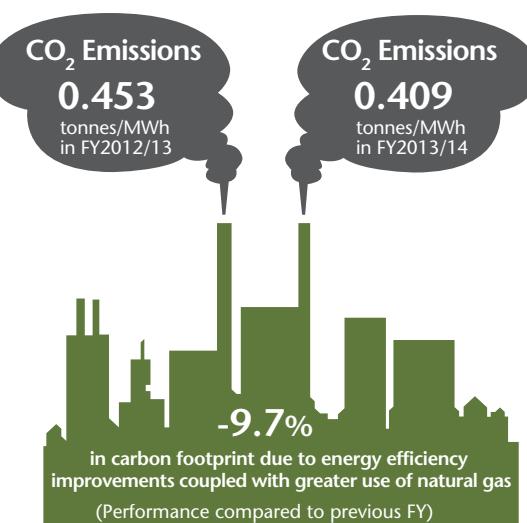
YTL-SVC continues to engage with the community on the benefits of carbon management and reporting through talks, training sessions and thought leadership commentaries, as well as providing expert support to climate-related private and public initiatives.



(L-R) Aernida Binti Abdul Kadir, SIRIM QAS International; Yasmin Rasid, Eco Knights; Aminah Ang, SIRIM QAS International; Mathias Varming, YTL-SV Carbon; Dr Gary Theseira, Ministry of Natural Resources & Environment; Dr Fong Wee Kean, World Resources Institute at the MyCarbon Awards Judges' Meeting

YTL PowerSeraya's Carbon Reduction Commitment

YTL PowerSeraya has continued to reduce its environmental footprint with a strong focus on GHG emission mitigation. The Company's core operational activities are electricity and steam generation, fueled mainly by natural gas as the dominant fuel source.



Protection of the Environment

Gains in overall plant efficiency to 51% coupled with the increased use of natural gas (versus heavy fuel oil), resulted in an estimated 10% drop in carbon emissions for every unit of energy produced at the plant.

Carbon Management at Wessex Water

One of Wessex Water's long-term sustainability goals is to be carbon neutral. This requires efforts to avoid additional GHG emissions from new activities, improve energy efficiency and increase renewable energy generation.

Electricity use accounts for more than 70% of their overall carbon footprint and has been increasing since the early 1990s due to tighter sewage treatment standards. The last few years have also shown a close correlation between energy use and the weather at Wessex Water.

During 2011 – 2012, dry conditions resulted in reduced volumes of sewage for pumping and treatment, leading to the lowest electricity use since 2002. However, predominantly wet weather in 2012 – 2014 increased the amount of energy required for pumping and treating wastewater.

GHG Emissions Performance Level (000t CO ₂ eq)		
Five-year Average	2012 – 2013	2013 – 2014
153	159	145
Better (performance vs five-year average)		



Wessex Water's energy team inspecting the Maundown water treatment works which supplies clean water to nearly 200,000 people across Somerset

ENERGY EFFICIENCY & RENEWABLE ENERGY

As one of the key regional players in the power generation sector, supplying energy efficiently whilst minimising the impact we have on the environment is a moral obligation to stakeholders.

Energy efficiency is a way of managing and restraining growth in energy consumption. Energy efficiency is defined as "using less energy to provide the same service". Something is more energy efficient if it delivers more units of service for the same energy input, or the same services for less energy input.

Overall, YTL has a two-fold strategy in pursuing green practices Group-wide. Firstly, we have monitoring systems put in place to measure and track energy use. Secondly, we pursue and steadily increase renewable energy use, whenever possible.

Various energy saving practices have been embraced by our business units, and there have been a variety of creative and innovative approaches used which were really quite simple actions but effective in delivering tangible results in energy conservation.

Energy Management Systems in Practice

Energy conservation for YTL is simple where the ultimate goal is to use less energy to provide the same amount of product or heat and energy. The right way to make sure the principle is upheld is by achieving international standards that are set and accredited by international organisations. This keeps the business units on track to maintain and achieve internally set targets.

YTL Cement is currently the second largest cement producer in Malaysia, and they operate two world-class integrated cement plants in Pahang and Perak, as well as Clinker and Blastfurnace Slag Grinding Plants at Westport, Klang and Pasir Gudang, Johor. YTL Cement also owns an integrated cement plant in Hangzhou, China, which has a production capacity of 2 million tonnes of cement per annum. As part of the efforts to reduce energy consumption, YTL Cement attained ISO 50001 Energy Management Systems (EnMS) accreditation for their Perak and Pahang plants in 2013, and the other cement plants are also in various stages of preparation for this certification.

Protection of the Environment

No.	Plant	Status of ISO 50001:2011 Energy Management Systems	Remarks
1	Perak-Hanjoong Simen	●	Achieved certification in 2013
2	Pahang Cement	●	Achieved certification in 2013
3	Slag Cement	●	Has commenced EnMS implementation and target certification in December 2014
4	Slag Cement (Southern)	●	Has commenced EnMS implementation and target certification in December 2014
5	Jawa Power Paiton II Power	●	Achieved certification in 2013

Note:

●	Certified	●	In progress
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One of the energy saving initiatives by YTL Cement at Perak-Hanjoong Simen (PHS) at their cement mill was through installing a roller. The introduction of roller presses three and four in the cement mill is for implementing a new step in the cement production known as pre-grinding. Pre-grinding increases the throughput and reduces specific energy consumed per unit produced. The roller was installed by KHD Humboldt Wedag, the reputed supplier of integrated cement plant equipment from Germany, which can save about 3 kWh/t.

The other scheme introduced was the relocation of the damper for the cement mill vent fan. The damper for the mill outlet dust collector was repositioned to reduce restrictions and friction. They had to invest in new dampers for two mills as the existing damper dimensions could not be matched. The investment was viable as there was a significant amount of energy saved resulting in financial savings of more than RM30,000.

Like YTL Cement, YTL Jawa Timur (YTLJT) embraces the view that concern for the environment is an integral and fundamental part of the Paiton II Power Station's operation and maintenance and business strategy. YTLJT recognises the impact that activities may have on the environment and is therefore committed to high standards of environmental care and performance.



PT Jawa Paiton II Power Station, the first power plant in Indonesia certified with ISO 50001

YTLJT promotes energy management best practices and reinforces good energy management habits and processes. Starting in 2012, the site initiated the implementation of EnMS which is an integrated activity to control energy consumption by establishing energy conservation programmes in order to improve energy performance at the office and the power plant.

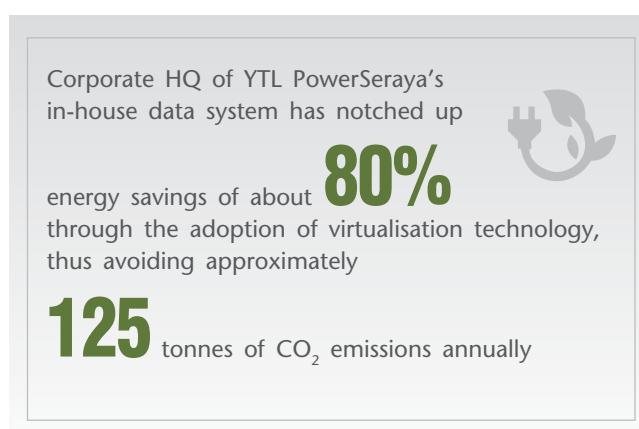
- Turning off heating, ventilation and air conditioning (HVAC) during weekends at the office. Previously, despite any holidays, the HVAC would remain "ON" regardless of actual requirements. Energy saved was **1.1 MWh** per week equivalent to **56.6 MWh** per year

Protection of the Environment

- Automatically turning off lighting during the day in the boiler area using a switch control device (light sensor). There are about 500 lamps (70 W) continuously lit. Energy saved was **102.5 MWh** per year
- Replacement of 5,000 fluorescent lamps (58 W) with LED lamps (25 W) in the office, turbine building, and other plant areas. **50%** energy was saved per year

Being in operation for 14 years, the Paiton II Power Station continues to operate with thermal efficiency virtually unchanged from when the plant was first commissioned. YTL JT has managed consistent energy use by conducting proper maintenance including preventive maintenance and planned repairs. The plant has also developed and introduced new innovation programmes and reduced the House Power, which is the electric power and fuel consumed to run the power plant itself known as auxiliary power or parasitic load.

Similarly, the corporate HQ of YTL PowerSeraya as a certified Eco Office for several years, managed to reduce its energy use (on a per head basis) by 20.16% over the period from 2008 to 2013. In absolute terms, an estimated 99,500 kWh of energy was saved over the five-year period (equivalent to approximately 50 tonnes of CO₂ emissions avoided) despite the headcount increasing by 14.2% per year.



Change to Save in Wessex Water and GENeco

The water industry is energy-intensive, and since one cubic metre of water weighs one metric tonne, so simply moving water and sewage and treating it to high standards takes a massive amount of energy. During this initiative, the main goal of Wessex Water was to keep the balance in providing the best service to customers and at the same time reducing the impact on the environment. By continuously reviewing their systems and promoting staff suggestions they were able to spot potential energy savings. Energy saving activities included their onsite audit programme; fitting control systems on equipment, improving heating and lighting, and an energy bonus designed to engage all staff who were actively able to help reduce energy consumption. They have also installed additional automatic meter reading equipment for more accurate energy use data, enabling them to pinpoint and resolve any unexpected or unscheduled increases in energy use.

During the 2011-2012 dry conditions, this resulted in lower volumes of sewage for pumping and treatment, leading to their lowest electricity use since 2002. However, wet weather in 2012-2014 increased the amount of energy required for pumping and treating wastewater.

They have continued to improve energy efficiency and identify unnecessary power use. Alongside the regulated business, their food waste facility at the Bristol sewage treatment works, operated by their subsidiary GENeco, completed its first full year of energy production. The site also saw the construction of four wind turbines owned by Triodos Renewables, each with a rated capacity of 2.05 MW.



Wessex Water staff consistently monitor the plants energy usage

Protection of the Environment

Let's Power Up

The Lebanese Republic's total electricity production capacity of 1,400 MW falls short of the actual demand of over 2,500 MW. Consumers do not get continuous 24 hours power supply and suffer additional cut-offs when the existing power plants are shut down for maintenance.

YTL Power Services (YTLS) was awarded a five-year operation and maintenance contract for the 480 MW Zahrani and 480 MW Deir Amar combined cycle power plants in 2011. The power produced from these plants accounts for 50%-60% of the nation's electricity supply. The contract includes the life time extension of four gas turbines. Each turbine was about 15 years old, and it took two years to complete. Each overhaul took only about four to five weeks, which is a record speed when taking account of the condition of the equipment. The latest state-of-the-art components were installed to replace various gas turbine components which had reached the end of their productive and efficient lives.

Post overhaul performance test results showed that YTLS successfully achieved higher fuel efficiency and extra power to the national grid, which exceeded contractual guarantees. The improved fuel combustion efficiency of 2.01% meant that much more energy was converted into electricity from the same amount of fuel. The extra power combined for both power stations was as high as 61.7 MW, which is the amount of electricity consumed by a population of approximately 70,000 in an urban city similar to Singapore.

By introducing the latest technology to Deir Amar and Zahrani, YTLS contributed significantly to improving the quality of life for the people of Lebanon. At the same time, fuel efficiency and fuel economy ensured a more sustainable future for the next 100,000 operating hours, which is equivalent to about 12 to 15 years depending on the operating regime of the power plant.



Staff from YTL Power Services repairing the turbine

Energy Efficiency Makeovers

YTL PowerSeraya launched the Energy Makeover Initiative in April 2014 with the aim of raising awareness about energy conservation to customers of Seraya Energy (the retail arm of YTL PowerSeraya) through energy efficiency makeovers. Under the initiative, five customers were selected for new fittings such as energy efficient lights for office and industrial areas.

In collaboration with strategic product and solution partners, energy efficiency devices were installed at selected customers' premises. In total, the Energy Makeover Initiative was able to deliver estimated annual energy savings of 60,000 kWh and a reduction of about 25 tonnes of CO₂ emissions per year, or double the savings compared to the previous year.

This energy makeover serves to educate customers that there are significant cost savings to be reaped from energy efficiency improvements in their workplace. It is also a testament to Seraya Energy's ongoing endeavours to bring value and awareness to its customers.



The installation of high-efficiency lights at one of the six customers' offices

Small Efforts, Big Impact

Continuous Efforts on Energy Savings at E-MAS

Express Rail Link (ERL), an associated company in the YTL Group, received the Environmental Commitment Award at the Global AirRail Awards 2013 in Frankfurt, demonstrating its commitment to the environment. The train's operation and maintenance are efficiently managed by ERL's wholly owned subsidiary, ERL Maintenance Support (E-MAS).

Protection of the Environment

At E-MAS, each department plays a role in saving energy. For instance the signalling department has carried out an internal study on removing internal heaters from ducted fan coil units (FCU) in an effort to reduce energy consumption. Their research demonstrates and indicates that the heaters in the FCU are not functionally required in the present climatic conditions. It was further established that the heater does not improve the performance of the air conditioning units but instead is a source of high energy consumption. Efforts are now underway to identify units where removal of heaters can be implemented. Energy consumption is expected to fall from 83.5 kWh to 42.2 kWh per day per unit of FCU, equal to 50.5% savings. Additionally, the temperature of the room was unaffected by the removal of the heaters.

The operations department has also made operational improvements on the trains or rolling stock in an effort to reduce energy consumption by reducing non-revenue train trips. During non-revenue hours from 1:30 am to 4:30 am, trains ending their trips at Kuala Lumpur Sentral (KLS) no longer need to go to the depot. Arrangements have been made to stable (park) the trains at KLS and for light maintenance to be conducted on-site. Four trains daily are affected by this arrangement resulting in savings of 315 kWh per day.

Heat Recovery Hot Water Tanks on Gaya Island Resort

As our resort division believes in strong environmental elements in passive design, a good deal of thought was put into the initial design for the villas of Gaya Island Resort (GIR). The main aim was to implement "green" initiatives in the resort. The designers understood the need for saving energy, and hence they incorporated heat recovery hot water tanks into the design. The process harnesses heat produced by the air conditioning unit compressors which is then channeled to the water heaters to optimise the energy efficiency rather than to use energy from the captive power plant. The outcome in GIR has been positive, and the heat recovery hot water tanks have sharply reduced the need for direct use of electricity to heat bathing water.

Green Initiatives at YTL's Shopping Malls

Lot 10 Shopping Centre and Starhill Gallery in Kuala Lumpur have undergone a lighting makeover, in the form of an LED project, and both shopping malls now have LEDs that are brighter and more efficient than the previous generation of LEDs. Energy savings have increased to over 50%, and in

the next stage of the upgrade, they will be fitted with an LED driver which provides power to the light bulbs in an innovative approach that has excellent dimming capability and is more versatile. In addition to those improvements, the new driver will also lower cooling requirements, and thus will be able to function well with a smaller heat sink. The energy saving lighting has been able to generate greater savings for an enduring period of time.

In addition, Lot 10 Shopping Centre and Wisma Atria have been supporting the use of green vehicles, where special parking lots are reserved for shoppers driving electric vehicles. These lots are conveniently located and clearly sign-posted, with electrical power points for drivers to charge their vehicles while they shop at these malls.

Wisma Atria can now claim to be a "Green Environment Concept Mall", and is one of the top ten performing commercial buildings in Singapore according to the Building Energy Submission System (BESS) in the 2013 Building & Construction Authority (BCA) report. It will be listed in the BCA Building Energy Benchmarking Report 2014. BCA publications are only released during the International Green Building Conference 2014 in September 2014.

It was legislated that all buildings must submit their building information and energy consumption data to the BCA through an online portal on a yearly basis with effect from 1 July 2013. BCA only shared that the top ten performing commercial buildings have been identified based on their EUI (Energy Utilisation Index = Total Annual Electricity Consumption/Gross Floor Area). This is inclusive of both landlord and tenants' electricity use.



LED lights installed at Wisma Atria, Singapore

Protection of the Environment

Winds of Change – An Enduring Approach to Renewable Energy

The use of renewable energy is not new, and more than 150 years ago, wood supplied up to 90% of the world's energy needs. As the use of coal, petroleum, and natural gas expanded, the world became less reliant on wood as an energy source.

YTL continues to focus on increasing the portion of renewable power generation in its operations which is essential for reducing our carbon emissions and environmental footprint. Today, we are looking again at renewable sources to find new ways to use them to help meet our energy needs.

Wessex Water's Avonmouth Wind Power Project developed by GENeco and Triodos Renewables generates renewable energy from the wind farm at the Bristol sewage treatment plant, and the 413 feet (126 m) tall turbines close to Avonmouth produce enough energy to power 4,800 homes. Each turbine is capable of generating up to 3 MW of electricity, and the life span of the turbines is estimated at about 30 years, after which they will be decommissioned or replaced.

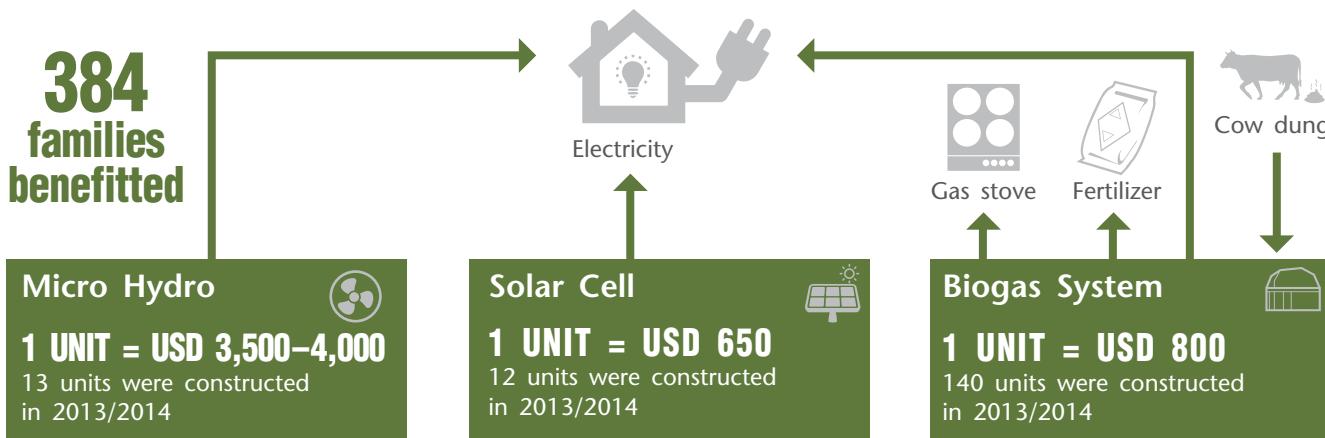
Development of the wind farm was initiated by GENeco in 2006, with planning permission received in March 2009. During the planning process a range of different studies were undertaken to identify sensitive issues and mitigate them. The most onerous study was the impact on ornithology (the study of birds). The ornithological studies were undertaken over the course of a two-year period, and the wind farm layout was adjusted to minimise the risk to birds following completion of the study.

Green Renewable Energy Development in East Java

YTL Jawa Timur (YTLJT) established an initiative to promote Green Renewable Energy Development in 2012. The initiative was created to provide sustainable energy for communities to reduce dependence on fossil fuels and other traditional sources of fuel such as wood, agricultural waste and thereby contributing to GHG emission reductions. The Green Renewable Energy Development programmes consist of micro hydro, domestic biogas and solar cells.

In 2012, the first micro hydro project was successfully commissioned and is still in operation in the Village of Dusun Kedung Sumur Pakuniran, Probolinggo, located in a remote area where the electricity transmission under the State Electricity Company, Perusahaan Listrik Negara (Pesero or PLN) had not been extended to. A team of technical experts at YTLJT stepped in and developed a higher efficiency and safe operational micro hydro unit to replace an old unit which had not been in operation for a long time. In return, the local communities assisted by providing land and building materials such as stone and sand.

At the end of 2012, the construction of the domestic biogas units had started. The domestic biogas solution provides cheap and clean renewable energy for surrounding villages and reduces pollutants and odours from cow dung. The reactor is a fixed dome type, made from materials such as cement, sand, gravel, and brickstone. Designed for a small family, each unit has the capacity of 6 m³ of storage, converting the waste from a maximum of six cows to produce methane or biogas. Like the micro hydro project, the biogas projects also involve the local community. The beneficiaries carry out the land excavation, whereas building materials and other workers fees are sponsored by YTLJT.



Protection of the Environment

The solar energy project is intended to help the community obtain electricity for its daily needs, especially those remote areas where no electricity transmission lines are available. Since it is located in a coastal area, Paiton and other areas in the Probolinggo Regency receive abundant sunshine, and there is further potential for solar energy.

Similar to the above alternative energy programmes, any community proposal will be analysed and taken into consideration for management approval following appropriate field surveys and assessment. After obtaining approval, the programme commences by involving relevant local communities, education institutions, and the local government.

Currently, the solar energy development programme is centralised in YTLJT and supports schools such as SMP Bhakti Pertiwi and SMA Tunas Luhur. The longer-term goal for the programme is for the solar energy power to be extended to other schools through the Adiwiyata Green School network. For proper and complete installation of this technology, students from the Electrical Engineering Faculty of Nurul Jadid University have taken part in the project commencing with the preparation to the complete installation of the solar cell systems.



Solar cell street lamps at Klomongan Bhinor



A local community member operating a biogas tank in his village



YTLJT staff monitoring a micro hydro unit

WATER EFFICIENCY

Clean, safe drinking water is far scarcer than most realise. Today, nearly one billion people in the developing world do not have access to safe drinking water, and water scarcity is constantly growing. We understand the impacts of this issue, and running our global operations, water efficiency represents an important part of our overall strategy. We believe in ready access to this essential resource for all of our stakeholders.

We encourage all of our business units to ensure sustainable water use in all their operations. A number of the business units have water conservation initiatives such as the use of water saving devices and reduced water use, exploring alternative ways to process clean water, developing efficient ways to recycle water from their operations, and protecting water sources from contamination and pollution.

Water Conservation and Improvements at Paiton

Work Improvement Teams (WIT) consist of power plant personnel from different technical areas who conduct analysis, research and propose projects on technical issues and on potential improvements to the plant. WIT projects on water efficiency were found to improve the environmental performance of the Paiton II coal fired power plant (Paiton II), where it was shown to reduce boiler start up times through optimised chemistry, mainly by observing closely the quantities of dissolved gases and ion conductivity with regards to optimising the required steam quality for steam turbine operations. This also results in the reduced consumption of demineralised water during start-ups and more quickly achieving full load operation and maximum efficiency of the steam turbine.

Since 2009 YTLJT started recycling all used water generated from the Paiton II operations through the Reduce-Reuse-Recycle programme. The plant has reduced the service water, potable water, and demineralised water use through their water conservation programme. Water use has fallen by 37.6%, a result of additional improvements where the Submerged Scraper Chain Conveyor (SSCC) recirculation water for bottom ash handling is reused as SSCC chain spray, replacing the service water. The reduction of water use directly decreased the chemical and electrical power consumption for water production (pre-treatment, desalination, and demineralisation).

Protection of the Environment

Water in Our Hands

YTL PowerSeraya has established water balance diagrams that aid the Company in its water usage and recognise areas where water efficiency improvements can be made. For a number of years, plans were made for the better management of water in progressive phases. In Phase One, the focus was to reduce water use in the administrative buildings of the power station, and water saving initiatives that have been identified for execution, water tracking and analysis development.

In the following phase, the focus involved the installation of ultrasonic flow meters at the power plant to enable real-time tracking of water consumption. It is able to detect water losses and leakages, and also to better correlate water losses in plant processes and activities.

YTL PowerSeraya is virtually water self-sufficient with its in-house desalination plant meeting almost **88%** of the power plant's water demand in FY2013/14

Water Recycled & Reused
1.9% in FY2013/14



Wessex Water staff monitoring the water quality at Durleigh reservoir

At Wessex Water, their draft water resources management plan sets out how they balance water supply with water demand and lays out a plan to protect the environment for the next 25 years. As part of the plan they proposed to increase metering by installing meters when a household changes occupier, and also through enhanced water efficiency services.

These measures help reduce household demand and leakages resulting in a surplus of water supply over demand for the following years. Following public consultation on the draft plan, they published their statement of response to the representations received from individuals and organisations. The plan was generally well received and Defra consented to publish it in a formal document format.

Wessex Water's Water Efficiency Strategy and Conservation

Water Resources

In the UK, last year was one of extremes. Dry weather during the summer led to high water demand but Wessex Water maintained a good water resource position throughout the year. This was then followed by a much wetter than average autumn and winter.

Overall, 1028 mm of precipitation fell during the year, which is 23% more than the long-term average, and January was the wettest on record in the UK where more than 200 mm fell in the Wessex Water's region, representing nearly 240% of average rainfall for the month. To ensure compliance with drinking water standards they stopped drawing from some sources that were affected by the heavy rain.

Leakages or Non Revenue Water

Leakages are the primary reason for the waste of usable or treated water. In England and Wales, leakages are defined as "the loss of water from the distribution network which escapes other than through a controlled action. It is the sum of distribution losses from the company's distribution network and supply pipe losses from consumers' pipes". At Wessex Water they are constantly looking at ways to reduce wastage through leakages. This is to ensure that they are able to meet current and future water demand. Thus they take the initiative to repair more than 1,000 leaks every month on their network of 11,500 km of water mains and in excess of 500,000 service pipes. They have consistently been below Ofwat's target for leakages, which is based on the economic level of leakages – the point at which the cost of fixing outweighs the benefits. They play their part by continuing to drive down leakages, which have halved over ten years. They are now targeting to fix visible leaks within 24 hours.

Protection of the Environment

DID YOU KNOW?

Household leaks can waste more than 1 trillion gallons annually nationwide. That's equal to the household water use of more than 11 million homes each year.

Source: <http://www.epa.gov/WaterSense/pubs/fixleak.html>

Extreme Weather in the UK & Sewage Flooding

The Met Office in the UK reported that the wet weather between December 2013 and February 2014 broke all records. Fully saturated ground for nearly half the year meant rainfall events that would otherwise not have caused incidents, resulted in flooding.



Wessex Water staff installing new water mains

The high groundwater levels also infiltrated and inundated privately owned drains and some public sewers across the region. To protect the properties from flooding and losing the ability to use drainage facilities, Wessex Water mobilised extra pumping in 48 locations.

Although they delivered a prioritised programme of infiltration reduction at catchments that suffered, many of the problems could only be resolved through a partnership approach with other flood risk management authorities, such as local authorities and the Environment Agency.

Work continues with local councils to develop surface water management plans and flood management strategies. In 2014 they continued work with both the Somerset County Council and the Environment Agency on the Somerset Levels and Moors 20-year flood action plan.

In the year up to 2014, they had invested more than GBP10 million to reduce the likelihood of flooding at 127 properties and external areas and remain on track to meet their regulatory commitment of removing 527 properties and areas from the flooding risk registers by 2015.

In other efforts to battle the risks and results of flooding, they invested around GBP600,000 to lay a new sewer and construct a new storage tank in Bishops Cove, Bishopsworth, in order to store excess surface water during heavy rainfall. The main aim was to alleviate sewer flooding since the existing sewers were unable to cope with the increased flows, which meant that during the intense rainfall it frequently caused localised flooding. The new storage tank was buried below the grass verge between Bishops Cove and the Elm Tree Inn and now provides extra capacity for the sewerage tank.

Coastwatch

In the past few years in the UK, Wessex Water has seen increased public attention concerning combined sewer overflows (CSO) which act as relief valves during intense rainfall when sewers are full of rainwater. The main goal is to control CSO spills in order to prevent diluted sewage from flooding highways, properties and open spaces.

They launched Coastwatch which is their real time system to notify the control centre when overflows occur, which may impact bathing water quality. This web based system shows whether an overflow has occurred in bathing water in the previous 24 hours and seven days. There are 48 designated bathing water areas in their region. The bathing waters are designated via the 1976 Bathing Water Directive. This information is provided to local councils, the Environment Agency and is used in the Surfers Against Sewage text alerts. Coastwatch proved to be an innovative way to let people know about bathing water quality and the possible impacts from their assets.



Coastwatch provides information to the public on bathing water quality

Protection of the Environment

Wessex Water is also working with the Environmental Agency to ensure that their sewers have enough capacity and are able to provide extra storm storage to reduce the number of CSO spills at key locations. To assist in this process, they are looking at technology suitable for filtering out pollutants at the end of CSOs and looking at the degree to which agricultural and urban runoffs affect bathing water quality.

Learning on Tap

Wessex Water's chief aim is to create a harmonious balance between the natural environment and communities. As the Company's primary business is water supply and wastewater treatment, they have been very determined in educating and creating awareness on the importance of water for communities.

Wessex Water's belief that even more water could be saved was further reinforced by a study by the Energy Saving Trust. As such the volume of water supplied reached the lowest level in 30 years.



Customers of Wessex Water using water responsibly

They also implemented an extensive free education service for schools, colleges and community groups including three education advisers who deliver lessons from stage one to A-levels. These services cover the water cycle, environmental topics, water savings and their water and sewerage operations. In addition, their website contains information about their work and how to save water, including an online water and energy calculator.

Wessex Water also offers a free water home check service, water efficiency products via their online shop, free WaterSave packs and two free apps for mobile devices, in addition to information in their customer magazine and a range of other leaflets.

One app enables customers who spot leaks to upload a picture so the service team is able to fix it quickly. Their Bag it and Bin it app is a game that teaches players which items can cause sewer blockages and therefore should not be flushed down the toilet or put into drains.

Their award winning Target Twenty Campaign was very impactful as it was held during a period of drought in 2011 and early 2012, enhanced through national media coverage and heightened local awareness. As part of the campaign, communities were informed about the importance of using water wisely and the relationship between water and the environment. The campaign encouraged domestic customers to be H₂O heroes by saving 20 litres of water per person per day. Customers pledge to save water through simple changes to their daily habits and were able to do it online or request a form from the Wessex Water call centre. Many of the pledged actions were in relation to reductions in hot water use, such as shortening showering times, which also helped customers save energy.



Children learning about water quality at a river with Wessex Water's education adviser

WASTE MANAGEMENT

In the area of waste management, we continue our commitment to a target of continuous waste reduction from our business activities, and maximising reuse, recovery and recycling of materials and waste.

YTL owns and operates a highly diverse stable of businesses around the globe, each producing some level of usable or unusable waste. As such, we practice sustainable waste management according to the nature of the business we own or operate. There is no compromise on how we handle waste as the future use or disposal of waste is entirely dependent on our processes and policies. Up to the time of writing this report, a number of initiatives to reduce, reuse and recycle waste have been put in place across all business units.

Protection of the Environment

Creating a New Life for Waste: WASTE OIL TO BIODIESEL

YTL's shopping malls, Lot 10 Shopping Centre and Starhill Gallery in Kuala Lumpur the property managers have embarked on a relatively new and exciting endeavour to process used cooking oil at the F&B outlets for improved waste management. This effort was to inculcate responsible recycling habits on the premises rather than accumulating waste oil, clogging the grease traps, and preventing irresponsible activities such as the production of recycled cooking oil.

Early in 2014, the mall operations team approached a company, Kris Biodiesel – a cooking oil recycling company that developed a "Waste Oil Corporate Social Responsibility Programme" for its partners and associates to contribute by supplying waste oil. Kris Biodiesel would then process the waste oil into biodiesel – a relatively clean energy source that comes in this case entirely from used cooking oil.

Apart from producing biodiesel, the recycling process also eases the burden on disposing of waste cooking oil responsibly, reduces the requirement for cleaning the grease traps and has instilled a positive habit of recycling amongst staff and tenants.

Effective Waste Management

Lot 10 Shopping Centre and Starhill Gallery embarked on a waste management programme focusing on treatment of the building's grease traps. Bioremediation was the proposed method used to clean the grease traps, so both shopping malls trialed a range of products from Microbs. They offer a liquid solution which is a combination of enzymes and high-speed metabolite catalysts delivered in live microbial form. It is 100% organic and biodegradable, and hence environmentally friendly. Microbs is an eco-friendly and economical solution for a number of problems arising from wastewater management, oil spills and hygiene issues. It provides on-site treatment in the form of a green solution to reduce waste to acceptable chemical oxygen demand concentrations, and to remove toxicity and allow for safe disposal of waste.

The results have been positive and the grease trap at Starhill Gallery is now fully serviced by Microbs. There has been a significant reduction in unpleasant odours and there is no longer any requirement for outside contractors to remove the grease on a monthly basis, nor is there any need for manpower to clean the traps manually.

At E-MAS, the Material Management/Administration Department is responsible for scheduled waste. There is a Secondary Containment System for SW 316 (waste acid sludge) which was designed and constructed to prevent any accidental discharge from seeping into the ground or making its way into the nearby monsoon and storm drains. Additionally a piping system was installed to connect containment areas to the Train Washing Plant (TWP) water catchment tank. It is in accordance with Regulation 9, Environmental Quality (Scheduled Wastes) Regulations 2005. Thus, if there is any spillage, it is channeled into the TWP water treatment system. All staff are trained to better handle scheduled waste according to the latest established regulations.

Another novel approach has been attempted for water treatment at the TWP, where acid based chemicals that are commonly used for washing are substituted with alkaline based chemicals. The new process and detergent selection are more environmental friendly as alkaline based solutions are easy to dilute with water compared to acid based detergents. Proper management of wastewater from the TWP was another key factor. Monitoring was done weekly to ensure that the wastewater pH reading was within acceptable tolerance levels. The wastewater is filtered through a treatment process to separate the sludge into a separate tank before releasing the treated water into the waterways.

YTL Cement has a policy outlining proper waste management procedures, and inventories how much industrial waste is generated and reused. There is typically no waste generated through cement production as by-products. However, there is some industrial waste due to maintenance work such as refractory bricks, lubricants, and burst paper bags. Most of these are recycled. Waste refractories, burst bags and spent oil can be almost 100% recycled as kiln fuel. Used refractories are also crushed and reused as part replacement for the raw materials used in cement manufacturing. Used oil is also reused as chain lubrication in coal and remix reclaimers, as well as sold to recyclers. Used grease and contaminated gloves go back into the firing stream to become partial replacement of fuel.

Protection of the Environment

Fly Ash, Bottom Ash and Specific Waste Management at Paiton II Power Plant (in tonnes)



YTL PowerSeraya produces solid waste such as boiler slag, waste oil and general waste from the energy production process. They comply with local regulations prior to disposing of toxic waste such as boiler slag and also treat ash and sludge waste before disposing of it to licensed landfills. In FY2013/14, the total solid waste generated measured 4,050 tonnes. This represented a 90.7% drop in solid waste compared to FY2012/13 due mainly to a sharp reduction in gypsum waste from the running down of the steam plant units.

As part of the waste management programme at the Paiton II Power Station, YTLJT promotes:

- A programme to reduce disposal of dominant waste, such as fly ash, bottom ash, and wastewater treatment plant (WWTP) sludge, which are all classified as hazardous waste.
- Reduction of other waste including non-hazardous waste.
- Reuse of hazardous and non-hazardous waste, if practically possible and compliant with local, national and global regulations.

In 2013, 99.03% of generated fly ash from YTLJT was reused by third-party construction and cement plants for the production of blended cements. Other hazardous waste such as WWTP sludge cake, used batteries, and used oils were also reused. In total 82.57% of hazardous waste (or "specific waste") was reused and recycled, a small reduction from the previous year. Only a small portion of residual waste had to be disposed of to an external licensed landfill for hazardous waste.

Waste Put to Use!

Gaya Island Resort has implemented a policy of supplying bath gels rather than soap bars which reduced waste. However, the resort found that there was still a high level of wastage of the gels. Most guests use only half of the bath gel or shampoos and other bathroom amenities. The solution was simple, and the resort decided to use the remaining gels in hand wash dispensers for staff to use instead of throwing the balance away. The change helped as an environmentally friendly initiative, it helped to cut costs and also significantly reduced plastic waste being sent to landfills.

Lot 10 Shopping Centre and Starhill Gallery have put in place a proper waste segregation and collection system which has been implemented at both shopping malls. Approximately 1,500 kg of recyclable materials such as cardboard, metals, plastics and paper are recycled monthly. Since the waste management programme was started, there has been a significant reduction of daily waste disposal to the waste station.

The Majestic Malacca Hotel's management and staff collaborated to work as a team collecting all types of recyclable waste material. Common materials collected are mineral water and other plastic bottles, empty cans, newspapers and corrugated cartons. The staff work with a local recycling company to make sure the waste materials are disposed of in a responsible manner.

Protection of the Environment

A different approach to recycling is being practiced at the Cameron Highlands Resort (CHR). In collaboration with Farmer Fung, the owner of Hatiku Organic Farm, they developed new ways of recycling by collecting disposed water bottles, corrugated cartons and paper at the resort to be reused at Farmer Fung's farm. In this instance, one man's waste clearly is another man's treasure. Farmer Fung visits the resort weekly to collect the recyclable material and uses them for creating various tools, transportation and floatation devices.



Farmer Fung turns CHR's plastic bottles and other materials into a raft for his own use



Farmer Fung's weekly stash of trash from CHR, to be repurposed on his Hatiku Organic Farm

At Spa Village Resort Tembok, Bali, the approach was to change one small habit by replacing plastic bottles with glass bottles for drinking water at all guest rooms. They also recycle restaurant wine bottles, cans and boxes. Leftover food is taken and used to feed pigs reared by nearby smallholders, and when the grass is cut, that is fed to locally reared cows. These measures have resulted in a reduction of waste disposal costs, a lower carbon footprint and a positive impact on the local community.

GENeco Seeing Waste from a New Angle

At GENeco, they take environmental responsibility very seriously. They are constantly looking at innovations to make their processes more efficient. Having now received the Zero Waste through Innovation Award, GENeco has reached double figures in official recognition of its pioneering sustainable business model. Their zero waste commitment is on both an environmental and ethical basis.

They treat waste from 1.1 million people and believe that it is their social responsibility to eliminate disposal of waste to landfills. By using the latest technology and processes they are now able to divert biodegradable food waste from landfills through anaerobic digestion, which produces biogas and a nutrient rich biofertiliser. The process they employ is recognised by the government, regulators and environmental pressure groups as a sustainable way of dealing with biodegradable organic waste. In just over three and a half years pursuing waste reduction, tackling climate change, driving community initiatives and corporate responsibility, GENeco has been acknowledged for their contributions to the waste management industry – both regionally and nationally.

Sean Hill, GENeco's organic and biosolids solutions manager, commented: "While it is nice to have the accolades and awards, the real reward knows that we are achieving all that we set out to achieve in 2009. A dynamic sustainable approach to the waste business is not only good for our tomorrow, but also good for a sustainable and profitable business today."

Since organic waste became part of the GENeco business model, all GENeco treatment centres have achieved zero waste status.



Typical food waste disposed of by retailers, restaurants and homes

Protection of the Environment

GENeco was an overall favourite at the Water Industry Achievement Awards 2014 when it came to renewable energy after winning the coveted Renewable Energy Initiative of the Year Award. The initiative in question was for the building of the UK's first co-located food waste recycling and anaerobic digestion plant at Bristol Sewage Treatment Works and its ability to convert 34,000 tonnes of food waste into enough renewable energy to power 3,000 homes. The judges were impressed by GENeco's concept because the scheme uses new processes as well as maximising efficiency and suitability of the plant in an existing industrial area.

Tom Phelps, the Food Waste Treatment Plant Supervisor commented: "The Renewable Energy Initiative Award is a very competitive category nowadays and we were up against some very strong competition. It is a great testament to the entire process and criterion that the judges recognised both the practicality and potential of our food waste recycling initiative."

GENeco's Achievements Since Launch

- 53% increase in energy production – the highest level in Wessex Water's history and enough to power 10,000 homes
- over 250,000 tonnes of biosolids recycled each year – offering a sustainable alternative to inorganic fertiliser
- developed the innovative composting CompAer process, diverting 10,000 tonnes of previously untreatable sewage treatment material from landfills – an industry first
- gaining planning permission and securing investment for the development of four wind turbines able to deliver 20 GWh/annum of energy
- building a 40,000 tonnes/annum food waste recycling facility

RAW MATERIAL USED

Natural resources are naturally occurring substances harvested or extracted and we are not able to manufacture them. With the exponential increase in the global population, the world is using up natural resources at an alarming rate. This has caused a permanent shift in their value where rapid decreases in the planet's finite resources are for nearly the first time in history actually tangible.

As a Group, we recognise that we are surrounded by increasingly scarce raw materials. We know that we need to minimise the impact on the environment from our operations without compromising the quality of our products and services and hence we have continued to:

- Initiate methods and processes to reduce material consumption;
- Source and use alternative materials to reduce the consumption of non-renewable natural resources;
- Promote the use of recycled material for our products;
- Encourage sustainable construction by increasing the use of renewable materials;
- Where possible, recycle or responsibly treat and dispose of all waste material.

Building a Better World

In our built environment, sustainability lies at the heart of our designs, construction and manufacturing. We believe in sustainable living where we attempt to use renewable products and to take as little virgin material from the earth as possible.

YTL Land & Development (YTL L&D) remains committed to their promise of developing branded homes with innovative and sustainable living concepts built to the strictest of standards for the benefit of homeowners. The use of recycled materials, green products and processes are prevalent throughout their developments. YTL Construction (YTLC) has also set standards for green practices and encourages employees to be sustainable in their processes and standards which helped them with the Green and Gracious Builder Awards 2013 Excellence category - a great recognition for YTLC as a green and environmentally responsible contractor.

Similarly, YTL L&D won Singapore's BCA Green Mark Gold Plus Award 2014 for their upcoming luxury condominium 3 Orchard By-The-Park, Singapore. The BCA awards recognise green initiatives inherent in passive design, architecture and construction, and it is the equivalent mark to the Leadership in Energy and Environmental Design (LEED) from the USA. LEED is the benchmarking scheme to measure best practices in sustainable design. The Green Mark award reflects sustainable living ideas and innovative passive design concepts built into quality homes. Both YTL L&D and YTLC are collaborating on 3 Orchard By-The-Park and upholding sustainability as a key guiding principle.

Protection of the Environment

Green Cement Products

YTL Cement is one of the leading cement producers in Malaysia. They fully understand the urgency of producing more sustainable solutions in building materials, and moving away from the sale of pure and high emission Portland cement. They have almost fully moved to the production of eco-friendly cement or "green cement" and now have many different products in that category. Currently YTL Cement is one of the leading eco-friendly and innovative cement producers in Asia. The quality of the products has never been compromised at any stage of production. Most of the green cement products are certified under the Singapore Environment Council's Green Labelling Scheme and Sirim Malaysia's Eco labelling Scheme. YTL Cement has actively participated in the certification to make sure that their products meet international quality and standards. Through this certification process customers and stakeholders are assured of independent verification.

Use of Alternative Raw Materials

The cement industry is one of many resource intensive industries. Cement is a product manufactured by blending precise chemical proportions of lime, silica, alumina and iron and firing them at high temperatures in order to achieve a final product known as cement clinker. Continued dependence on clinker cement alone would likely result in severe raw material scarcity. As such, research was carried out 25 years ago and is still ongoing to find an appropriate environmentally responsible solution. YTL Cement boldly embarked on a journey utilising a range of alternative fuels and recycled raw materials.

Their main goal was to maximise the efficient management of natural resources. In addition to that, they were careful to ensure that the quality produced was not compromised in any way. The use of alternative fuels has resulted in significant reductions in the use of coal and resulting GHG emissions, but also maintained the high quality of cement.

No.	Product	Singapore Green Labelling Scheme Certified	SIRIM Ecolabelling Scheme Certified
A SLAG CEMENT			
1	Ground Granulated Blastfurnace Slag	√	
2	Blastfurnace Cement CEM III/A	√	√
3	Blastfurnace Cement CEM III/B	√	√
4	Portland Composite Cement CEM II/B-M	√	√
5	Portland Fly Ash Cement CEM II/B-V	√	√
6	Composite Cement CEM V/A	√	√
7	Portland Slag Cement CEM II/B-S	√	√
B SLAG CEMENT (SOUTHERN)			
1	Ground Granulated Blastfurnace Slag	√	
2	Blastfurnace Cement CEM III/A	√	√
3	Portland Slag Cement CEM II/B-S	√	√
4	Blastfurnace Cement CEM III/B	√	
C PERAK-HANJOONG SIMEN			
1	Portland Limestone Cement CEM II/B-L	√	
D PAHANG CEMENT			
1	Portland Limestone Cement CEM II/B-L	√	

Protection of the Environment

Going Green & Paperless

At YTL, we have decided to move to a paperless working environment. Our belief in "kaizen", an ongoing process of continuous improvement has meant that our business units have created their own approaches in achieving this goal.

YTL PowerSeraya has reduced **15** tonnes of paper use and saved **255** mature trees over 2008 – 2013

For instance, YTL PowerSeraya has taken a different route and since 2008 they have been using paper from sustainable forest sources certified by the Forest Stewardship Council (FSC). They have also made small sacrifices in cost increases since FSC paper comes at a higher price than non-certified paper. To offset the increased cost, a paper conservation programme was put in place in the same year when a reduction in the consumption of paper was sufficient to offset the unit price increase. Similarly, in Indonesia, with the implementation of the 3Rs system, YTLJT has also seen strong and sustainable savings over the long-term.

YTL Jawa Timur has reduced **4,807** reams of paper used and saved **212** mature trees over 2010-2013

On the energy side, billing for the YTL Paka and Pasir Gudang power plants are not necessarily a straightforward process. However, careful thought was put in by YTL Power Services to further reduce the carbon footprint of this daily activity and upgrade the process. The tariff metering system plays an integral role in the energy billing process between YTL Power Generation and the client Tenaga Nasional Berhad (TNB). Following the upgrade, both parties, YTL and TNB, started receiving simultaneous live data flow of the energy output from the plants, and the energy billing report is generated from the archived data at the end of each month.

YTL Communications partnered with the Kuala Lumpur Mayor's Tourism Awards 2014 (KLMTA¹⁴ 2014) to transform the judging system into a cloud based, digital platform, as well as sponsoring Samsung 4G Chromebooks and Yes 4G internet access for the panel judges. There were 70 judges for 11 award categories. For the first time ever the KLMTA 2014 in Malaysia was a completely digital, paperless judging system. The online judging was developed by YTL Communications to assist the judges in awarding points to the shortlisted nominees during the judging sessions. As an eco-friendly system which also offered improved transparency and audit capabilities, the entire judging process was perceived to be fairer and easier to administrate.



YTL Communications sponsoring Samsung 4G Chromebooks and Yes 4G internet access for the panel judges at the Kuala Lumpur Mayor's Tourism Awards 2014 (L-R) Datuk Seri Dr Victor Wee, KLMTA Chairman, Datuk Seri Ahmad Phesal Talib, KL Mayor, Dato' Yeoh Soo Keng, Datuk Normah Malik, Dep. Director General, KL City Hall

BIODIVERSITY

The wealth of the Earth is largely embedded in its biodiversity, and the various ecosystems that make up the planet's complex structure and interrelationships is fascinating. These ecosystems include deserts, rainforests and coral reefs, which are all part of a biologically diverse planet.

Appropriate conservation and sustainable development strategies attempt to be integral to any approach. Almost all cultures in some way or form recognise the importance that nature, and the impact biological diversity has upon them, and of course the necessity to maintain an appropriate balance.

¹⁴ KLMTA is a prestigious awards platform designed to recognise and reward tourism excellence in contributing to transforming Kuala Lumpur into an international tourism hub.

Protection of the Environment

Long-term Conservation Management in East Java

In Indonesia, YTL JT understands their role and responsibility in managing marine and land biodiversity. All discharge water from the power station is monitored by an online system before discharging to the sea. In addition, monthly water discharge sampling is conducted by the local environmental authority (Environmental Body of Probolinggo Regency) and samples are sent to an independent laboratory for regulatory compliance evaluation. During the reporting period, the compliance to regulation was recorded at 100%.

Sea water quality as well as marine biota and coral reefs are also surveyed every three months. The parameters for sea water quality are temperature, suspended solids, total dissolved solids (TDS), seawater pH, biological oxygen demand (BOD), chemical oxygen demand (COD), and heavy metals. The biodiversity surveys are conducted for marine biota and coral reefs. After 14 years in operation, the aquatic life continues to thrive in the ocean's ecosystem around the power station.



Marine biota and coral reef monitoring at YTL JT

YTL JT has continued with its sea pine and mangrove reforestation programmes, intended to develop the coastal area along Probolinggo region. Apart from conserving biodiversity, this programme also helps to enhance the socio-economic environment for the coastal communities and preventing further seawater erosion. At present, there is approximately 55 km of coastline still in need of sea pine and mangrove plantations. Thus, YTL JT is targeting to plant around 6 km of this coastline with 8,000 sea pines and 20,000 mangroves every year.

In 2013, the Company initiated development of a conservation area at the nearby village of Randutatah,

Target to plant

8,000 SEA PINES

and

20,000 MANGROVES

annually



Mangroves (L) and sea pines (R) at Randutatah area



The sea pine nursery at Randutatah area

located in the west, around 12 km from the power plant. Besides planting of sea pines and mangroves together with local farmers, YTL JT is now developing a nursery centre for the sea pines and mangroves. With further research and development, this area will soon become an eco-study and recreation zone that will bring benefits to younger stakeholders and local coastal communities. The programme received strong support from the local Probolinggo Government, local communities, the Adiwiyata Schools, as well as local environmental NGOs. Following monitoring, it appears that the joint efforts are paying off well, evidenced by the positive changes in the landscape around the Randutatah area.

Protection of the Environment

Save Wild Tigers

On the back of the worlds' biggest ever tiger conservation event at London's St Pancras International Station last year, the global charity initiative, Save Wild Tigers, visited the shores of Malaysia with a five-day programme culminating in a gala dinner, The Majestic Tiger Ball, called "INSPIRE".

INSPIRE commenced with a tiger inspired art exhibition at Starhill Gallery, Kuala Lumpur. Showcasing a collection of spectacular art using a variety of exciting mediums, the exhibition combined work from some of Malaysia's most talented artists as well as those from the UK, including the highly acclaimed Lauren Baker who exhibited her stunning Crystal Tigress head, made up of 52,000 Swarovski crystals.

Sponsored by YTL Hotels, this event was held at The Majestic Hotel Kuala Lumpur in continuing to do their part to support Save Wild Tigers. Playing host to royalty, international celebrities and ambassadors, the evening also welcomed the dinner's Royal Patron - Her Royal Highness The Sultanah of Pahang, Sultanah Kalsom. The art pieces



Flyer for the Majestic Tiger Ball in aid of Save Wild Tigers



“ Since 2006, the YTL Group has been looking at threats to ecosystems and wildlife species both on land and in the sea through continuous collaboration with NGOs including Reef Check Malaysia, Save Wild Tigers, TrEES and Rare Conservation. Some of these have been specifically to monitor the biodiversity and in particular the Malayan Tiger. We have supported Save Wild Tigers for three consecutive years in their fundraising events and awareness initiatives, culminating as their main partner this year. The focus of YTL's sustainability strategy remains both the balance of stakeholder interests and *Making a Good Future Happen*. At the core of these partnerships are conservation, mitigation and adaptation.”

Ralph Dixon, Director of Environmental Investments at YTL Corporation and CEO of YTL-SV Carbon

were auctioned at The Majestic Tiger Ball reception and gala dinner on 3 October 2014. It raised approximately USD200,000 for Save Wild Tigers.

This sensational evening was a combination of elegance and inspiration. There was a series of exquisite pieces of entertainment which ran throughout the evening with Professor Dato' (Dr) Jimmy Choo, OBE as Fashion Patron.

Joining the dinner were international visitors and celebrities on a very special "Eastern & Oriental Tiger Express" train journey from Singapore, on route to Penang and Bangkok. Guests on board included world famous TV fashion personality Gok Wan from the UK, global music sensation Leee John of Imagination Fame, UK actress Jaime Winstone along with Professor Dato' (Dr) Jimmy Choo. The train arrived on 3 October 2014, and all passengers joined The Majestic Tiger Ball reception and gala dinner.

Working with local Malaysian and global conservation charities to fight the reversal of the tigers' gradual demise is critically important to Save Wild Tigers. There are currently just an estimated 3,500 tigers left in the wild globally, of which around 300 are Malayan Tigers. All profits from Save Wild Tigers initiative will go directly to targeted tiger conservation programmes including the Wildlife Conservation Society of Malaysia (WCS) for their critical tiger conservation work in Johor and Pahang.

Protection of the Environment

Gaya Island Resort Marine Centre

Conservation activities are a ray of hope for marine life in Sabah, and YTL is proud to be one of the instigators for this positive action. Sabah is recognised as the richest state in terms of natural beauty and for the abundance and diversity of species in Malaysia.

As a steward of our good earth, we recognise that a huge responsibility rests on our shoulders. We believe that a sustainable lifestyle is essential. Although giving can be in the form of donations and philanthropy, we believe that real contributions involve doing work on the ground and involving our stakeholders.

When Gaya Island Resort (GIR) set up the Gaya Island Resort Marine Centre (GIRMC), protecting the precious marine ecosystem surrounding the resort was identified as a priority. Firstly, a buoy line was installed to create an area protected from negative impacts. As a result of the initiative, the overall number of fish species and corals on the reef house increased. In further maintaining the area, GIRMC had to limit access to the house reef to guests guided by a resort expert to ensure the safety of the guests and at the same protecting the reef from unintended damage.

At the same time, there were other initiatives such as clearing the area of plastic bags that could smother the coral or pose a hazard to turtles, the removal of coral predators like the crown of thorns sea star, and repositioning any corals that were overturned due to erosion or wave action. GIRMC realises that more work needs to be done in the area of coral reef rehabilitation and Reef Check Malaysia (RCM) has been brought in to assist with reef surveys, clean-ups, and monitoring and reporting instances of fish bombing.



Y.M. Dato Seri Tengku Zainal Adlin, Chairman of Sabah Parks, and Y.B. Datuk Seri Panglima Masidi Manjun. Accompanying them is Dato' Mark Yeoh, Executive Director of YTL Hotels officiating the launch of the turtle rescue centre in Gaya Island Resort

Mission Possible: Spreading Awareness and Care

GIRMC targets to further the understanding of marine ecosystems and their function, and to conserve the abundance and diversity of marine flora and fauna through research, conservation and education activities. One of the key objectives was to promote the understanding of marine ecosystems amongst local communities, the economic value and resulting impacts on communities that depend on it.

As the first turtle rescue centre on Gaya Island, Sabah, injured or sick turtles are rescued and rehabilitated, and then tagged and released. A turtle rescue hotline was established and made available for the public to call (+6013 899 9509). GIRMC similarly complemented their turtle conservation initiative with the Turtle Education Programme.

In addition, GIRMC also champions coral reef restoration. The coral nursery provides a land based opportunity for guests to learn about coral reef conservation. It provides a controlled environment for freshly planted corals to recover. The initiative is carried out in collaboration with RCM where they conduct activities such as collecting broken or non-viable coral fragments, attaching them to coral blocks or artificial reef structures, placement in the nursery for observation and monitoring, and finally their return to the Tunku Abdul Rahman Marine Park (TARMP) rehabilitation areas.

GIRMC also invites their guests to be part of the Coral Adoption Programme, which includes a one-off fee. Guests are provided with pictures taken while planting the nubbins, a certificate and photo updates on the progress of the rehabilitated coral. The programme allows guests to adopt a coral fragment or nubbin and to plant it in the sea themselves with the Resident Marine Biologist.



Y.B. Datuk Seri Panglima Masidi Manjun, and Dato' Mark Yeoh launching the hard-cover coffee table book "Natural Wonders – Mountain Rainforest and Reef" featuring plants, animals and places of interest in and around YTL Hotels and Resorts globally

Protection of the Environment

There is also a weekly conservation talk and the option to participate in the "Marine Biologist For A Day" Programme, allowing guests to become involved in external outreach programmes as volunteers or sponsors. Lastly, providing outreach to the local fishing communities is an essential part of the programme, and the marine centre provides training in the employment of least harmful fishing practices, educating the fishermen on the benefits of conservation, and the implementation of a recycling programme to reduce the incidence of floating debris which has become a serious issue in the TARMP.

GIR has made a commitment in leading the community efforts, and abstains from selling endangered species such as shark products and hump head wrasse, instead choosing products that have minimal negative impacts on the environment, and also providing education opportunities for guests and staff to further their understanding of conservation.

Turtles Given Another Chance to Live

GIRMC formed the first turtle rescue centre in Sabah at Gaya Island officially launched by Y.B. Datuk Seri Panglima Masidi Manjun, Minister of Tourism, Culture and Environment of Sabah on 26 October 2013. GIRMC launched the centre with the first rescued turtle, Bobby.

Bobby was first discovered by resort's marine biologist, Scott Mayback, in a very bad condition, and his body was covered with barnacles which stopped him from being able to dive. Adding to that, he was unable to eat properly. He was fed with fish oil which was directly injected to his oesophagus. Throughout his stay at the centre over five months, he underwent constant medication, observation and care. Dr Nicholas Pilcher, Founder and Executive Director of the Marine Research Foundation (MRF) and Co-Chair of the IUCN SSC Marine Turtle Specialist Group performed a laparoscopy, constantly checked and treated him until he was nursed back to good health. He was then tagged with a GPS metallic tag on the left front flipper skin portion and finally released back into the sea where he belonged.



Staff from GIRMC releasing Bobby into the sea on 26 October 2013

On 4 April 2014, GIRMC had another turtle rescued by the Wildlife Rescue Unit. It first started when Dr Nathan Sen contacted the resort's Turtle Hotline with the news of a distressed turtle that was confiscated in the Papar region of Sabah's West Coast Division. He then coordinated the delivery of the malnourished and barnacle-covered turtle to GIR. Since arriving, the turtles' welfare was a priority, and she was treated with daily freshwater baths medicated with amoxicillin as well as antibiotics as prescribed by Dr Diana Ramirez of the Wildlife Rescue Unit. During her three-month stay, Ninja's health slowly improved, her appetite recovered until she was able to ingest baby shrimp and fish, and the barnacles that covered her underside were almost completely removed. After several weeks her weight improved from 7.7 kg to 8.7 kg and her appetite and colour returned. She was tagged by Dr Nicholas Pilcher before she was released into the sea.



Marine Biologist, Scott Mayback, releasing Ninja the green sea turtle after three months of intensive care at GIRMC on 27 June 2014

Nature Surprises Us Again

One evening at GIR, guests and team members were astounded when a proboscis monkey was spotted bobbing in the sea close to the resort's Maloham Bay. Resident Marine Biologist Scott Mayback and Naturalist Justin Juhun were quickly enlisted to help bring the animal back to the shore by boat. Scott says of the incident "we got close to the proboscis monkey and it immediately climbed into the boat. It was obviously very tired from the swim and happy to be rescued."

The endangered proboscis monkey, identifiable by its large, pendulous nose, is endemic to the island of Borneo. As the resort wanted their guests to be a part of the rescue effort they came up with a caption competition for photos of the proboscis monkey swimming and then resting in the boat. The winner received a two nights' stay, inclusive of full board at the GIR.

Protection of the Environment



The proboscis monkey rescued at sea by GIR staff



Ninox the owl, found on 2 May 2014 by Zaidee Bin Duniab, a member of the GIR Maintenance team



The young hornbill captivated observers from her tree hollow nest



Turtle conservation is taken seriously at Pangkor Laut Resort - green sea turtle eggs buried and protected

Owl Rehabilitation

During the same year, GIR had two more local guests, but this time with wings. Named Ninox and Buffy the owls, they are one of the prime species on Gaya Island. The GIR naturalist team found, rescued and nurtured them back to good health. Ninox and Buffy were fed, studied and attended to with first class treatment before being released back into the wild. Buffy was found earlier than Ninox in mid-March and Ninox in early May. Buffy was released in early May and approximately 15 guests had the opportunity to see Buffy fly off into the jungle. Ninox required a little extra care and was released on 15 August 2014. However Ninox progress in the wild will be monitored for a while.

Caring for Nature at Pangkor Laut Resort Hornbill Protection

At Pangkor Laut Resort (PLR), they made an effort to protect the oriental pied hornbill (*Anthracoceros Albirostris*). The initiative was kicked off by planting more Macarthur Palms (*Ptychosperma Macarthurii*) which provides fruit as the main diet for the hornbill and by protecting their nesting habitats. In 2014, one of the resort's female oriental pied hornbills raised her chick in a tree located at the front of the Beach Villas at the resort. Both mother and chick were seen leaving the nest in April. This species is one of the main attractions for guests and it was an excellent opportunity for furthering education and awareness.

Turtle Conservation

The resorts and conservation centres have taken preventive measures on GIR and PLR, both of which boast unique and endangered or threatened species. One species most at risk is the turtle, and there is a particular need to protect the green sea turtle species (*Chelonia Mydas*) by relocating eggs and nests to safe areas in order to improve survival rates among the young.

Employees, resort guests and the local community joined hands in the turtle egg conservation project initiated by the resort's Naturalist, Ground and Security Departments. The turtle nest relocation project started on 1 December 2013, and a nightly mission of the resort's team of volunteers would locate the female sea turtles and secure the eggs within the nests before predators could reach them.

Protection of the Environment

The eggs are then relocated equally to two hatcheries (Estates Beach and Emerald Bay) for protection, and normally number around 30 in total. Each hatchery location is marked and hatchery walls are rounded with wire mesh to keep predators out. Despite the consistent high level of care and protection, only around five baby sea turtles survive in each batch. Once the hatchlings begin to emerge from their nests, they are escorted to the sea and the team ensures they are unharmed as they enter the water. This process is shared with guests who are able to contribute to the cause of protecting the green sea turtle population while promoting the location as an eco-tourism destination.

Wildlife and Conservation at Wessex Water

Wildlife and conservation work is a core part of Wessex Water's aim of becoming a truly sustainable company.

Biodiversity Action Plan

Wessex Water was the first corporate to publish a Biodiversity Action Plan (WWBAP) in 1998. The WWBAP was acknowledged by the UK government report *Sustaining the Variety of Life* as a best practice example of corporate involvement in biodiversity work.

Now the third version of WWBAP has been updated. It has a larger and more holistic scope for biodiversity delivery, looking at the landscape scale work with an emphasis on multi-functional benefits and better protection of important habitats rather than specific site-based habitat and species protection.

Wessex Water has extensively surveyed their key conservation sites over the last four years resulting in changes to their management. The benefits of this work to wildlife and local communities include:

- Implementation of Higher Level Stewardship (agri-environment agreements) on land surrounding the Sutton Bingham reservoir, resulting in improvements to the hay meadows and woodlands
- Improvements to the nature trails at the Clatworthy and another new reservoir, and new visitor information highlighting the wildlife visitors are able to see at their major reservoirs
- Two new pedestrian bridges at Sutton Poyntz to protect their Site of Special Scientific Interest (SSSI) and provide safe access for the public into the woodlands
- Improved management of SSSI heathland at Nutscale reservoir, agreed with Natural England, and a new bridge to facilitate access for this conservation work
- Work on a significant scale to remove invasive non-native plants from their land



Examples of the Biodiversity Action Plan Partners Programmes

Protection of the Environment

Wessex Water continued to manage nearly 300 hectares of land designated as SSSI and ensured that the condition of these vital habitats exceeded the governments' target for favourable or unfavourable but recovering status.

The wildlife projects funded by their Biodiversity Action Plan Partners Programme have also been very productive over the last four years. These include scientific research, partnerships and activities that align with their core services. Highlights include:

- South Wiltshire Farmland Bird Project: a specialist adviser has worked with 119 farmers in southern Wiltshire to provide more than 800 hectares of farmland bird habitats, including safe nesting areas, summer insect food and winter seed floor
- Dorset Wild Rivers: 11 km of river has been restored since 2010 and more than seven hectares of wet woodland have been planted with nearly 5,000 trees
- Buglife's Wessex Springs and Seepages for Invertebrates: identifying the habitats of rare insects such as the cliff tiger beetle, southern dams fly, bog hoverfly and southern yellow splinter to guide future management to help conserve populations
- Wessex Biodiversity Science Initiative: free training courses and training material to help local groups improve their own wildlife research and monitoring

Conservation Up in the Air

Wessex Water believes in balanced and equal development for both mankind and the natural environment and they have noted the need for a new pipeline of water mains from Corfe Mullen to Salisbury in Wiltshire (approximately 64 km) that would be able to meet the region's demand for the next 25 years. To ensure work has a minimal impact on the environment, they have partnered with the South Wiltshire Farmland Bird Project (SWFBP), so they can work closely with farmers along the new pipeline route to protect some of the UK's rarest farmland bird species.

The farmland birds, known as the "Arable 6", include grey partridge, lapwing, turtle dove, yellow wagtail, tree sparrow and corn bunting. Their funding will also ensure that a project adviser is retained.

Mark Doughty, principal ecologist for their engineering and construction department, explained that it is important that Wessex Water does all it can to reduce the impact on the environment while work is taking place.

Tracy Adams, project adviser for the SWFBP, said: "The funding will help to increase the amount of valuable farmland bird habitat already created across the Wessex Water's region." She will be working with farmers along the route to site new tree sparrow nest boxes, provide additional winter seed food and increase the amount of insects available for the birds to eat.

The water supply grid will take eight years to complete and the programme of work, an investment of over GBP200 million, comprises more than 50 individual schemes across Somerset, Wiltshire and Dorset.

Rare Roots on Roof

Wessex Water's ecologists were thrilled when they found an early spider orchid growing on a grass roof of the Swanage sewage treatment works. It was spotted after members of the public had informed their ecologists that another rare orchid had also been spotted on the roof the previous summer.

After investigation, staff changed the usual mowing process on the roof and in doing so, another similar but another much rarer species of an early spider orchid was found.

Ellen McDouall, Senior Conservation Ecologist at Wessex Water, explained that the limestone coastal cliffs around Swanage were one of only three UK strongholds for the species. She also added that the roof has existed for ten years and that orchids could take that long to flower. She was glad that the roof was not under any particular operational pressure. They are now trying to actively manage the site for the benefit of the plants.

The region is very rich in wildlife, and Dorset has some of the most biodiverse land in the country. Many of the species and habitats found in the south are legally protected and represent a high level of biodiversity within the south west of England. They have recognised that it is very important that they constantly assess the potential impact of their operations on wildlife, and this represents a key component of their ongoing biodiversity action plan.

Protection of the Environment

CONSERVATION IN PARTNERSHIP

YTL believes that conservation requires the efforts of more than just one group, with significant time invested and financial support. The results of conservation efforts cannot be seen by following scant and irregular involvement. It is a continuous effort and we have chosen to provide support in many different areas. Our aim is to expand the wings of biodiversity conservation efforts in Malaysia, Asia, Europe and beyond. We believe in partnerships with various leading non-governmental conservation groups which help us address issues that we may not have sufficient expertise, skills or resources to resolve internally. Thus, we continue our support for our long term conservation and environmental partners such as Rare Conservation (Rare), WWF (World Wide Fund for Nature) Singapore and Reef Check Malaysia (RCM).

Contribution to WWF-Singapore Conservation Fund

In 2010, WWF-Singapore started the Sustainable Seafood Programme with the release of a pocket-size version of WWF's Singapore Seafood Guide to help consumers and businesses to choose seafood from sustainable sources that are fished and farmed responsibly. In tandem with World Oceans Day, WWF-Singapore announced the inaugural Sustainable Seafood Festival, in partnership with the Marine Stewardship Council (MSC).

More than 70% of the world's commercial marine fish stocks are either fully exploited or overfished. Understanding the importance of this urgent issue, YTL joined hands to support WWF-Singapore in spreading this message to the wider community and slowly changing our seafood supply chain to be more responsible and sustainable, as well as conserving the Coral Triangle. On 30 May 2014 at The Ritz-Carlton Hotel Millennia, Singapore, YTL Corporation also contributed SGD10,000 towards a table at the "Panda Ball Singapore 2014" for WWF-Singapore's Conservation Fund supporting the Sustainable Seafood Festival from 8 to 15 June 2014.



(L-R) Ruth Yeoh, Ralph Dixon and friends at Panda Ball Singapore

Conserving with Reef Check Malaysia

RCM is a non-profit organisation that engages with the local community to promote the preservation of coral reefs throughout the offshore waters of Malaysia. RCM conducts education and awareness programmes, as well as coral reef rehabilitation programmes.

RCM's partnership with YTL started in 2008 with the initial goal to explore the possibility of improving the condition of reefs and marine habitats around Pangkor Laut.

Awareness and education programmes, combined with beach clean-up activities, were conducted for staff at Pangkor Laut Resort (PLR), an exclusive luxury resort of YTL Hotels. Subsequently, RCM provided training to local snorkeling guides, equipping them with better skills and knowledge on the importance of conserving coral reefs.

In time, the snorkeling guides sought further assistance to improve the poor condition of reefs at their snorkeling sites, a result of years of mismanagement. After discussions with scientists at Universiti Kebangsaan Malaysia (UKM), RCM implemented its first coral rehabilitation programme, establishing a nursery at Mentagor Island, near PLR. When harvested and maintained properly, coral fragments, or "nubbins", grow into a healthy coral reef ecosystem that is able to support a variety of marine species.

Initial results were encouraging, though local currents and sea conditions were challenging. After further experimentation, RCM eventually worked with YTL to design cement blocks that would provide suitable substrates for coral, and in November 2013 the first concrete blocks cast and transported by YTL Cement were deployed. Monitoring revealed the nubbins on the cement blocks were healthy and growing well, and the survival rates were as high at 86%. Common coral reef fish, such as grouper, parrotfish, rabbitfish, bream and damsels were also seen around the blocks. The blocks were also kept largely free from algae and silt to promote better growth.

At the same time as the initial deployment of the blocks, a "Safe Snorkeling Zone" was established to protect the rehabilitation experiments from damage by boats and snorkelers. The local snorkeling guides very soon adopted this Zone as their own, and rules were developed for its use. This was the first community-based no-take area in Malaysia. Snorkeling guides have since used the Safe Snorkeling Zone to show their guests the beauty of coral reefs, and many lessons have been learned about the need to conserve these important resources.

Protection of the Environment

YTL played a major role in helping RCM improve its reef rehabilitation methodology. The process began with the use of PVC frames and has evolved to specially designed concrete blocks. RCM hopes to continue its contribution towards the growing scientific knowledge of coral reef rehabilitation, thereby developing effective methods for preserving coral reefs. First conducted in Pangkor, RCM has since established rehabilitation sites on the islands of Redang, Perhentian, Tioman, and even Mantanani in Sabah.



The specially designed and fabricated green cement blocks weighing approximately 20 kg each, cast, transported and delivered by YTL Cement and placed in the sea with nubbins attached



RCM staff attaching the harvested coral nubbins onto the concrete blocks

In addition, YTL Hotels and Autodome, both wholly-owned subsidiaries of YTL Corporation, also embarked on an initiative to raise funds on a recurring and long-term basis for RCM in conjunction with evian® and their local distributor in Malaysia, GBA Corporation. With the aim to reduce the consumption of plastic bottles, and educate customers on the importance of environmental conservation, a total of 5% of proceeds derived from the sale of the evian® water bottles sold would be donated to RCM for their reef surveys, coral rehabilitation and other critical work they are carrying out around Malaysia to survey and protect coral reefs and the species that use those reefs as spawning grounds.



Divers from YTL Corporation, RCM and Malaysian Institute of Architects (PAM) on their way to Mentagor Island, off Pangkor Island, just a short boat ride away from PLR



evian® glass bottles at YTL F&B outlets sold to raise funds for RCM and to promote the use of glass over plastic

Protection of the Environment

Statement from General Manager of RCM, Julian Hyde

The Rainforests of Malaysian Seas

Malaysia is one of six countries that make up the Coral Triangle, an area recognised as the global centre of marine biodiversity, making it an international priority for conservation. Called the “Amazon of the Seas”, the Coral Triangle footprint supports the livelihoods of approximately 120 million people.

Malaysia alone has 4,000 sq. km of coral reefs, with hard coral diversity estimated at 550 species (75% of the world’s total), 3,000 species of fish (50% of the world’s total) and four of seven marine turtle species.

Coral reefs are an important part of marine ecosystems. In 2009, a global initiative, The Economics of Ecosystems and Biodiversity (TEEB), estimated the value of coral reefs to be USD115,740 per hectare per year. This puts the value of Malaysia’s coral reefs at RM145 billion per year.

Despite their importance, very few resources have been allocated for the country to manage its coral reefs. This is where RCM can fill the gap and address this need.

RCM is the local chapter of the Reef Check network that was first established in the USA in 1996. Registered as a non-profit organisation in 2007, RCM aims to raise awareness on the importance of, and threats to, coral reefs by engaging with local communities.

As an organisation, we have been instrumental in providing important scientific data on the status of coral reefs in Malaysia, which would otherwise be inconsistent or not forthcoming due to limited resources. It is the only reliable source of information available to reef managers, agencies and organisations to help them protect an often overlooked natural resource.

The ocean is such a vast area. It is wonderful to therefore have the support of organisations such as YTL, who also believe in furthering biodiversity conservation efforts in Malaysia, including coral reefs.

The partnership with YTL began in 2008 with surveys, and education and awareness activities around Pangkor Laut. Since then, the collaboration has extended to various initiatives to protect Malaysia’s reefs, including reef rehabilitation.



In 2010, we invited Ms Ruth Yeoh to become a member of RCM’s Board of Trustees. With YTL’s support, RCM has been able to conduct Reef Check surveys, improve our reef rehabilitation methodology, and engage with various stakeholders including snorkel guides.

Making an Impact, One Survey at a Time

When RCM started in 2007, we were only able to survey 33 sites in Peninsular Malaysia. By 2013, the number of surveys had increased by over 500% to 196 surveys covering both East and West Malaysia.

The survey results and analysis are published annually and made available for public consumption through our website free of charge. Moreover, the report is shared with relevant government agencies, such as the Ministry of Natural Resources and Environment (MNRE), Department of Marine Parks Malaysia (DMPM), and Sabah Parks. It is also shared with the National Oceanic and Atmospheric Administration (NOAA) and international coral reef databases like Reef Base.

The reports are also used to raise awareness on the importance of protecting coral reefs through public statements, campaigns and engagements with various stakeholders, including government agencies, dive and snorkel operators, and recreational divers.

The data also acts as a platform to raise awareness on other coral-related issues such as reef resilience, coral bleaching, diver and snorkel etiquette, fish stocks and even pollution. Awareness is then raised through a series of education and awareness talks, along with coral reef rehabilitation programmes.

Protection of the Environment

Through the years, our data and reports have contributed greatly toward coastal and marine-related policies. For example, RCM was invited to participate in a stock taking exercise by the Performance Management & Delivery Unit (PEMANDU) of the Prime Minister's Department in August 2013 as part of their initiative to streamline conservation plans for the nation. RCM was also invited by MNRE to become a member of the biodiversity and forestry management working group to draft the 11th Malaysia Plan.

A Network of Volunteers

Surveys are conducted using the Reef Check survey methodology, a coral reef monitoring tool specially designed to be used by non-scientists to collect data on the health of coral reefs, thus assisting managers in coral conservation activities. The surveys are conducted with the help of a global network of volunteer EcoDivers – leisure divers who have been trained and certified to conduct Reef Check surveys thus ensuring the quality and consistency of data.

The EcoDiver programme provides us with the opportunity to educate divers on the importance of coral reefs, the impacts of bad diving habits, the influence they can have on other divers, dive and boat operators, and what they can do to minimise their own carbon impacts that will, inadvertently, affect coral reefs.



Julian Hyde, RCM General Manager participating in a beach clean-up with school children

We started with 50 EcoDivers in 2007. By 2013, over 420 EcoDivers were certified, providing us with a large network of available volunteers and ambassadors to conserve coral reefs in Malaysia.

Another segment that has been widely engaged is dive and snorkel operators in popular islands. RCM has certified a total of 57 EcoDiver Trainers, many of whom work for dive operators throughout the country. In addition, 25 snorkel guides have participated in RCM training programmes, helping to improve their services while reducing impacts to reefs by snorkelers.

With the support of DMPM, RCM revived the Green Fins programme in Malaysia to encourage environmentally friendly practices among operators in the country. Five centres on Tioman Island have been assessed and admitted as Green Fins members.

Through our survey reports and advocacy messages, RCM has raised considerable awareness and support for the conservation of coral reefs. In 2011, for example, DMPM signed a Memorandum of Understanding with RCM to encourage greater collaborative efforts between the two organisations. It was also an indication of acceptance and acknowledgement of our work and contributions. Through this partnership, RCM has trained numerous marine park officers on the Reef Check survey methodology. We were also commissioned to conduct Resilience surveys to contribute to better management by identifying critical spots requiring active conservation work. In 2012, RCM's Coral Bleaching Response Plan was adopted by DMPM, again signifying the importance of the work done by our organisation.

A Voice for the Reefs

By conducting annual Reef Check surveys, RCM has been able to provide accurate information to help government agencies manage their marine parks better. For example, the average live coral cover in Malaysia before a mass coral bleaching event in 2010 was 49.96%. After a post-bleaching decline to 42.75% in 2011, the reefs have slowly recovered with an average live coral cover of 48.33% in 2013.

Protection of the Environment

Despite being a non-profit organisation, RCM has become a source of reference for regional organisations and universities, as well as international scientists and researchers. *Reefs at Risk Revisited in the Coral Triangle*, a report developed by the World Resources Institute in close collaboration with the USAID-funded Coral Triangle Support Partnership (CTSP), cited RCM's survey data, which was widely circulated.

Furthermore, we were invited as a key stakeholder in a regional initiative in 2013 between Malaysia, Thailand and Indonesia to build social and ecological resilience of coral reefs against coral bleaching.

RCM has continued to be a voice for coral reefs in Malaysia, often advocating for their protection through its surveys. In the seven years of operations, RCM has become a source of reference for government agencies, other non-governmental

agencies, universities, researchers and scientists on the status of coral reefs in Malaysia and the best way to manage them. This is a significant contribution to an ecosystem that would otherwise be forgotten.

In the coming years, we hope to train more EcoDivers and EcoDiver Trainers to help us extend the reach of our surveys. With more comprehensive data and analysis, we hope to help Malaysia achieve its commitment to international targets, such as the Aichi Biodiversity Targets. All this is made possible, thanks in part to organisations like YTL for their support!



Julian Hyde

Year	Highlights
2007	<ul style="list-style-type: none"> Established EcoDiver training programme to train volunteer divers in the Reef Check survey methodology thereby ensuring reliable reef data collection
2008	<ul style="list-style-type: none"> Launch of environmental education programme, Rainforest to Reef, with primary schools in Tioman, Redang and Perhentian
2009	<ul style="list-style-type: none"> Rainforest to Reef introduced to urban schools
2010	<ul style="list-style-type: none"> Conducted first Reef Rehabilitation in Pangkor in partnership with coral reef ecologist from UKM
2011	<ul style="list-style-type: none"> Rolled out Reef Rehabilitation programme on other islands Introduced Fish Bombing reporting process to record and report incidents to help relevant authorities take action. Since its introduction, 185 reports have been lodged Signed MoU with DMPPM to promote collaboration between the Government and RCM Established a permanent presence on Tioman with the recruitment of a Field Officer
2012	<ul style="list-style-type: none"> Introduced Coral Bleaching Response plan, adopted by DMPPM Established Scientific Advisory Council to review RCM programmes and provide feedback on technical content Established a permanent presence in Kota Kinabalu and a Field Officer for Mantanani, Sabah in 2013 Conducted first Resilience surveys in Malaysia, adopted by DMPPM in their management plans to identify critical spots to conserve
2013	<ul style="list-style-type: none"> Conducted 196 Reef Check Surveys throughout Malaysia, indicating no evidence of increase in commercially valuable species such as Napoleon wrasse, baramundi cod or groupers, even within the Marine Protected Areas Trained an aggregate total of 422 EcoDivers, 57 EcoDiver Trainers, 26 snorkeling guides up until the end of 2013 Certified nine Reef Check Facilities i.e. dive centres that offer the EcoDiver training programme and conduct Reef Check surveys Established Reef Rehabilitation programmes in 12 sites on five islands (East & West Malaysia)

Protection of the Environment

YTL Fellowship for a Rare Planet

YTL Corporation has supported Rare Conservation (Rare) for a number of years in conserving imperilled species and ecosystems around the world. Rare inspires people to care about and protect nature. YTL as a caretaker of the environment wants this message sent to people in all walks of life, and one of the best ways to push the message out is through the "YTL Fellowship for a Rare Planet – Asia", an unprecedented community-based conservation programme.

Working at the nexus of economic development and biodiversity conservation, Rare specialises in training emerging local leaders, called Conservation Fellows, using the Pride Campaign methodology. The Fellowship fund in support of Rare amounts to a commitment of USD2 million – one of YTL's largest conservation gifts to date.

Since 2010, YTL Fellowship for a Rare Planet has led to more than 81 conservation campaigns throughout the Asia-Pacific region. A group of young, energetic and highly passionate conservation leaders, the YTL Fellows are now mobilising behavioural change in communities throughout Asia using Pride Campaigns. Their impact will be felt for years to come. YTL Fellows are saving coastal fisheries and ensuring robust livelihoods. They are also providing food

security for millions of people living in poverty, securing reliable supply of clean freshwater, introducing new agricultural practices to curb pollution and improving the health of people, soil and species, and vastly improving Asia's resilience to climate change.



The success of the Rare-YTL Fellows continues beyond their first campaign – 52% of alumni have run for their second or third campaign (funding these campaigns on their own) and 73% of alumni have sustained their campaigns after the formal relationship with Rare ended.

Statement from President and CEO of Rare, Brett S. Jenks

"We continuously receive encouraging news from our partners, Fellows, and the communities with which we work. Rare's partners are winning awards and national governments are creating the enabling environment needed for meaningful grassroots conservation. Rare is thrilled with the momentum for community-led conservation and the great progress we have made in Asia these last four years with YTL's support and we hope you share this feeling of accomplishment. Thank you."

Fish Forever: A Path to Food Security and Climate Resilience

As YTL understands, the world's coastal fisheries are under enormous pressure. One billion people around the world rely on fish for protein, yet more than 80% of fish stocks are overexploited and declining. Developing tropical nations, including those in the Coral Triangle, suffer the most severe human and environmental costs.



Protection of the Environment

With the notable support of YTL and the Yeoh Family, the Fish Forever programme in Indonesia is building on the success of Rare's past and current sustainable fishing projects. Rare has worked in 20 Indonesian coastal regions since 2010. Currently, Rare is assisting 12 communities in effectively managing 4.003 million hectares of marine reserves, reaching 448,600 people, including 80,960 fishermen. We have successfully reduced overfishing, increased protection of concentrated ecological diversity, and changed social norms around fishing practices.

Fish Forever is building on this success, and taking the effort to the next level of impact.

Staying true to our organisation ethos of accountability, Rare and its partners will consistently monitor the success of Fish Forever in Indonesia. We will tailor biophysical monitoring methods to site-based requisites, but will include the core Fish Forever metrics in most sites: fish biomass, catch per unit effort, species richness and coral reef cover. The Fish Forever partners, with local institutions and other partner organisations, will collect baseline, interim, and final data at each site, as well as utilise comparison and control sites where applicable.

In another part of the region, Rare currently has a campaign underway in Tun Sakaran Marine Park in Sabah, Malaysia. In the past year, successes include increases in compliance with the No Take Zone (NTZ), and improved



Fishermen in Gili Matra, Indonesia, haul in their catch

community outreach. Fazrullah Razak, the Rare-YTL Fellow in Tun Sakaran has been successful in building a strong and sustainable campaign effort (and increasing capacity) through his skills in training others.

The workshop gave the YTL Fellows first-hand experience on how to conduct Marine Protected Area (MPA) network planning in the campaign site. One of the highlights for the Fellows was an exchange of bright spots with Rare and their co-Fellows – each Fellow shared the bright spot of which they were the proudest. The result was an impressive list of innovations and best practices from 13 sites. Many of the bright spots shared during the presentation centered on:

- The value of Pride-building activities to sustain active engagement of local political leaders, key influencers and schools, including tapping into local organised events and public celebrations as avenues to increase campaign reach.
- Using the popularity of the campaign as leverage for additional support to scale up to other non-target sites and expanding MPA networks for sustainability.
- Taking a step back and creating opportunities for the community to lead and manage community Pride events.

The exchange of bright spots was a useful method to increase the flow of solutions for designing effective social marketing materials and activities that raise campaign profiles and reach target audiences.



Rare-YTL Fellow Ondo Muhajir with the shark mascot, Si Wowo, speaking with school children in Misool, Indonesia

Protection of the Environment

A New Initiative for Rare in Asia: Food Safety

Rare's core competency is working with local community leaders to change behaviour and instill within the community a sense of pride in their natural environment. This is a critical change element that previous sustainable agriculture projects in China have lacked, and it will be central to promoting sustainable agriculture practices among these small-scale farmers. Communities need to genuinely believe that using less fertiliser and chemicals is the right and ethical thing to do, regardless of the monetary reward. However, giving farmers access to new markets and increasing their profits will accelerate this change in farming practices and help to ensure the durability of these new behaviours.

With the support of YTL and the Yeoh Family, Rare has spent the past year developing this programme, building support for Pride, and evaluating prospective partners and Conservation Fellows. When we launch later this year, we will target small-scale farms that collectively supply food to more than 100,000 urban consumers. The campaign at each site will create a sustainable agriculture project prototype and 2-3 farmer field schools, through which the overall programme will be tested, refined, and prepared for scaling up in subsequent phases. Rare envisions Phase One as the beginning of a larger project to inspire sustainable agriculture throughout China. The 12 campaigns of Phase One will ultimately:

- Substantially decrease fertiliser usage, which will restore soil and surface water quality;
- Develop capacity for self-governance that will empower small-scale farmers to create a better link to their markets and reinforce quality control; and
- Re-build consumer confidence and credibility for third party certification of safe food, which allows small-scale farmers to receive premium prices for their sustainable products.

The 12 Pride campaigns of Phase One have the potential to engage with 20,000 small-scale farmers (approximately 1,600 per site). These farmers manage a total of 3,000-4,000 hectares of farmland. Each campaign will directly involve 100 to 150 core participants in the training, and it will mobilise the others through social marketing activities, stakeholder meetings, farmer cooperatives and support from local municipal governments.



Rare-YTL Fellow Adrianus Kaiba talking to community members in Kofiau and Boo marine protected areas in Indonesia

Rare expects to generate a 20-25% reduction in overall fertiliser and chemical usage in targeted communities during Phase One, which will repair and improve soil quality. By selecting our initial sites around important wetlands and decreasing runoff and sedimentation, the project should also improve the habitats of species reliant upon a functioning wetland system. Rare also projects direct financial benefits for farmers during the implementation of Phase One. The programme has the potential to increase farmer household incomes by USD750,000 to USD2 million per year across the 12 sites. In addition to the substantial savings the farmers will see by using less fertiliser, Rare estimates that the 20,000 farmer families targeted by the campaigns can generate at least USD4 million in combined additional revenues by selling premium, safe agricultural products over three years.

Finally, Rare's programme intends to increase social capital through training local farmer cooperative leaders and municipal government officials so that they can self-organise and sustainably manage their agriculture sites. This will enable the farmers' cooperatives to fully participate in local governance of resources at the County level (People's Congress)."

Brett S. Jenks



Empowering
our people



ple

“ Responsible and charitable behaviour in an organisation can be formed and nurtured by directors, employees and contractors to create an embedded culture of true sustainability. Increased diversity in our workforce has resulted in new ideas and solid execution involving and benefitting even more stakeholders. When you provide the appropriate opportunities and channels to the people you work with, the results can be surprising. ”

TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING
PSM, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP
Managing Director of YTL Corporation Berhad

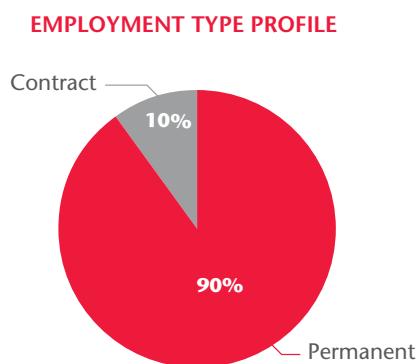
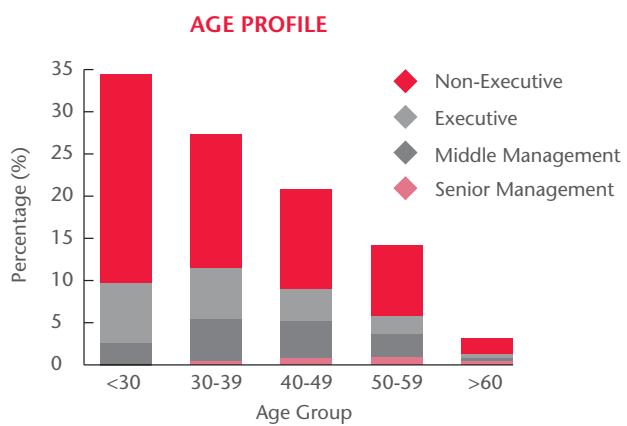
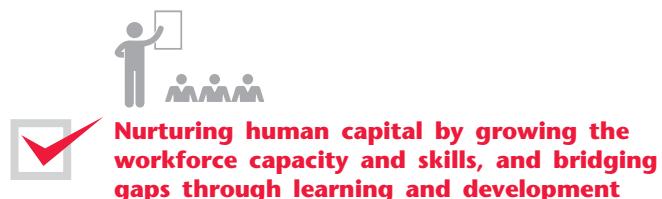
Empowering Our People

Our Commitment



Strive to be the Employer of Choice

Our Approach



Empowering Our People

Employees are our greatest asset and play a vital role in achieving business success. We believe that our growth has been mainly attributed to having experienced, competent and satisfied employees, with the right skill sets. Equally important is bridging gaps in competencies through learning and development, thriving in an appropriate culture and creating a sustainable and engaging workplace, to meet the business challenges of today and tomorrow.

As a conglomerate that employs more than 12,000 people globally, we are proud of the skills, expertise and loyalty of our employees whose exceptional commitment is central to our success. We continue to focus on growing and nurturing our talent pool by creating an ethical,

supportive and progressive environment which offers professional and intellectual challenges, encouraging innovation and creativity, taking pride in looking after employees' well-being and providing a variety of benefits.

EMBRACING EQUALITY, DIVERSITY AND INCLUSION

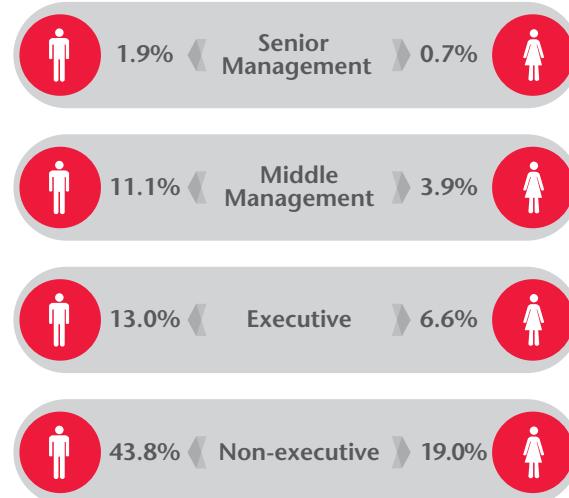
YTL Group is an extremely diverse organisation in terms of its ethnic and cultural make-up. Our employees come from all over the world and have diverse skill sets. Hence, we value people's differences, embrace diverse cultures which instil the spirit of mutual respect and understanding in the workplace.

Guided by YTL's values and principles, we aim to build a diverse workplace and an inclusive structure that is well-represented by the communities in which we operate.

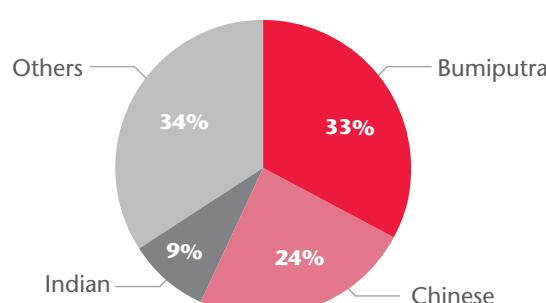
As a truly global organisation, we ensure that fair employment principles are adhered to in all our Human Resource (HR) practices, both at the recruitment stage and through opportunities for promotion and development. This reflects our commitment to treat everyone fairly and in an egalitarian manner, giving everyone the chance to achieve their full potential.

Operating in ten countries, local hiring is important to our human capital strategy. Within the Group, we always attempt to recruit locally to generate greater benefits for the communities where we operate, so that our businesses at each site can navigate through the local communities competently, reflect the diversity of the local population and create job opportunities for the local community.

GENDER PROFILE



ETHNICITY PROFILE



Empowering Our People

NURTURING HUMAN CAPITAL

Benefits and Rewards

For a high performing and motivated workforce, YTL provides a comprehensive and flexible package to look after the well-being of employees and their families. This includes competitive remuneration, learning and development opportunities, granted leave entitlements, medical benefits, group insurance plans, contributions to the Employee Provident Fund (EPF), 13th month wage supplement on a discretionary basis and Employees' Share Options Schemes (ESOS). Our annual performance appraisal system ensures all employees receive regular performance and career development reviews.

EMPOWERING WOMEN AT WESSEX WATER

- The social enterprise, Women on Boards, ran development seminars for **60** female employees, and focused on their personal and career development.
- They launched a female networking group with regular external speakers in order to encourage a balanced gender profile.



Empowering women in the workplace at Wessex Water

Training and Development

SGD1,330



FY2013/14 Training expenditure per employee at YTL PowerSeraya (above the Singapore national average of SGD407¹⁵)

Maintaining and developing skills and knowledge for the future is a key priority. We pride ourselves on providing a comprehensive training programme for continued development and to encourage our people to actively seek advancement in their professional disciplines. It is also within the YTL culture to share and replicate best practices amongst employees and business units.

1,813



staff at Wessex Water took part in

> 400

different training courses in 2013-2014

We deliver regular training and development which focuses on upgrading the competencies and increasing productivity, whilst creating a talent pool for effective succession planning. A variety of investments are made, including on-the-job exposure, mentoring and coaching, job rotation, funding for continuing education and professional development. This also includes structured internal courses, tool box talks, workshops and seminars, covering areas ranging from management, technical skills, communication, leadership and soft skills.

¹⁵ Singapore national average is taken from the Singapore Ministry of Manpower 2012 Report for Employer Supported Training that is published bi-annually.

Empowering Our People

Grooming Through Apprenticeships



E-MAS providing industrial training to school leavers

Apprenticeships provide young people with opportunities to join YTL businesses and develop their careers to become future leaders. They are groomed for roles across the Group, where they gain real-life work exposure, develop new skills and broaden their knowledge guided by senior officers.

At Wessex Water, they currently have 26 apprentices in their Operations division and this year they launched an apprentice programme for 16 – 18 year olds in their engineering and construction division and laboratory and customer contact centres. ERL Maintenance Support (E-MAS) have also introduced the “Greenhorn Talent Development Programme” which offers a glimpse into the train industry and provides training, working experience and familiarisation in train maintenance concepts targeted at school leavers. Under this programme, a total of three trainees were recruited in 2013/14 and four in 2014/15.

Since the launch of its Internship Development Programme in 2012, FrogAsia, a subsidiary of YTL, has seen over 35 interns aged 16 and above being granted the opportunity to work in a fast-paced start-up environment in Malaysia.

Similarly, Pahang Cement a subsidiary of YTL Cement, also offers an industrial training scheme to promising tertiary students who are keen to undergo work experience before starting a career in the cement manufacturing industry. To date, over 60 graduates have enrolled and benefitted from the scheme.

Employee Satisfaction

As part of YTL’s core values, we inculcate two-way communication with employees and regularly seek feedback from our people. We continue to leverage on Employee Satisfaction Surveys (ESS)¹⁶ as a platform to better understand how well we are progressing as an employer and to gauge employee satisfaction within the Group, as well as to identify gaps for improvement. In our goal to be an Employer of Choice, we are working together with our employees to identify areas for improvement and ways to make YTL an even better place to work.

87% employees rated Wessex Water a good place to work (82% in 2013)

81% employees happy working with Express Rail Link (ERL)

83.1% employees “satisfied” with YTL Hotels



Satisfied staff at YTL Hotels

¹⁶ Employee Satisfaction Survey is administered and rolled out by respective business units every year.

Empowering Our People

CARING FOR OUR PEOPLE THROUGH ACTIVE ENGAGEMENT

We believe that being an Employer of Choice requires more than just providing a well-balanced workplace and competitive remuneration and benefits. More importantly, it requires active employee involvement and engagement, and in the process, we strive to make all staff feel valued, cared for and fulfilled. It is commonly accepted that employees who are happy tend to be more productive, which is better for a business' bottom line. Thus, we make sure all of our business units create a workplace in which each employee can work actively, by offering a total well-being programme and comprehensive wellness support for employees.

As with any large conglomerate with a diverse workforce spread over three continents, we face challenges in keeping everyone connected, orienting new employees and building a deep understanding of the Group's business objectives and direction. Recognising this, the Group HR team each year gathers the key leaders in all levels across all business units in a one-day YTL Leadership Conference. This annual conference serves as a platform for leaders to present progress on their respective projects or business units as well as exchange thought-leadership matters. It has proven to encourage the exchange of ideas, enhance interaction and collaboration among employees as well as support effective communication efforts across the Group. Through the conference, senior managers have access to the latest information about the Company's direction and they are able to cascade relevant updates and information to their respective business units via various communication channels.

In addition to high level engagement, the HR team at the respective business units have also created various kinds of initiatives to engage employees at different levels that emphasise our values and culture as a Group which fosters unity amongst employees. As a family-friendly employer, we embrace our employees and their family members in a wide variety of wholesome group activities geared to encourage more family participation. For example, the annual family day, sports day, team building and motivation sessions are organised to further strengthen the team spirit and interaction between employees, as well as recognising and rewarding them with tokens of appreciation for their hard work and dedication.

Employee Giving and Volunteering through Community Outreach

Throughout the year, YTL employees participate in various outreach initiatives tailored to reach out to the less privileged that can positively impact local communities, social institutions and non-profit organisations. For example, YTL Foundation, the Malaysian Aids Foundation, Community Chest, GROW (Goodwill Rehabilitation and Occupational Workshop of the Spastic Children's Association of Singapore) and many more. To read more, please visit the "Enriching Communities" section of this Report.

Lay Yong Grove Tree Planting Programme

Despite their busy work and family commitments, YTL employees are always looking at new ways to serve the Company and their communities. In honour of Tan Sri Dato' Seri (Dr) Yeoh Tiong Lay and Puan Sri Datin Seri Tan Kai Yong's 60th (Diamond) Wedding Anniversary, Tun Abdullah Ahmad Badawi (Pak Lah), Malaysia's fifth Prime Minister and his wife Tun Jeanne Abdullah presented 100 local tree species to YTL Corporation at Sentul Park on 8 January 2014. More than 20 staff volunteered to take part in the event to show their support and also at the same time spread the message of the importance of environmental sustainability in a densely populated city. The employees warmly welcomed both Pak Lah and Tun Jeanne, and also physically planted trees around the park with them throughout the morning.



YTL staff volunteering to spend their morning planting trees at the Lay Yong Grove, Sentul Park

Empowering Our People

Raised Over RM210,000 For Malaysian AIDS Foundation

One of our employees, Ralph Dixon, Director of Environmental Investments at YTL Corporation and CEO of YTL-SV Carbon represented Malaysia to conquer the Marathon des Sables for the second time. This is a seven-day ultra-marathon across 250 km of harsh arid terrain in the Moroccan Sahara Desert, and often referred to as the toughest footrace on earth. The aim of taking part in this marathon was to "raise the bar higher for the country's HIV/AIDS (Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome) awareness and fundraising efforts", announced the Malaysian AIDS Foundation (MAF). Ralph is also a Trustee of MAF, but one of his main goals of taking part for the second time was to inspire others to challenge themselves physically and mentally for charitable causes. He wanted to show that true CSR and charity should be an extension of our everyday lives.

In 2010, Ralph managed to raise over RM100,000 for the MAF doing the same gruelling race due to the support of generous corporates and individuals. Ralph paid all costs relating to the race participation of about RM25,000 which was his contribution to the cause. This year, Ralph and another Malaysian, Jeff Lau, successfully raised another RM110,000 for two charitable initiatives under the MAF; Treatment, Care and Support Programme benefitting underprivileged women and children living with HIV to improve their access to lifesaving HIV medicines and care, and the Red Ribbon Youth Club which is an HIV education, empowerment, advocacy and leadership programme designed for young people.



Ralph Dixon (L) and Jeff Lau (R) at the finishing line of Marathon des Sables 2014 holding the Malaysian flag and displaying some of the donors logos



Ralph Dixon on day three after a two-hour climb in 45°C up a Saharan mountain with his 12 kg backpack

“ After finishing my first race, I swore I would never put myself through what I can only describe as the worst seven days of my life. But funding for HIV/AIDS in Malaysia has been severely cut back, and at the same time people living with HIV continue to be pushed to the margins of society due to stigma and discrimination, a situation which negatively affects their access to testing, diagnosis, crucial treatment and healthcare services. Naturally, I picked up my gear again and continued running.”

Ralph Dixon
Director of Environmental Investments,
YTL Corporation and CEO of YTL-SV Carbon

Employee Engagement through Community Outreach

As a family-friendly employer, YTL embraces our employees and their family members in a wide variety of group activities geared to encourage more family participation.

In Paiton, YTL employees voluntarily contribute to several of the Company's community outreach programmes. Beyond their working hours they are involved in the outreach programmes such as alternative energy development, and community care activities. The employee's positive contributions and spirit of sharing with the community continues to provide a great deal of value to the smooth running of the programmes.

A group of volunteer employees from the Operations and Engineering Department have been involved in the implementation of the micro hydro programme. They visit remote villages conducting feasibility studies, and supervising micro hydro installations. Following each units completion, they then interact with local communities to transfer knowledge about the correct operation and maintenance of the power generation units.

Empowering Our People

Similarly, in the solar energy programme, volunteer employees brief students from local schools and universities. These students are involved in the entire process, commencing with the materials preparation, installation, and solar energy utilisation.

Employees have also been closely involved with the construction of the suspension bridge in nearby Kedung Sumur Village, Pakuniran sub-district, Probolinggo. Over a number of weekends, the Company's Sports and Social Committee coordinated the work between the staff and the local community to build the 60 m long suspension bridge.



YTL JT staff and locals cheering following the completion of the Kedung Sumur Village suspension bridge

YTL employees also actively participate in some community care activities such as distributing aid to victims of natural disasters. They spent time on relief missions in the aftermath of several events such as the Yogyakarta earthquake, the Merapi eruption in Central Java, the Jember landslides and the Kelud eruption in East Java. In addition to distributing donated items, the employees and their family members collected donations for the victims.



YTL JT staff helping to distribute first aid and groceries to victims of flood and landslide disasters

In the field of social education, the Company facilitated a group of voluntary employees' assisting orphans in Paiton with their regular home learning programmes. Two classrooms of the Paiton Learning Centre were allocated for this purpose. To date, there have been 120 orphans who have benefited from activities which are centralised in three villages of the Paiton sub-district.

Building Strong Teams

As part of the Group's efforts to show appreciation for employees and their immediate family members, Perak Hanjoong Simen (PHS), a subsidiary of YTL Cement organised its annual family day on 2 March 2014 at Persisiran Sayong, Kuala Kangsar, with 220 employees and their families.

A number of activities were organised to help management and staff mingle with their families and to create a sense of belonging. There were events such as musical chairs, boat riding and so on. The family day has always been a successful initiative carried out by PHS, and the Company hopes that through the family day, the employees are able to bond easily with their colleagues. In addition, family members also get to understand the working culture of PHS.

PHS also organised internal sporting activities at nearby games arenas and in their plant. Internal sports activities were organised to strengthen the bond between management and employees and thus, improve their social inclusion, encourage human development, personal training and the dissemination of a sporting culture and healthy lifestyle in the workplace. It is also one way to reduce employees' workload tension and synergise their social interaction through games and activities. This year, a total of 100 PHS staff from all levels participated in this joyous event.

Similarly, YTL e-Solutions & YTL Info Screen also organised an inter-company badminton tournament to encourage healthy living through sports and to build a better relationship between the two companies. The tournament took place on 5 March 2014, and saw about 40 staff come together to cheer on their respective teams at the One Shamelin Mall, Cheras, Kuala Lumpur. It was an exciting time for the two companies, and despite everyone's busy schedules, they made it a priority to show up in support of their teams. It illustrated that sporting events not only promote a healthy lifestyle but also contribute to better understanding and working relationships with co-workers from all walks of life.

Empowering Our People



The happy faces of SG REIT staff during the Chinese New Year Culinary Delight and Cooking Class



Staff group photo after attending the "Styling by Personality" Lunch and Learn Workshop

Fulfilment of Our People

In alignment with the Company's corporate values – "Fulfilment of Our People", YTL Starhill Global REIT (SG REIT) acknowledges the importance of work-life balance for the health and well-being of their employees and believes in taking great care of them.

Eat With Your Family Day

SG REIT supported the national campaign "Eat with Your Family Day" by designating 30 May 2014 as the first "Eat with Your Family Day". The campaign was open to all staff, where staff leave early from work on that day to be home in time to have dinner with their families and loved ones. The day also serves as a reminder of the importance of having meals as a family and spending quality time with them. While office staff were encouraged to leave early on that day, alternative arrangements were also made for operations staff to utilise the one-hour off at a separate time (during the campaign month).

Chinese New Year Culinary Delight and Cooking Class

A Team That Cooks Together, Stays Together. It is believed that food has the special ability to bond and unite people, and to further enhance inter-departmental relationships, an experiential learning in a team building cooking class was organised on the eve of the Lunar New Year 2014. A total of 25 employees participated in the Chinese New Year Culinary Delight and Cooking Class at ToTT (Tools of The Trade) Store Cooking Studio. Participants learnt to prepare ubiquitous festive cookies and worked together in teams to prepare a delicious festive lunch. The relaxed setting allowed them to forge greater bonds with fellow colleagues during the festive corporate family reunion.

"Lunch and Learn" Workshop Series

The "Lunch and Learn" series at SG REIT was launched in May 2012, as part of their employee engagement initiative and augmenting the Staff Learning and Development platforms. The sessions were held during their lunch hour breaks, and ranged from one to two hours depending on the topics. This year, the "Lunch and Learn" series covered various topics and included the following:

- **Communication skills**
 - ▶ Let's Get that Point Across! Be Better Understood with Effective Neuro-Linguistic Programming (NLP) Tools;
 - ▶ Be Presentable or Let's Get Powerful with Strategies on Making Memorable Presentations.
- **Legal Knowledge**
 - ▶ Matrimonial Matters – Prenuptial agreements; divorce and the family;
 - ▶ Protecting Your Loved Ones – Basics of making a Will and Lasting Power of Attorney;
 - ▶ Buying and Selling Your Property – How to go about buying your 1st property and what you need to know.
- **Personal Grooming and Deportment Tips**
 - ▶ Styling By Personality!
- **Financial Literacy Workshops**
 - ▶ Making Sense of Your Money – Setting financial goals and developing a monthly budget to manage expenses, and the importance of savings;
 - ▶ Are You Borrowing Too Much? – Implications of personal borrowing and associated debt issues.

Empowering Our People

Cultivating a Healthy Workplace for Work, Life and Well-being

YTL PowerSeraya's success in workplace initiatives over the past few years has proven that various programmes which can unite and motivate as well as help employees to achieve a healthy lifestyle and better work-life balance are vital to an organisation's growth.

One of the initiatives launched by the Company to ensure that every employee is treated fairly and with respect was by signing the Tripartite Alliance for Fair Employment Practices (TAFEP). A performance management system exists in the Company to reward employees based on their performance and contribution to the Company. A well-established training plan provides employees with equal opportunities for training and development. At the same time, a "training needs" analysis is conducted every year to ensure that every employee is adequately trained to perform their job function well and to help them develop to their fullest potential.

Through the Vibrancy Club which comprises staff volunteers, the Company also organises family-life and workplace health-related activities throughout the year to help their employees stay healthy and lead fulfilling lives with their family members. A well-entrenched safety culture and safety management system also exists to keep employees and contractors safe from accidents. All of the above have resulted in a happy, diligent and committed workforce, as evidenced by the low staff turnover rate and good safety record.

As a result of the various efforts, the Company managed to clinch the Gold Award for "Best Workplace Practices" at the 6th Annual Global CSR Summit & Awards 2014 which was held at the Laguna Luxury Collection Resort, Bali, Indonesia.



YTL PowerSeraya staff posing after their badminton tournament

Driving Innovation with Work Practices

Innovation is vital to both creating competitive advantage and long-term success for business growth. Innovation is frequently identified as the single most important determinant of growth for most organisations, and investment decisions are often focused on transformational innovation, and specifically on human capital. As a Group, to make this happen, we are now looking at further cultural change to stimulate more innovation at all levels, recognising that cultural change is the key to sustainable innovation.

Wessex Water encourages its employees to be innovative enabling them to share their ideas through their "Eureka!" suggestion scheme. This scheme, which has been running for eight years, encourages innovation from its employees for improvements, ranging from energy saving initiatives to trialing new technology. These can be very simple tweaks or elaborate bold ideas which aim to yield significant gains. As an incentive, financial rewards are given to those whose ideas are successfully implemented. Each year the best ideas submitted to Eureka! can attract a top prize of GBP10,000. However this year with so many great ideas pouring in, the judges decided to split the prize between two submissions.



Eureka! Scheme Winners, Kevin Green and Bill Brown

Membrane technician Kevin Green and production technician Bill Brown shared this year's award for their energy saving idea. They suggested restricting the use of two pumps at the Washpool water treatment works instead using gravity to move water from the Fiveways reservoir to the Holly's Lane reservoir. The pumps will only be called into action if the reservoir level remains low, allowing the Company to save up to GBP10,000 a year. The other winner was an EMI (Electrical, Mechanical and Instrumental) technician, Mike Hayes, based at the Durleigh water treatment works. He suggested stopping a pump running unnecessarily at a booster station, resulting in a reduction in energy consumption.

Empowering Our People

MANAGING WORKPLACE HEALTH AND SAFETY

Our employees are our most valuable resource. Therefore, ensuring the health and safety of our employees is a primary concern for YTL Group. We believe that being a good employer starts with providing a safe and healthy working environment. As well as ensuring our employees are prepared to respond to emergencies on a day-to-day basis, they have to deal with many challenging and potentially dangerous situations. To support them, we remain committed to achieving the highest possible health and safety standards throughout the Group.

The nature of operations at the Group's power stations, cement plants and other operations poses various safety and health risks to employees working within the compounds. As a responsible employer, we do our utmost to provide our employees with the best possible working conditions and the Group has been practicing a culture of Occupational Safety and Health (OSH) among all our employees, associates and contractors across all business groups. They also take practical steps to prevent work-related illnesses and injuries while improving the overall health of our workforce at all sites and facilities. As such, YTL Power, YTL Cement, Wessex Water, and some other subsidiaries of the Group have been certified with OHSAS 18001 to ensure the health and safety of the employees.

“ Safety is not an intellectual exercise to keep us in work. It is a matter of life and death. It is the sum of our contributions to safety management that determines whether the people we work with live or die.”

Sir Brian Appleton after Piper Alpha – the world's worst offshore disaster in 1988

Workplace Health and Safety (WHS) Programme

WHS at ERL Maintenance Support (E-MAS)

The E-MAS Safety and Security department commenced its annual Safety, Health & Environmental (HSE) Day with guest speakers, awareness programmes and educational programmes to get everyone involved and to encourage people to play an active role in creating and sustaining a healthy and safe workplace. This year emphasis was placed on chemical spillage and a demonstration was carried out to show all staff how to best contain spillages safely and with minimal impact on the environment.

WHS at Perak-Hanjoong Simen and Pahang Cement

In line with Perak-Hanjoong Simen's (PHS) integrated policy "to provide a safe, healthy, environmentally friendly and sustainable workplace", the Company initiated a major annual event called the "Quality Day" or "Q Day" with the objective of promoting and instilling commitment to "Quality, Safety and a Healthy Working Environment".

"Safety Starts With Me" was selected as the theme for 2014 with the aim of promoting and inculcating individual responsibility for safety. In the "Q Day" event, employees attended talks given by the Department of Occupational Safety and Health (DOSH) regarding the Safety Act and Regulations, the Department of Environment (DOE) spoke about Sustainable Environmental Management, and there were exhibition booths manned by the local Fire Department (Bomba), 911 Civil Defence Department, the Drug Agency, the Police Department, the local Health Department and the Social Security Organisation.

Besides these talks and booths, the Company also hosted a health screening programme for all staff and visitors together with a voluntary Blood Donation drive for the Blood Bank by the Health Department. Guests included a PHS Director, the Padang Rengas Honourable VIP State Assembly Lady, the Honourable Tok Maharaja Indera Orang Besar-besar Negeri Perak, PHS employees, local schools, village heads, local police, fire department heads and contractors.



Safety briefing conducted by DOSH Officer at PHS plant

Empowering Our People

In addition to mandatory compliance PHS also provides periodic monitoring and measurement of personal exposure to mineral dust, audiometric testing, health surveillance for lung function, regular medical examinations and chest X-rays for employees with exposure to mineral dust.

Other training conducted for different departments and divisions, include competent certified safety and environment training of "Authorised Entrant, Standby Persons" for entry into confined spaces, authorised gas testers, environmental professionals in bag filter operations for trained operators in charge of the operation and preventive maintenance of the bag filters and environmental professionals in Scheduled Waste Management to ensure scheduled waste is managed in accordance with legal requirements.

In-house general HSE awareness training is continuously given to PHS employees and contract workers. To enhance this, PHS conducts a weekly meeting that starts off with an exercise session. These Toolbox Meetings are conducted by the line management staff with the objective of creating a greater understanding of safety requirements amongst the workers. A bi-monthly safety inspection is also carried out by the Safety Committee comprising the Management and worker representatives to better ensure a safe working environment. The Practical Safety Workshop for working at heights trains staff how to wear safety harnesses, which are provided in-house to PHS employees.

PHS implemented a WHS programme whereby all contract workers are required to undergo a safety induction session, after which they are issued with an individual authorised fixed expiry Safety Green Card to work in PHS. The holders of the Safety Green Card are also required to attend a refresher course for renewal of the card.

Like PHS, Pahang Cement (PCSB) also places an emphasis on continual improvement through site inspections to eliminate near misses, unsafe acts, unsafe conditions and environmental impacts caused during the operation and maintenance of the plant. The major action plan conducted



Morning exercise before the weekly Toolbox Meeting

was to improve Permit to Work procedure (PTW). They designed a computerised programme to suit their operations where safety precautions of disparate activities were predetermined. This reduced risk and incidents of workplace accidents.

An effort to foster a culture of HSE awareness within the organisation, they also provide a channel for those who are interested in providing suggestions regarding HSE issues. All suggestions sent to HR are rewarded, and useful suggestions are then implemented by the Work Improvement Team. The best suggestion of the year is recognised and presented in the New Year Assembly.

WHS at YTL Power Services (YTLPS)

YTLPS is committed to the highest standards of quality, health, safety, and environmental care for the reliable and efficient generation of power as described in the Company's mission statement. A very successful and practical approach towards better awareness is the annual HSE Week held at the YTL Pasir Gudang and Paka combined cycle power plants.

The staff attend job-related HSE training throughout the year. However, the HSE week is more than just training. It is a social platform for YTLPS staff to interact with and gather insights from special guest speakers representing the local authorities such as the Police Department, Fire Department (Bomba), Department of Environment (DOE), local hospitals and service providers related to the HSE industry.

Generally, workers in the power industry are subject to workplace hazards especially when carrying out jobs involving the operation of machinery and handling of chemicals. Sufficient awareness and safe work practices can mitigate risks to health and safety. Practical workshops during the HSE week also provide staff with opportunities to participate in various demonstrations related to fire-fighting, basic self-defence and first aid.

Environmentally-friendly interaction between the power plant and its surrounding ecosystems also plays a key role in sustainability. In Paka, a "gotong-royong" beach clean-up exercise was carried out. The beach where the Paka plant is located is a popular landing ground for different species of turtles. By maintaining a clean landscape for the past 20 years, the staff have continued to enjoy turtle and other wildlife sightings. In Pasir Gudang, the state DOE conducted a recruitment drive for "Rakan Alam Sekitar" to encourage commitment among citizens to protect the environment.

Empowering Our People



Staff at YTL Power Services conducting a Mock Chemical Spill Emergency Response using PPE (Personal Protective Equipment)

The benefits of the HSE week extends to life outside the workplace as well. A variety of topics offered to staff include current issues such as crime and security, obesity and disease as well as personal fitness. Sports tournaments also included activities for badminton, futsal and beach volleyball enthusiasts.

By incorporating the HSE week into the yearly calendar, the management and staff refresh their commitment to create new or more innovative methods to ensure continuous improvement in the workplace in line with the Company's mission statement. Beyond this, the staff are also encouraged to review their lifestyles and aim for healthy living, eating and workplace practices.

WHS at Wessex Water

Protecting the health, safety and welfare of their staff, contractors and customers is a duty that Wessex Water takes very seriously. No activity is truly without any risk; the Company's safety management systems and procedures aim to remove unnecessary risk, and control and manage any residual risk to ensure injury or harm to individuals is prevented. Central to its safety culture is that all staff, irrespective of their position, are empowered to ensure health and safety is "not an optional extra".

Free health checks for

400

employees with follow up advice on maintaining a healthy lifestyle in 2014

Having this in mind, managers, supervisors and staff all receive appropriate levels of training to ensure they can work safely without risks to themselves, colleagues or customers. A team of experienced health and safety professionals support and advise staff, investigate accidents and where necessary enforce company safety standards.

In spite of increased awareness and changes to working arrangements and training, there are occasional and unfortunate accidents: the principal causes are slips, trips and falls or manual handling. As such, the Company will continue its efforts to improve performance in these areas.

The Company monitors and investigates all reported safety incidents and dangerous occurrences to establish the cause and identify improvements that will prevent a recurrence. In 2014 the Company increased emphasis on the reporting and investigation of near-misses, which is crucial to preventing future accidents. The Company also provided automated external defibrillators at strategic locations and trained 40 first aiders in their use.

Overall, Wessex Water's safety record remains good and they have received prestigious awards from recognised safety organisations; their Operations division received the British Safety Council International Safety Award (Distinction) and Wessex Engineering and Construction Services received the Royal Society for the Prevention of Accidents (RoSPA) Gold Safety Award for a further year. This motivated the Company to improve further in preventing and reducing the occurrence of accidents and health-related issues.



Wessex Water staff on a routine safety check at a site near Bristol



Enriching
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“ Education remains at the heart of our promise to communities we touch. Just like the built environment, laying a solid foundation for a child means that he or she can grow taller and stronger, and reach greater heights. Providing access to the right tools, infrastructure and basic needs is also essential in ensuring that communities are able to thrive. There can be no compromise in this solemn commitment. ”

TAN SRI DATO' (DR) FRANCIS YEOH SOCK PING
PSM, CBE, FICE, SIMP, DPMS, DPMP, JMN, JP
Managing Director of YTL Corporation Berhad

Enriching Communities

Our Commitment



Strive to positively impact and enrich the lives of people where we operate

Our Approach



Promoting arts and culture by showcasing unique heritage and providing an alternative medium for artistic expression and communication



Developing future generations of leaders by supporting educational initiatives



Engaging and supporting local community groups, social institutions and non-profit organisations



Collected over **RM120,000** for Empower a Child Programme to support **20** underprivileged children



More than **300** families benefitted from the construction of micro hydro and biogas units

Enriching Communities

The diverse nature of YTL's businesses in many parts of the world has given the Group the opportunity to learn, embrace and touch the lives of millions of people across the globe. As we evolve into a truly global organisation, YTL Group remains committed to enriching communities where we operate. We believe that enriching communities means helping them develop in ways that empower them in a sustainable manner, from tackling poverty to helping them build and maintain better lives and improved prospects. To this end, we have organised and supported a range of community development programmes that prioritise three main areas in relation to arts and culture, education initiatives, and community-based projects, which play an important role in giving back to society.

PROMOTION OF ARTS AND CULTURE

The world's outstanding artistic and cultural works transcend national borders. This is exactly why the Group is a passionate supporter and is dedicated to promoting the development of arts and culture to a wider audience. As curator of arts, culture and history, we encourage and support a variety of initiatives aimed at nurturing artistic talent, strengthening arts education and training bodies and institutions, developing cultural knowledge and resources, and preserving the richness of cultural heritage and legacy. Whether it is dance, music, theatre, visual arts, photography, or any other form of arts and culture, we strive to provide a platform for artistic expression and communication, particularly in diverse multi-cultural communities such as Malaysia.

Preserving Our Heritage

A Perennial Feast: A Lifetime of Celebration

To conclude an exciting year for YTL Hotels, *A Perennial Feast*, the Malaysian hospitality group's culinary coffee table book, emerged triumphant as a country winner in three award categories at the annual Gourmand World Cookbook Awards 2013 at the Beijing Daxing Theatre. The awards are equivalent to the Oscars in the world of cookbooks, and *A Perennial Feast* swept the awards for Best Entertainment Cookbook, Best Corporate Cookbook and Best Cookbook Photography in Malaysia.



The awards are very prestigious and a testament to YTL's commitment to producing a quality product, whether it is in their hotels and restaurants or in their books. I am very proud to have been part of the team."

*Kim Inglis,
Author of *A Perennial Feast**



A Perennial Feast: A Lifetime of Celebration

Published by Talisman Publishing, and authored by Ms Kim Inglis, *A Perennial Feast*, takes the reader on a gastronomic journey from Malaysia, Japan, China, and all the way to Europe. It showcases island resorts, city heritage hotels and restaurants. Recipes for traditional Malay fare are combined with some East meets West fusion food and innovative seafood dishes. The book then branches further afield to Hokkaido and Shanghai. Sections on Indonesia, Thailand, England and France follow – showcasing not just the cuisine but also images of the iconic properties in full colour by Danish photographer, Jacob Temansen. The book showcases the culinary excellence that is best exemplified by YTL's Hotels & Resorts and restaurants worldwide.

Enriching Communities

The Gainsborough Bath Spa Hotel, UK

Bath, a UNESCO World Heritage City, has endured as a leisure and wellness destination for over 2,000 years. Its archaeological and architectural heritage is amongst the finest in the world. Its thermal waters, which once bubbled up naturally from the ground, were later encircled within a large Roman settlement, then within its temples, and today, it is enshrined within the city's finest hotel, The Gainsborough Bath Spa.

Opening in 2014, The Gainsborough Bath Spa Hotel, YTL's first Classic Hotel in the UK, exclusively offers the only natural thermal spa within a hotel in the UK. Set in the heart of this historic city, The Gainsborough Bath Spa is a collection of three listed buildings. The Gainsborough and Bellotts are each distinguished by their Grade II Georgian façades, and Hetling House is Bath's only surviving Elizabethan building.

Designed by John Pinch and completed in the 1820s, The Gainsborough began as the United Hospital where thermal waters were used for their healing properties. The Albert Wing was added in the 1860s when the Hospital was granted its Royal prefix. From the 1930s until 2005 the building was home to the Bath Technical College and renamed to honour Sir Thomas Gainsborough, the famed Victorian society portrait and landscape artist who lived and worked in Bath.

YTL Hotels took steps towards retaining significant evidence of the city's illustrious history to ensure its preservation and proper rehabilitation. The site's redevelopment by YTL Hotels has included the refurbishment of the main wings of The Gainsborough Building, the construction of a new wing on Lower Borough Walls and the redesign of the neighbouring 17th century Bellotts annexe, linked to The Gainsborough by a newly formed tunnel. The lower level of the property will be home to the Spa Village Bath and thermal pools.

In a city steeped in history, defined by its mineral rich waters, The Gainsborough Bath Spa is a contemporary expression of this storied place, comprised of carefully preserved historic details, surrounding a true natural thermal spa, revitalised by world-class design and amenities.



The Spa Village Bath at Gainsborough Bath Spa Hotel, UK

The Malaysian based spa chain also showcases select signature therapies from the other Spa Villages in its luxury collection. Nevertheless, the hotel guests and residents are also able to enjoy the culinary team's interpretation of modern English cuisine subtly fused with Asian influences.

Malaysian Guided Historical and Cultural Walks

In attempting to educate guests on the history and living heritage in one of two UNESCO world heritage sites in Malaysia, the hotel guests of The Majestic Malacca are offered complimentary historical walks around Malacca. They are taken on a guided tour through the city, witnessing its colonial past and centuries-old legacy, along the city's narrow paths, pausing at historical landmarks and visiting local artisans and craftsmen plying their trade. The Historical Walk provides numerous opportunities for guests to appreciate, breathe, discover, indulge and relive the richness of the architectural and artistic traditions of the city, and also help to sustain the livelihood of artisans and business owners along the route.

Similarly, Tanjong Jara Resort (TJR) has also organised a guided tour to Dungun Town and Night Market. Kuala Dungun is the first town that was established in Terengganu based on the booming iron mining industry in the 1940s. Whilst a night market is commonly known as "Pasar Malam" by the locals, it is a cultural hub of every town in Malaysia. Through these initiatives, the guests can experience an "out of resort" feeling where they visit the local town and villages to experience their unique culture, traditions and lifestyles.

Enriching Communities

Redefining the Dining Experience

Having the produce come from reliable, sustainable and ethical sources is part of the gastronomic experience that YTL Hotels offers to their guests. Cameron Highlands Resort (CHR) fully embraces the farm-to-table concept and offers a special menu to guests of the finest and freshest ingredients locally sourced from organic farms.

CHR partnered with Farmer Fung, the owner of Hatiku Organic Farm at Cameron Highlands to offer an exceptional experience to resort guests, commencing September 2014. Resort guests will be taken on a guided tour to organic farms where they will be briefed on sustainable farming and the benefits of eating organically. They will also be able to attend classes on cooking with organic ingredients.

Pangkor Laut Resort (PLR) has also taken up more sustainable practices by taking guests on culinary and cultural journeys to sample the flavours of the region, and to explore the recently-revamped Chef's Kitchen Experience, an exclusive tour held three times a week guided by one of the resort's chefs.

The Chef's Kitchen Experience is aimed at exposing guests to the cultural and culinary heritage of Malaysia's cuisine. The experience also highlights the sustainability initiatives undertaken by PLR. The guests are taken on a tour to neighbouring Pangkor Island watching the morning catch come in on fishing boats unique in design to the island, walking through the seafood wet markets, visiting the community noodle maker, and then taken to a fish farm.

These programmes not only provide education and awareness, they also provide guests with an insight into the resort's emphasis on preserving the environment, supporting local communities and engaging in sustainable practices.



A fisherman mending one of the fishing nets at the fish farm

Art Immersion at The Ritz-Carlton, Kuala Lumpur

YTL has been a mentor for many young talented people, regardless of their background. Nurturing the passion that young people feel towards art is essential. However, boosting the vision of a few young passionate artists can sustain the development of artistic talent that is fast disappearing in our modern urban and industrial lives.

To celebrate its appointment as the official hotel partner for the Prudential Malaysian Eye Exhibition, The Ritz-Carlton, Kuala Lumpur, one of YTL Hotels' properties, launched its own satellite art exhibition to help promote and support emerging pioneer artists in the contemporary Malaysian art scene to showcase their works. The 'Eye' initiative aimed to foster contemporary art development and appreciation around the world.

The art promenade was held across the ground floor of the hotel from 29 March until 30 June 2014 with an art-themed menu and cocktail selection in the Lobby Lounge, as well as an exclusive Art Stay package. Malaysian artists' works on display featured pieces by Abu Bakar Idris, Anisa Abdullah, Cheong Tuck Wai and Azrin Mohd amongst others.



"*The Child was Standing There*" artwork by Cheong Tuck Wai on display at the Art Immersion event

“ We have received immense support from the local art community as we uncovered Malaysia's young and emerging talents. This initiative taken by The Ritz-Carlton, Kuala Lumpur, shows that art has no boundaries and will further aid in broadening the platform of recognition for these talented contemporary local artists.”

Serenella Ciclitira of Parallel Contemporary Art, a non-for-profit organisation that provides a platform for emerging contemporary artists internationally

Enriching Communities

Lot 10 Hutong Expands Globally

YTL's Lot 10 Hutong, Malaysia's first Gourmet Heritage Village is a veritable food heaven. Recently the New York Times listed Lot 10 Hutong as one of "Asia's Top Odysseys" while celebrity chef Martin Yan was truly impressed by the innovative concept.

At Lot 10 Hutong, the outlets are branches of Malaysian hawker stalls and restaurants that locals have frequented and loved for decades in separate parts of the Klang Valley. Being scattered far and wide made it difficult for tourists to sample the unique flavours and dishes. However, YTL made an effort to create a place to share the Malaysian culinary legacy with today's younger generation, as a reminder of their cultural roots and culinary heritage in the face of urbanisation, and the profusion of western fast food and chain stores. Lot 10 Hutong is not only driving tourism but also preserving Malaysia's food heritage.

In order to grow the Mainland Chinese people's appetite for its unique Nanyang heritage cuisine, the founder of Lot 10 Hutong, Tan Sri Dato' (Dr) Francis Yeoh boldly ventured out to Guangzhou, China. The debut of Hutong Guangzhou served to bring the culinary legacies of Nanyang's best

comfort food back to their homeland. Due to its popularity in November 2013, Lot 10 Hutong was voted as one of the Top 10 Food Destinations in the Province of Guangdong by the Guangdong Province Tourism Association and Guangdong Restaurant Association. This award represented a great honour for Lot 10 Hutong, Guangzhou to be voted in the top ten out of 3,555 restaurants. It is an immensely competitive industry with top players from China and the world offering cuisine in all the major cities, such as Shenzhen, Dongguan, Zhuhai, and Zhongshan, in the Province of Guangdong which has a population of approximately 105 million. The award was an endorsement of the vision to successfully recreate this concept in China.

“ For years Malaysia has been importing food products from China. Now, with Hutong in Guangzhou, the reverse is happening – we are exporting our secret heritage recipes from the Nanyang to appeal to Chinese palates everywhere in the world.”

*Tan Sri Dato' (Dr) Francis Yeoh
Managing Director of YTL Corporation*



Lot 10 Hutong Guangzhou, China grand opening

Enriching Communities

Malaysia's League of Extraordinary Women

Malaysia's League of Extraordinary Women is a photography exhibition paying tribute to women in the country who inspire and continue to move frontiers and break barriers in their respective fields. The photo exhibition was presented by YTL Corporation and Louis Vuitton Malaysia, held from 28 January to 28 February 2014, in conjunction with Louis Vuitton Malaysia's recent Global Store opening in Kuala Lumpur at Starhill Gallery.

A total of eight iconic women were chosen based on the passion they possessed, and for the influence they have in their own respective fields transcending time and space, namely Tan Sri Michelle Yeoh, Tengku Puan Pahang Tunku Azizah Sultan Iskandar, Datuk Paduka Marina Mahathir, Tan Sri Dr Jemilah Mahmood, Dato' Sheila Majid, Dato' Tom Abang Saufi, Datuk Nicol David and Ling Tan. These extraordinary ladies were photographed by renowned Hong Kong photographer Wing Shya and styled by international stylist Sean K. for the exhibition.



Tan Sri Michelle Yeoh, The Silver Screen Goddess celebrated in the Exhibition



Datuk Nicol David, the Game Changer and a world champion Malaysian squash player

SEED – A Place Where Ideas Can Form, Take Root and Grow

Fitting into the context of a larger vision of aesthetic considerations in the urban renewable environment, YTL Land & Development's Sentul East Design Centre (SEED) leverages the strong connections of design and creativity in its newest commercial buildings, d6 and d7. SEED serves as a platform to nurture creativity; a place where art, design and creativity could flourish. People in the creative and design industry gather here to connect, interact and share ideas, be it about creative concepts, arts and culture, sustainable initiatives, etc.

The objective of SEED is to establish the Centre as a future domain for artistic and creative pursuits, as well as to create a lively art and cultural scene at Sentul. Its exciting

line-up of activities include art exhibitions, art jamming sessions, heritage and culture talks, movie nights, and dialogues on design and architecture.

As a platform, SEED provides opportunities to young emerging artists to grow and evolve through interaction and connection with the larger arts and design community. In its endeavour to nurture art and design on a local level, artists are encouraged to showcase their talents and creativity by curating art exhibitions.

Art jamming sessions have become a favourite activity during weekends where people from all walks of life come by just to enjoy expressing themselves creatively.

With SEED, the Company hopes the local communities will be enriched from the roots and continue to grow and be inspired within an environment that celebrates creativity through arts, culture and design.



(Clockwise from top left): Bone Carving Workshop, Malaysian Heritage and History Club Heritage Talk, Peranakan Cuisine Cooking Demonstration by Debbie Teoh, Movie Night and Talk by ZLG Events, Art Exhibition, Merdeka Art Jam
Photo Courtesy of Ben Toh

Enriching Communities

SUPPORTING EDUCATIONAL INITIATIVES

The YTL Group's Education Initiatives

At YTL, we believe in nurturing and advancing Malaysia's future generation of leaders through education. Education is a pillar for the development of individuals. Hence, YTL Foundation and other affiliates of the YTL Group have organised various educational programmes and initiatives to help the government develop and strengthen the standard of education by providing world-class internet based education solutions and offering scholarships to deserving individuals.

YTL Foundation

YTL Foundation ("The Foundation") believes that education provides opportunities for children to hope for and seek a better future. Established in 1997, The Foundation's main focus in the early years was to provide educational aid to deserving students. Throughout the years, The Foundation has supported many students in helping them to achieve their educational goals.

Today, The Foundation has widened its focus beyond educational aid. Moving with the times, The Foundation not only provides scholarships to deserving students but also supports, organises and promotes educational initiatives that champions the use of technology in the learning and teaching process for students, teachers and parents.

The Foundation supports initiatives such as workshops, seminars, conferences and other events that seek to enrich and inspire educators, students, parents and all other stakeholders in the field of education. The aim of The Foundation is to have a long-term impact on society through the implementation of various programmes that support education in the country. The programmes that have been initiated and/or sponsored by The Foundation over the past year are described in the following sections.



Students from Dignity receiving their gifts

Buy a Gift Warm a Heart Christmas Campaign

The Foundation conducted a series of initiatives with the Dignity for Children Foundation (Dignity). Dignity is a non-profit organisation that works to empower underprivileged children through education. Last Christmas, employees of YTL had the opportunity to bring joy to 20 students from Dignity. The employees of YTL were given the opportunity to provide gifts of school supplies such as stationery, school bags, school shoes and other essential material for the students.

The response to this programme was overwhelming. The employees responded positively, and instead of just collecting gifts for 20 children, they were able to provide gifts for almost 60 children. In a small ceremony at Dignity, Datin Kathleen Chew presented the children with the gifts. The students were ecstatic and Naywin, a 16 year old boy from Myanmar and a student at Dignity, said "This is new to me; in our culture people do not give gifts. This is the first time I am getting a present".

Empower a Child Programme

Following the Christmas campaign, The Foundation embarked on a journey to help raise funds for Dignity's Empower a Child Programme. This programme is a fundraising effort by Dignity to help ensure that underprivileged students receive a sound education. The Foundation set a fundraising target of RM60,000 with the goal of sponsoring ten students. The Foundation with the assistance of the employees of YTL surpassed this target and collected over RM120,000 for Dignity's Empower a Child Programme. With the amount collected, The Foundation was able to support 20 underprivileged children.

Speaking at a small hand-over ceremony at Dignity, Pastor Elisha Satvinder, the founder of Dignity, stressed the importance of providing education to all children as he also firmly believes that education gives them hope for a better future.



Pastor Elisha Satvinder being presented with a mock cheque by Datin Kathleen

Enriching Communities

YTL Volunteers

One of the aims of The Foundation is to spread and nurture a sense of community among the employees of YTL. The Foundation organised a volunteer recruitment drive within the Group to bring together eager and dedicated employees who wished to commit their time and effort to helping others. The recruits volunteered in the following events;

The Faisal Cup

Volunteers assisted in the Faisal Cup Football and Netball Tournament organised by Dignity, selling food, ushering and acting as linesmen. The Faisal Cup Football and Netball Tournament was organised after one of their students by the name of Faisal drowned while trying to retrieve a ball in the Gombak River near his squatter home. The Faisal Cup Football and Netball Tournament not only provided a safe environment for underprivileged children to play games in, but also offered an avenue for them to participate in competitive sports.

Stop Hunger Now

Volunteers came together in June to support "Stop Hunger Now," an international hunger relief organisation that distributes food to the poor. Since 1998, the organisation has coordinated the distribution of food and other lifesaving aid to poor children and families all over the world. The volunteers joined hundreds of others to pack meals of soy and rice that were distributed to the poor in East Malaysia. A total of 240,000 meals were packed during this event.



Stop Hunger Now participants receiving their certificates

SMK La Salle Brickfields Prefects Motivation Programme

Sekolah Menengah Kebangsaan La Salle Brickfields is an underperforming school in Kuala Lumpur that has a large concentration of students from low income families. The principal, Puan Chee, approached The Foundation with the request to help encourage and raise the motivation level of students in the school.

The Foundation together with Leaderonomics, an organisation focused on leadership and motivation, organised a Prefects motivation programme. The programme was designed to provide prefects with leadership skills to help them carry out their duties and motivate other students in the school.



La Salle Brickfields' prefects

This motivation programme was a huge success, as the prefects enjoyed participating and learning new leadership skills. Tariq Ahmad bin Sulaiman, one of the prefects that attended this programme stated "I now know how important it is for me to be disciplined and focused. I was chosen as a prefect to help others be good students. I hope to use the knowledge I have learnt in the workshop."

In order for the students to continue to receive positive exposure in leadership and motivation, Leaderonomics, will work with the school to open a "Leaderonomics Club" which will be spearheaded by the Prefects under the supervision of Leaderonomics.

Enriching Communities

The Chromebook and Internet Connectivity Sponsorship Programme

The Chromebook and Internet Connectivity Sponsorship Programme (Chromebook Sponsorship Programme) was established by The Foundation to support the government's Education Blueprint 2013-2015 which, inter alia, seeks to leverage Information and Communications Technology (ICT) to scale up the quality of learning across the country. The Blueprint aims to fundamentally transform Malaysia's education system and prepare Malaysia's children for the needs of the 21st century.

Through this programme, deserving schools receive Chromebooks and other equipment that support teaching and learning through the Frog Virtual Learning Environment (Frog VLE). One of the main aims of this programme is to empower students and teachers to navigate and effectively use technology in education and in everyday learning processes. To date, there are 27 schools under this programme.

SK Jalan Selangor 1

"I know that technology in learning and teaching is the future of education and I did not want my girls to be left out," Puan Khoo, Assistant Head Teacher, Sekolah Kebangsaan Jalan Selangor 1.

Puan Khoo was concerned that her students were not being prepared for the work environment of the 21st century as they did not even have access to basic technology such as computers. The computers in Sekolah Kebangsaan Jalan Selangor 1 were old and not working, and the students, most of who are from low income families, did not have access to computers in their homes.

In 2013, The Foundation donated 92 Chromebooks to the school, and the teachers and students received training on the Frog VLE. Within a few months, significant differences in the motivation levels of the teachers and students were observed. Sivajothi Arunasalam a teacher at the school stated that "The students love to use the Chromebooks during lessons. They wait eagerly for my class as they get to use the Chromebooks and sometimes we even Google Hangout with students from other countries. Since using the Chromebooks, learning has become borderless and the act of teaching itself has become more exciting with the Frog VLE and the Chromebooks."



(L-R) Lou Yeoh, Gareth Davies & Datin Kathleen presenting five Chromebooks and FrogAsia merchandise to the headmaster and teachers of Sekolah Pendidikan Khas Kota Kinabalu



Daniel Lee and Datin Kathleen with the SK Jalan Selangor 1's teachers

Parents of the students at Sekolah Kebangsaan Jalan Selangor 1 have also noticed improvements. "Now, I hardly find my daughter asleep at her homework," stated Prema Veeru, a parent. Her daughter, Angel has had a tremendous change in attitude since the Chromebooks were introduced in the school. Prema explains that her daughter now enjoys going to school and talks about lessons when she gets home. "She never used to share much about school before, but now all she talks about is how much she likes using the Chromebook."

Enriching Communities

Sekolah Pendidikan Khas Kota Kinabalu Using the Frog VLE for Hearing Impaired Students

The Foundation provided five complimentary units of Chromebooks to Sekolah Pendidikan Khas Kota Kinabalu.

Sekolah Pendidikan Khas Kota Kinabalu is a primary school for hearing impaired students located in Tuaran, 18 km away from Kota Kinabalu. This school is the only one in the state of Sabah that provides education to hearing impaired children. Many of its students come from low-income families and rural areas all over Sabah. Sekolah Pendidikan Khas Kota Kinabalu offers full boarding and 80% of the students reside in the school.

Some of the challenges that the school faces include the fact that many of the students have not previously received special education, and are academically delayed. In addition, being away from their families while struggling to cope with their hearing disability makes things doubly difficult for these students. The students are sent to board at the school from as young as age seven.

En Haris Abbas, who is the administrator of the Frog VLE of the school is also a mathematics teacher. Since he introduced lessons and quizzes on the Frog VLE, he has observed that his students are much more engaged in their lessons. Despite his students' challenges in understanding academic concepts purely through sign language and visual aids, they find their way around computers and technology easily.

The school's administrators and teachers believe that technology is one of the best ways to engage their students and help them learn. They use the Frog VLE to teach maths and English, and to upload content that can be shared among all the teachers. They look forward to receiving content that is developed expressly for special education needs, such as sign language-based material for the hearing impaired.

Prema further explained that as a single working parent, it was difficult for her to monitor her child's schoolwork, as she and Angel were usually too tired to go through school work by the time they got home each evening. Now with the Frog VLE, Prema checks Angel's assignments during her lunch hour at work. "We are both very happy," she added.

As part of the sponsorship programme, SK Jalan Selangor 1 was provided with the 'I am learning' (IAL) application to be used through the Frog VLE and the Chromebooks. The students were taught Mathematics and English through this programme. IAL is an online learning platform which facilitates homework, independent learning assessment and uses a game-based approach to encourage and motivate learners.

To measure the effectiveness of IAL, research was conducted by The University of Nottingham Malaysia. The study showed that within eight weeks of implementing the IAL application, students and teachers showed high motivational levels and pride in their accomplishments.

Students commented that they could learn mathematical concepts at their own pace and redo assignments until they were happy with their scores. 71% reported that they strongly agreed that IAL had helped them identify areas they were weak in.

Teachers praised the IAL platform as it motivated students possessing different abilities with different challenges. The teachers also showed increased motivational levels in teaching. The study indicated that teachers perceived IAL as a useful supplementary tool for classroom teaching and as a support system for both themselves and the students, and it was concluded that the IAL project was an overall success.



SK Jalan Selangor 1's girls

Enriching Communities

Creative Learning and Information Technology Centre

Launched on 21 August 2014, the Creative Learning and Information Technology Centre (CLiC) is a collaboration between The Foundation, Sentul Raya, Dewan Bandaraya Kuala Lumpur and the Ministry of Education. CLiC, located at the Mini Urban Transformation Centre in Sentul, is a centre designed to enrich the learning experience of children in the local community. It comprises a library, an early learning area, a reading room and a collaborative learning area. The Foundation sponsored one Chromelab equipped with free Chromebooks, for the centre and together with another YTL subsidiary, FrogAsia, will undertake educational, creative and motivational programmes for children.



Fully air-conditioned reading spaces available for students

Federal Territories Deputy Minister, Y.B. Senator Dato' Dr Loga Bala Mohan and Tan Sri Dr Madinah Mohamad, Secretary General, Ministry of Education officiated the launch of the centre. This vibrant, interactive-centre comprises four main "Zones":

- i Chromebook & Training Zone – Students are encouraged to surf the internet and do online studies through free use of Chromebooks, enabling access to thousands of learning videos. It comes fully equipped with seminar rooms and facilities for educational and self-development workshops and programmes;
- ii Study Zone – Students are offered access to a vast collection of books and videos;
- iii Easy Reading Zone – Adults and children are encouraged to pick a favourite book or magazine, kick-back and enjoy hours of reading in this bright, and comfortable zone; and
- iv Children Zone – A safe place for parents to bring their children to cultivate their love for reading and learning. Various holiday programmes are organised for students to learn new skills, including sessions for music, art and drama.

CLiC supports the Sentul Urban Renewal masterplan through educational enrichment by providing a creative, interactive and holistic multimedia learning environment to more than 25,000 students from 34 participating public schools in Sentul and Kuala Lumpur. CLiC aims to narrow the digital divide among residents of different socio economic backgrounds in Sentul including the 5,400 urban poor families from low and medium cost housing in Sentul.



Secretary General of Ministry of Education, Tan Sri Dr Madinah Mohamad and Deputy Minister of Federal Territories, Y.B. Senator Dato' Dr Loga Bala Mohan observing students utilising the facilities at CLiC



Happy students with their goodie bags at the launch of CLiC

Enriching Communities

YTL Foundation Classroom Makeover Programme

The Foundation believes that the learning environment is very important in raising performance levels in students and teachers. The Foundation initiated a classroom makeover in Sekolah Menengah Kebangsaan Puchong Batu 14 (SMK Puchong). SMK Puchong is a low performing school with the majority of students from low income families.



They are actually good children, but because their parents are mostly manual labourers and work long hours, they do not have the time to spend with their children. We at the school try very hard to give them the attention they need. Projects like these (classroom makeover) are highly motivational and make them feel special."

*Puan Khor,
Assistant Head, SMK Puchong Batu 14*

The Foundation is working with the design and architectural department of Syarikat Pembinaan Yeoh Tiong Lay (SPYTL), YTL's Malaysian construction arm, to transform an existing classroom in the school into a new and improved learning environment. Upon completion of this pilot project, The Foundation will challenge other departments in the YTL Group to undertake similar Classroom Makeover Projects.



Myra, Shermay and Zati, engineers from SPYTL taking measurements of the classroom

Puan Sri Kai Yong Yeoh Book Prize

This year, the Puan Sri Kai Yong Yeoh Book Prize (Book Prize) was revamped to attract more participants. Social media assignments were included in the competition to attract teenagers and young adults. There were two categories of applicants; 15-17 year olds and 18-21 year olds. To increase participation in the competition, an application drive within YTL was carried out by The Foundation. Employees of the YTL Group were encouraged to persuade their children to participate in the Book Prize. The response to this competition was good and there were a total of 28 applicants from Malaysia and Singapore.

This year, the Book Prize was divided into two phases: in the first phase, applicants were required to send in a 500-word essay on one of three topics. In her essay, 'How I Can Make a Difference Through My Career Choice', applicant - Rachel Fernandez, wrote "I want to study hard and be a doctor, because one day I want to be a part of the 'Doctors without Borders' organisation, so I can help children in poor countries."

The applicants' essays were reviewed by the judges and 17 of the applicants were invited to participate in the following phase. In the second phase (ongoing at the time of this report), applicants are required to complete several tasks; to write a research based essay, to carry out a campaign against human trafficking to be promoted on social media and to make a video on their values and character.



The participants of the Puan Sri Kai Yong Book Prize attending the complimentary English Writing Course

Enriching Communities

The main aim of the Book Prize is to encourage and cultivate creativity and critical thinking skills among the youth, and to hone skills that are essential in the workplace. The Book Prize was also designed to encourage and instill a sense of responsibility towards the community. Three winning applicants from each category are selected who receive prizes ranging from USD1,000 to USD10,000. The winners will be announced in November 2014.

In addition, applicants of the Book Prize received a complimentary English Writing Course sponsored by The Foundation. The course was conducted by an English instructor through the Frog VLE.

YTL Foundation Scholarship Programme

The Foundation offers scholarships to deserving students who are all-round high achievers. Since 1997, The Foundation has seen many talented students achieve their dreams. From the technical world of engineering to the creativity of the liberal arts, The Foundation scholars have been given the opportunity to achieve their dreams. The Foundation continues to support and create opportunities for deserving students.



“ I have the opportunity to save lives today because 20 years ago, YTL reached out to a young boy with big dreams.”

*Dr Narasimann Sathiamurthy,
a YTL Foundation Scholar*

YTL Cement Scholarship Fund

The YTL Cement Scholarship Fund was established with the objective of promoting higher education by offering scholarships to qualified students who are pursuing full-time degree courses in Universiti Malaya, Universiti Technologi Malaysia and Universiti Sains Malaysia.

In 2013/2014, nine scholarships were given out which included four scholarships for mechanical students, four for electrical students and one for an accounting student each of which are worth RM9,800. These scholarships cover the tuition fee and also include the subsistence allowance for the students. YTL Cement believes that given the opportunity, students will be able to achieve their full potential, assume leadership positions and contribute towards the nation's economic development.

Awarded **9** scholarships
in 2013/2014, worth

RM9,800

per student/year



YTL Power International Scholarship Fund

Through its Scholarship Fund, YTL Power International in partnership with Universiti Tenaga Nasional (UNITEN) offers scholarships to outstanding students pursuing foundation and degree courses in engineering, IT and accounting. In 2013, one scholarship was granted to a student amounting to RM24,600.

In 2013,
one scholarship
was granted to a student amounting to



RM24,600

Enriching Communities

YTL PowerSeraya Nurturing Youths of Tomorrow

YTL PowerSeraya Scholarship Programme

The YTL PowerSeraya Scholarship Programme with the Nanyang Technological University (NTU) ended in 2014, and the Company has taken up two new scholarship programmes, namely the Singapore-Industry Programme (SGIS) and the Energy-Industry Scholarship (EIS). Both scholarships are aimed at attracting and retaining young talent in the energy and power sector. As of 30 June 2014, YTL PowerSeraya had accepted four and two scholars under the SGIS and EIS respectively.

As of 30 June 2014, YTL PowerSeraya had accepted

4 scholars under SGIS,
2 scholars under EIS



Nithiah Nandan Book Prize

One of YTL PowerSeraya's employee's children received the 2013 Nithiah Nandan Book Prize in recognition of their exemplary non-academic achievements. Since the inception of this award in 2008, 16 youths have received this prestigious book prize which is worth SGD1,000, and recognises the performance of youths who have made meaningful contributions to the community or the environment.



Nithiah Nandan Book Prize 2013 winner, Miza Farihah Bte Ashari receiving a prize from Dato' Mark Yeoh at YTL PowerSeraya's Dinner & Long Service Awards on 27 September 2013

Responsible Energy Advocates Programme

YTL PowerSeraya's flagship sustainability programme Responsible Energy Advocates Programme (REAP) saw 25 tertiary students go through a seven-month journey where they were educated, and they also engaged in energy conservation action. Under the programme, the students attended a four-day sustainability workshop to equip them with the knowledge and tools to help households save energy and embark on energy conservation projects. The students then teamed up in pairs to assist selected households in the South West district to reduce their energy consumption for a three-month monitoring period and each pair of students worked with an estimated three to five households.

As a result, the REAP 2013/2014 batch of advocates produced the following achievements:

- **76%** of the participating households achieved energy savings;
- **44%** of the participating households achieved 10% or more energy savings; and
- **9** energy conservation projects were produced and judged by an independent panel of judges.

The junior version of REAP (known as REAP Jr) catered to educating pre-university students on energy conservation and saw the participation of close to 500 students from seven secondary schools. The students attend workshops where they are taught how to read a utility bill as well as understand energy saving measures that could be adopted in their homes. They are also given a self-assessment checklist to help them in their energy saving journey over a four-month energy monitoring period. Under REAP Jr, the schools were able to opt to visit the Energy Learning Hub located at the premises of Greenridge Secondary School, and YTL PowerSeraya's adopted charity GROW (Goodwill Rehabilitation & Occupational Workshop of the Spastic Children's Association of Singapore).



A group photo of the REAP Advocates from 2013 during the presentation ceremony, celebrating their successful completion of the programme

Enriching Communities

YTL Jawa Timur Improving Education Quality

YTL Jawa Timur (YTLJT) is aware of the importance of sustaining the surrounding communities. Other than maintaining their business, they also continue to develop the education sector. YTLJT founded and supported two schools in the Probolinggo regency, East Java. The Bhakti Pertiwi junior high and Tunas Luhur senior school were established in 2003 and 2006 respectively, as part of the Company's commitment to nurture future generations.

In order to let more children in the surrounding area receive an education, YTLJT supported the renovation of school buildings within the Paiton sub-regency, conducted training for the teachers and provided scholarships for students from less fortunate families. In 2003, the Company in cooperation with the community founded the first full day school in Paiton. There were only 12 students when SMP Bhakti Pertiwi (Junior High School) was first founded. However, the number of students has increased every year since then, especially after the school received an "A" accreditation from the Indonesian Ministry of Education. Currently the school is ranked among the top ten in East Java in graduation results.

In 2006, YTLJT founded SMA Tunas Luhur (Senior High School) so that SMP Bhakti Pertiwi graduates could continue their studies. The SMA has also received an "A" accreditation and many of its graduates moved on to study at well-respected universities in Surabaya and Malang. The SMA also received the Mandiri Adiwiyata Award from Indonesia's Ministry of Environment on 5 June 2014, the highest level for an Environmentally Friendly School Category, while SMP Bakti Pertiwi reached the Adiwiyata National level in December 2013. This award was in recognition of schools that have succeeded in building a "green" culture and that have fostered an environment of care amongst their students and teachers. With the Company's support, they have helped the school put in place various environment-related activities in the school and surrounding communities.

With the establishment of the two schools, YTLJT has managed to gain the support of the Government of Probolinggo Regency and maintains close coordination with its Educational Agency (Dinas Pendidikan) in all activities carried out by the schools. A scholarship programme was also launched to benefit talented students who come from less fortunate families to complete their education.



YTLJT staff conducting a scholarship interview with a bright student, Ardiand Irfandani who graduated from SMPN 2 Pakuniran Junior High School

Adiwiyata (Green School) Programme

YTLJT has been concerned about the education of the community at large. In order to encourage schools to better care for the natural environment, the Company organised the Adiwiyata programme known as the "Green School Award". This program started over five years ago on a voluntarily basis involving schools in the Probolinggo regency.

Initially, there were a total of 15 to 20 participating schools. However, following the signing of the Memorandum of Understanding (MOU) between the Company and the Government of Probolinggo, about 60 schools signed up to take part in the programme. It was organised through a programme "Schools Adiwiyata Forum", supported by the Probolinggo Living Environment Body, Education Services, and the Company. In 2014, the competition system was modified into an annual award. Following that the Forum gave awards to schools having passed certain criteria or benchmarks which attracted more schools to join the programme.

The Company believes that the education institution is a good means for promoting environmental awareness programmes bearing in mind that students will be the main agents of change in the future. The aim of the programmes is to stimulate the schools to improve their environmental awareness and responsibility not only for the relevant schools but also for other stakeholders in the vicinity.

The Adiwiyata programme is basically a volunteer programme, and in 2014 the government moved to encourage schools to adopt environmental awareness as part of their curriculum. The Adiwiyata Forum which was initiated and supported by the Company is primarily meant to help schools in the programme with the effective implementation.

Enriching Communities



Indonesian school children participating in the tree planting programme during Environment Day 2013

The annual Green School Award has been in line with the Company's programme on environmental improvement. By 2014 there were more schools in the Probolinggo Regency achieving the provincial level of a Green School. Within the last two years, four schools achieved the National Adiwiyata Green School level, and two of them were established and supported by the Company - SMA Tunas Luhur and SMP Bhakti Pertiwi. In 2014 two schools, SMA Tunas Luhur and SMA Negeri Dringu, achieved the Adiwiyata Mandiri Green School award, the highest award of the Adiwiyata Green programme in Indonesia.

Wessex Water's Free Education Service Grows

In realising the importance of education, Wessex Water puts a lot of effort into educating the community, especially future generations, through several means. One of the most impactful was by encouraging people to visit their water and sewage treatment plants.

In 2013, Wessex Water provided a free service for school or college students to visit the Company's water and sewage treatment plants. The education advisers visited more than 140 schools and colleges, teaching around 16,600 students, which was 6,100 more than in 2013 - 2014. Through the visits, the students learned about the sewage treatment process and how water is treated. The Company received positive feedback from the parents and teachers which showed that the children were taking water saving and sewage related issues seriously after they visited the water and sewage treatment plants.

In order to change the mindset of the public, the sewage works also opened its doors to the public. Visitors to the site are taken on a 75-minute tour where they find out what happens to the municipal sewage. They learn how the site makes fertiliser out of sewage sludge and uses the



gas produced by the process to generate electricity to power the plant. It also served as a good chance to educate customers about what they should and should not be flushing down the toilet. People often misuse toilets and kitchen sinks to dispose of items that can get stuck in drains and sewers, leading to blockages and waste water either backing-up into buildings or spilling out into water courses. Wessex Water has been raising awareness about this problem for many years and at last, the Company managed to come up with a more innovative and engaging way to get the message across - an app game called "Bag it & Bin it" for mobile phones and tablets. The app makes it a fun way for the public to learn how to dispose of household waste responsibly.

Wessex Water will continue to raise awareness on this subject through their school education work and wider communications. Recent examples include a light-hearted rap video on YouTube called "Wrap up your fat" and the "Shake Challenge" at the Bristol Balloon Fiesta, where the Company asked members of the public to shake two bottles of water, one containing a wet wipe and one containing toilet paper, to show how wet wipes do not break down after they have been flushed down the toilet.



Wessex Water's education adviser explaining the Company's water and sewage treatment plants process to local school children

Enriching Communities

With all these efforts that Wessex Water puts into educating the community, the Company hopes that the community will do their bit to keep sewers in the city free from blockages.

In a subsidiary of Wessex Water, GENeco, employees have impressed local school children with an interactive display of sewage treatment and food recycling. Representatives from the Company were invited to visit Wheatfield Primary School to mark a new charitable partnership between the school, GENeco and the West of England Multiple Sclerosis Therapy Centre.

During their morning assembly, Julian Okoye, GENeco Business Development Manager, introduced the children to the core aspects of sewage treatment using a hand-built demonstration kit and a suite of specially prepared and realistic looking waste samples designed to illustrate what goes down the sewer. Further excitement was provided by a small-scale model of an anaerobic digester, complete with self-inflating balloons. Children were also able to get up-close and personal with the famous "Biobug", the world's first poo-powered VolksWagen Beetle.

GENeco hoped that through this wastewater demo, the children would benefit from the explicit and graphic demonstration and would be able to learn how energy can be derived from waste. The Company also hopes that the children will be enthusiastic about the work that goes on at GENeco, thus applying the knowledge and giving back to the community in the future.



The winners of GENeco competition showing off their masterpiece

Taking Schools to the Next Level

Leaps of Knowledge Series

Presented by FrogAsia, Yes and The Foundation, Leaps of Knowledge is a series of talks, conferences and events dedicated to inspiring Malaysians and to broadening their perspectives. Previous inspirational personalities and educators included Nick Vujicic, Julia Immonen, Professor Sugata Mitra, Lord Steward Sutherland (Vice President of Intel APAC and Japan), Gregory Bryant (author of Barefoot Leadership), Alvin Ung and Dato' Sri Idris Jala. Through these talks, students and teachers are empowered to make a difference with the technology at their disposal.

Bringing the World to the Classroom with Frog Connected Classrooms

Frog Connected Classrooms is a series of interactive and curiosity-quenching webinars conducted between selected speakers and classrooms nationwide. Thanks to Google Hangouts, students are able to connect and collaborate with schools anywhere and learn about careers and other cultures across the world.

On December 2013, SJK (C) Choong Wen, Malaysia and Clatford Primary School, England participated in a Frog Connected Classrooms session and spoke to each other for the first time through Google Hangouts. The schools shared their culture and traditions through technology. They even had the chance to celebrate the Chinese New Year together.

Both schools spent around 60 hours communicating via video calls, e-mails and more than 200 forum posts. In total, more than 450 comments and e-mail responses were exchanged during the four-month project.



YTL Hotels' Marine Biologist, Scott Mayback sharing his knowledge with students in a "Frog Connected Classroom Hangout Session"

Enriching Communities



Two girl guides posing beside the "Girl Rising Photo and Facts Wall", filled with stories and facts about girls and education around the world

Empowering Malaysian Girls: Screening of Girl Rising

In conjunction with International Day of the Girl Child, a screening of the documentary *Girl Rising* was held, in partnership with the Girl Guides Association of Kuala Lumpur. Over 500 girls attended the screening at KLpac on 10 October 2013 and were encouraged to be agents of change in their schools and communities. *Girl Rising* was written by nine celebrated writers from the respective home countries of the film characters and includes the star-studded voice cast of Meryl Streep, Anne Hathaway, Cate Blanchett, Salma Hayek, Freida Pinto, Alicia Keys, Priyanka Chopra, Chloe Moretz, Kerry Washington, Selena Gomez and Liam Neeson. The aim was to inspire girls worldwide through a simple message – when you educate a girl, you can change the world. The initiative aligns with FrogAsia's vision to bridge education inequity through the digital divide and empower the next generation with equal access to knowledge and opportunities.

Presenting Possibilities in "The Future of Learning"

On 5 December 2013, a throng of teachers and parents congregated in the JW Marriott Hotel, Kuala Lumpur for the inaugural Leaps of Knowledge conference, sponsored and supported by The Foundation. The theme was "The Future of Learning" and the aim was to explore the possibilities that technology offers in cultivating and facilitating a child's learning process. International speakers such as Professor Sugata Mitra, Lord Steward Sutherland and Gregory Bryant rubbed shoulders with local leaders like Alvin Ung and Dato' Sri Idris Jala on stage to share their thoughts on how education can be transformed for the better with the help of technology and the Internet. Besides the talks, participants could also sign up for any one of eight workshops that were conducted by the local panel speakers. The workshops aimed to widen perspectives and introduce new possibilities to participants by focusing on topics like leadership, collaboration and transformation in education.



2013 TED Prize Winner Professor Sugata Mitra speaking about his education-based experiments with students in India at the Leaps of Knowledge Conference 2013 at the JW Marriott Hotel, Kuala Lumpur



Several members of the Girl Guides of Kuala Lumpur rushing to take pictures with their newly found heroine, Julia Immonen

Crossing an Ocean for Hope with Julia Immonen

The fourth Leaps of Knowledge event held on 28 June 2014, saw Julia Immonen, a Sky Sports newscaster and anti-human trafficking activist sharing her incredible story of rowing 3,000 miles across the Atlantic Ocean from the Canary Islands to Barbados in 45 days to raise awareness on the injustice of human trafficking. Drawing from her personal experiences, Julia challenged the 1,400 attendees to find a cause to be passionate about and to change the world using what was already in their hands. Julia also shared her inspiring story to a hall of 400 at Wawasan Open University, Penang, on 30 June 2014 in what was the first Leaps of Knowledge event held outside of Kuala Lumpur.

Enriching Communities

Learning English the Fun Way with Word Mania

The LiteracyPlanet app is an online app that aids in English literacy development through a fun, game-based learning approach. Word Mania is an Australian online spelling competition that is based on one of the many literacy games available through this app and has successfully raised the standards of English in Australian schools since its inception.

In an effort to replicate this success in Malaysia, FrogAsia in collaboration with LiteracyPlanet, The Foundation and Yes 4G brought the competition to the Malaysian shores. The online competition was open to all 10,000+ schools under the 1BestariNet project and ran from 2 January 2014 until 23 February 2014. They hoped that through this event, teachers and students would be inspired to teach and learn English using the fun and effective learning app and educational tools available on the Internet.

Throughout the competition, over 70,000 students in 2,000 schools nationwide played 1,618,550 games and spelled over 35,000,000 words. The competition concluded with 20 finalists battling it out at The Word Mania Grand Finals on 27 March 2014 at The Majestic Hotel, Kuala Lumpur. In total, there were 12 individual champions and 11 school champions. In honouring these winners, over RM1 million worth of prizes that included Samsung 4G Chromebooks and LiteracyPlanet app subscriptions jointly sponsored by FrogAsia, Yes and LiteracyPlanet were given out to the winners of the competition. It was clear that the students benefitted greatly from this game-based learning approach.



Student participant Nurhanis Afifah Binti Za'ba giving her all during the Grand Finals Competition

Celebrating Everyday Heroes – The Frog Teacher Awards 2014

The Frog Teacher Awards is a celebration of the amazing men and women who have made it their mission to educate and inspire Malaysia's future generations. Nominations kicked off on National Teachers Day, 16 May 2014. Students, teachers and parents with a 1BestariNet ID could nominate teachers in eight different categories such as Most Outstanding Frog Teacher, Best Use of Frog for Co-Curricular Activities, Most Inspiring Teacher and Best Use of "Google Apps for Education" in Teaching and Learning with Frog.

A grand total of 590 nominations were made when nominations closed on 16 June 2014. The 28 winning teachers were given cash prizes of up to RM3,000 each as well as other prizes such as Google's Samsung 4G Chromebooks, Nexus 7 tablets and other attractive prizes sponsored by The Foundation, DBS, Google, iHeal and other partners. Through this award, teachers were recognised and acknowledged for their efforts and many were inspired to go further in educating their students.



Frog Teacher Awards is recognised as the Oscars of the education world, held to appreciate and reward Malaysia's dedicated and hardworking educators

Enriching Communities

Other Initiatives for Education

Yeoh Tiong Lay Centre for Politics, Philosophy & Law

The Yeoh family made history by donating RM33 million to set up a new research-based Centre for Politics, Philosophy & Law at King's College London, one of the most esteemed and prestigious British universities. The Centre will be named the Yeoh Tiong Lay Centre for Politics, Philosophy & Law in honour of the Yeoh family. It will be based in The Dickson Poon School of Law at King's, which recently moved into the Somerset House East Wing – an iconic building in central London, located at the centre of the British legal and political world and surrounded by major global law firms.

The RM33 million gift will establish, through endowment, three new posts in The Dickson Poon School of Law at King's College London, a Chair at RM18.1 million and two lectureships at RM7.75 million each, as well as 16 full LLM scholarships of RM155,050 each. The research findings of the Yeoh Tiong Lay Centre will underpin the teachings of King's new Politics, Philosophy & Law Degree.

The degree, launched in 2012, is a unique programme that allows students to fulfill the requirements of a qualifying law degree while being able to choose from a range of modules in philosophy and political economy. The Yeoh family hopes that through the fund and programme, the students will be equipped with an inter-disciplinary education that will prepare them for working in an increasingly globalised environment. The nature of the programme will provide access to eminent academics from three outstanding faculties and give students the chance to consider a wide range of career options through King's connections and links with London's broad global community.



(L-R) Professor David Caron, Tan Sri Dato' Seri (Dr) Yeoh Tiong Lay, Professor Sir Richard Trainor and Dato' Mark Yeoh at the YTL Centre of Politics, Philosophy & Law official launch

The University of Nottingham in Malaysia

In line with the YTL Group's support of educational initiatives, a partnership was formed with The University of Nottingham to set up a campus in Malaysia. The University is amongst the ten best universities in the UK, alongside institutions such as Oxford, Cambridge, Imperial College London, and the London School of Economics.

The University of Nottingham has opened pioneering campuses in Asia, with the establishment of a multi-million pound campus in Malaysia, followed by the official opening of the first foreign university campus in the People's Republic of China. The University's campuses in the UK, Malaysia and China are award-winners. With open parkland sites, outstanding landscaping, and signature architecture, they offer an unrivalled setting for learning.

The University of Nottingham Malaysia Campus is a partnership with other local partners. The dedicated campus (which opened early in 2005) sits on a 101-acre site close to Semenyih, 30 km south of Kuala Lumpur, and is the first purpose-built campus of a British university outside of the UK.

The Universiti Malaysia Sabah

YTL Corporation's Executive Chairman, Tan Sri Dato' Seri (Dr) Yeoh Tiong Lay, is currently Pro Chancellor of Universiti Malaysia Sabah (UMS) and attends convocation at the university annually, awarding certificates to its thousands of graduates. The YTL Group supported the UMS Foundation through a donation of RM2.5 million in 2004 and continues to take an interest in its development.

SUPPORTING COMMUNITY INITIATIVES

As a responsible corporate citizen, YTL leverages the power of our employees to support organisations and create collaborations that result in positive long-term change to the community and environment. We are committed to conduct our businesses in a socially responsible manner as well as engage our stakeholders in diverse areas. At YTL, we work closely with schools and charitable organisations to educate, support and engage in projects primarily close to the areas in which we operate. We believe a prosperous community contributes to a healthy economy and is conducive to a robust business environment.

Enriching Communities

YTL Hotels

Bringing Warmth and Joy to the Needy During the Festive Season

YTL Corporation co-organised an annual special luncheon with the Welfare Association of Wives of Ministers and Deputy Ministers (BAKTI). In the special luncheon on 17 February 2014, BAKTI president Datin Seri Rosmah Mansor and Dato' Yeoh Soo Min presented a cheque for RM90,000 to 18 charity organisations at the JW Marriott Hotel, Kuala Lumpur. Among the 18 charity organisations that benefited from the donations was Chempaka Buddhist Lodge and Shelter Home for Children. The event ended with the traditional angpow (red envelope) distribution to around 500 orphans, senior citizens and disabled people in conjunction with the Chinese New Year.



(R-L): Datin Paduka Seri Rosmah Mansor, Dato' Yeoh Soo Min and other committee members distributing the angpows (red envelopes) to less fortunate children

Every year during the Chinese New Year and the Mooncake Festival, the staff from Vistana Kuantan visit the Tiong Hua Old Folks Home to celebrate the festive season with the residents there. The celebration is organised by the HR Manager of Vistana Kuantan where more than ten staff are involved. The centre has about 30 to 40 old folks, and every year, Vistana Kuantan sponsors food and puts forward a number of volunteers who spend time with the elderly folks by serving them food, talking with them and making them feel part of the community.



Staff from Vistana Kuantan enjoying a "Lou Sang" (Chinese New Year traditional dish) with the old folks



The Chef assisting the children to make a pizza

In another staff programme, YTL Hotels & Properties subsidiary, Autodome organised the Holly Jolly Christmas for underprivileged children, the staff of Angel's Home and House of Bread at Autodome's Starhill Culinary Studio. This event was held on 9 December 2013 and with the assistance of 25 staff and eight care-takers, the 40 children enjoyed taking part in a pizza making class, playing games, carol singing and helping themselves to the spread of food and drinks prepared especially for them. The team at Autodome distributed used books and toys to the children and also gave gifts to the children that they had wished for. Autodome realises that charity events such as this allows them to spread the cheer of Christmas to the less fortunate.

Make Me Smile in Conjunction with Smile Asia Week



A specially designed gift cake for the Smile Asia Campaign

In order to engage people in a good cause, the Ritz-Carlton Kuala Lumpur organised the "Make Me Smile" programme to celebrate in conjunction with Smile Asia Week which was held from 5 - 11 May 2014.

As part of the group's "Smile Asia Week", the hotel created specially designed gift cakes which were sold on Mother's Day in support of Operation Smile – an international charity that provides smile-giving surgery for children with cleft lips and palates. As part of The Ritz-Carlton global citizenship initiative, Community Footprints, the hotel has successfully

Enriching Communities

raised funds for 500 life-changing operations by Operation Smile. The specially designed gift cake is a decadent chocolate-orange cake and is available to the public. The cakes were designed by the Hotel's Pâtissier, Chef Tony Hoyle, each cake weighing 500 grams and priced at RM55 nett. For every RM950 raised, one smile-restoring surgery will be donated to the beneficiary society.

With the kind support from the staff and local communities, 1,203 cakes were sold during "Smile Asia Week" and 50 new smiles were gained in the world. The Hotel hopes that through the launch of this creative and positive programme, it will directly benefit a targeted group of people.

Supporting Laureus Sport for Good Foundation

World renowned sports legends took Kuala Lumpur by storm for the 2014 Laureus World Sports Awards held at The Majestic Hotel Kuala Lumpur. On their arrival in Kuala Lumpur, the academy held a dinner at the hotel to celebrate the gathering of the Academy members. YTL Corporation played host to some of the athletes at the hotel and was the Malaysian Partner for the Laureus World Sports Academy Dinner and the Laureus All-Star Unity Cup.

The Oscars-style awards for sports were first launched in Monaco in 1998 with Nelson Mandela as the guest of honour. Laureus set itself to be more than just a spectacular red carpet event and has set its goals to be a year-round charity dedicated to effecting social change through sport. Thus the Laureus Sport for Good (LSG) Foundation was born. Its work focuses on helping young people to overcome challenging social issues such as poverty, homelessness, war, violence, drug abuse, discrimination and HIV/AIDS.



The football players entering the field with the children

Supporting the LSG Foundation is the Laureus World Sports Academy, a dedicated team of 46 legendary sportsmen and sportswomen, who have all volunteered their services to this cause, acting as global ambassadors, visiting projects to encourage young people to participate in sports and to

draw public attention to these problems. While the Laureus World Sports Awards Ceremony has created a unique place for itself in the sporting calendar, the LSG Foundation has achieved acclaim for the work it does with its supported projects for underprivileged young people around the world.

YTL Group is proud to be associated with an institution that celebrates excellence, and the Company hopes that through this hosting and partnership, the public will be aware of exactly how they can help the Laureus cause.

A Platform for the Local Yoga Teachers

In order to help local yoga teachers secure a job and adapt to their working environments, Spa Village Resort Tembok, Bali, has formed a programme to give the local teachers a chance to promote their work.

Spa Academy invited local Balinese yoga teachers, who had just completed their yoga course, to stand in for the resort's in-house yoga teachers when they are on leave. Through the Spa Academy, the resort will be able to empower the local communities, muster more support from them, and allow them to be the resort's voice around the island.

On the other hand, different guest therapists are given the opportunity to stay at the resort for up to a month to pass their skills onto guests and staff. It is a great platform for real enthusiastic practitioners who would not normally get a chance to work in a property such as Spa Village Resort Tembok, Bali.

The programmes are arranged by the Resort Manager, Sharron Hopley to give local trainee teachers and guest therapists the exposure and experience in a resort environment, and also to share their knowledge, expertise and traditions. With the effort that the Spa Village Resort Tembok, Bali has put in, these programmes have been successful in cross-cultural exchanges.



Yoga teacher leading participants through a relaxing yoga sequence

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Supporting Underprivileged Women and Children with Mangosteen Collection

The first ever Malaysian boutique personal care brand "Mangosteen" made its hospitality debut with YTL Hotels. The brand aims to introduce the unique scents and fragrances of Southeast Asian fruits, flowers and herbs to the world and is among the first to do so. They are conscious that their procurement decisions have a great impact on the communities and environment where the products originate. By selecting and supporting a local social enterprise like Mangosteen¹⁷ they take joint responsibility for local communities and support underprivileged women and children, whilst simultaneously keeping in mind the importance of sustainability by reducing waste and energy.



Malaysian boutique personal care product range - "Mangosteen"

YTL CEMENT

Sharing and Caring during Ramadan Month

In order to sustain good rapport and trust with the local community and government agencies, Perak-Hanjoong Simen (PHS), a subsidiary of YTL Cement created a process for giving donations to mosques and suraus during the Ramadan month for "Moreh" and "Buka Puasa" with local community heads and government agencies. It served as a link between business development and sustainability.

As part of the Company's participation, PHS donated RM10,000 and saw 200 staff participate in the 'Majlis Buka Puasa' at PHS Cafeteria Padang Rengas including local community and government agencies, heads of local community and government agencies, and PHS' HR department. Through this activity, the Company hoped to gain the trust, cooperation and understanding of the local community and government agencies with regards to the cement operations.

YTL International College of Hotel Management (YTL-ICHM)

Hosting YTL-ICHM Charity Dinner for The Underprivileged

The College Charity Dinner was hosted by students for the inhabitants of the 'Persatuan Kebajikan Wargatua dan Kanak-kanak Wilayah Persekutuan' (a charity home for children and senior citizens) which consists of 26 residents. At this event, all 16 students from Diploma and Hotel Management (DHM) were put in charge of organising and preparing the charity dinner. A total of 80 people attended the dinner at the YTL-ICHM College Café.

The objective of the College Charity Dinner is to help the residents who are in need of daily basic necessities like food, clothing and books via the profits from the dinner event. Through the charity dinner, a total of RM1,830 was raised, and students were able to learn about Corporate Social Responsibility, and understand the needs and difficulties of the underprivileged. The people from 'Persatuan Kebajikan Wargatua dan Kanak-kanak Wilayah Persekutuan' also benefitted as a result of the profits accruing from the event.

Campus Visit by Niseko High School Students

"Niseko High School Visit 2013" is an activity that provided opportunities to YTL-ICHM and local Japanese students to share their hospitality knowledge and skills, broaden their horizons, learn new languages, explore and appreciate Japanese and Malaysian cultural norms, create bonds amongst students and gain self-confidence. In 2013, a total of 37 students from Niseko High School and 19 students from YTL-ICHM participated in the event.



The students from Niseko High School watching a cooking demo by Chef Shahril

¹⁷ Mangosteen is a social enterprise that was born out of a desire to build a business that would help sustain charities with an emphasis on women and children. For more information, please visit www.mangosteen.my

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YTL e-Solutions & YTL Info Screen

Pro bono Video Production Initiative

YTL Info Screen, a subsidiary of YTL e-Solutions, was approached by Hospis Malaysia to create a series of videos for their Palliative Care Awareness Campaign. Having organised events for Hospis Malaysia previously, YTL Info Screen decided to offer its services pro bono in support of the amazing work being done by Hospis Malaysia.

The videos created featured local celebrities and social activists who spoke about the importance of palliative care and their personal experiences dealing with family and friends with life-limiting illnesses.

Hospis Malaysia launched a symbol and photography exhibition of palliative care patients and local celebrities with video testimonials to accompany the event. The unique double initiative was designed to reach out to all Malaysians to raise awareness about palliative care on a national level.

The event took place on 25 April 2014 at Publika Mall, Mont Kiara Kuala Lumpur and the video message was also screened at TGV cinemas in Kuala Lumpur. The writers, producers, videographers and editors from the Company were involved in conducting interviews and putting together the videos. The YTL Info Screen team interviewed local Malaysian celebrities such as Sheila Majid, Hans Isaac, Melinda Looi, Elaine Daly, Sharifah Amani, Ho Yuhang, Daphne Iking, Yasmin Yusuff, Tiara Jacquelina and Dr Jemilah Mahmood, to capture their thoughts and their views on the importance of palliative care.

It was encouraging and warming to see the local celebrities come together to lend their support to the campaign to help raise the profile of palliative care in Malaysia. The campaign received a great deal of attention and continues to be shared via social media.



16 celebrities from Hospis Malaysia

FrogAsia

Going the "Xtra" Mile for Dignity

On 24 August 2013, FrogAsia participated in the XtraMile Run 2013, a charity run aimed to raise funds for the Dignity for Children Foundation (Dignity), an organisation that provides quality education to the less fortunate. The XtraMile Run 2013 saw three ultra-marathoners running 100 km in aid of Dignity in order to encourage individuals to the "go the extra mile" in their own capacities for a greater purpose. As part of the company's participation, FrogAsia donated RM10,000 to Dignity.

FrogAsia also worked together with the Interact Clubs of Petaling Jaya including that of SMK (P) Sri Aman, SMK (P) Assunta, SMK (L) La Salle, SMK (L) Bukit Bintang and SMK Sultan Abdul Samad. The clubs carried out projects that incorporated the creative use of technology using Samsung 4G Chromebooks and the Frog VLE to raise funds and awareness for Dignity. In total, the clubs raised RM4,373 also channelled towards Dignity.

Various Interact Club representatives also organised a reading session with the primary students of Dignity and volunteered their time to paint the school banisters, and donate books and art supplies. It showed that with the right tools and technologies, all students are capable of being agents of positive change in their communities.



FrogAsia staff and the "interactors" from various schools



(L-R) CEO of YTL Communications Wing K. Lee and former FrogAsia COO Kate Heal presenting Dignity for Children Foundation's Executive Director Petrina Satvinder with a mock cheque of RM10,000

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YTL Communications

Yes Makes Ramadan More Meaningful for the Less Fortunate

Yes staff members together with the senior management of YTL Communications visited five welfare homes in July and August 2013 during Ramadan, and brought festive cheer to a total of 280 orphans, senior citizens and disabled folks who were invited to be part of Yes Gives Back: 2013 Ramadan "Berbuka Puasa" Programme. The charitable effort was initiated by Yes as part of their corporate social responsibility to provide support to the needy during festive seasons such as the fasting month of Ramadan.

The five homes involved in the programme were Yayasan Chow Kit, Rumah Kasih Nurul Hasanah (orphanage), The Society for the Rehabilitation of the Disabled, Selangor and Federal Territory – also known as Rumah Insaniah Tun Dr Siti Hasmah, Rumah Orang Tua Al-Ikhlas (old folks' home) and Rumah Amal Budi Bestari (orphanage).



The Yes team with YTL Communications Chief Operating Officer Ali Tabassi at Rumah Kasih Nurul Hasanah

Yes staff including the senior management took time off work and travelled to each welfare home to get to know the welfare home residents, spent time playing games with them, and also celebrated birthdays of residents born



YTL Communications Chief Regulatory Officer Amarjit Singh giving Raya goodie bags to the underprivileged children at Rumah Amal Budi Bestari



The Yes team with YTL Communications Chief Operating Officer Ali Tabassi at Rumah Kasih Nurul Hasanah

in the month of July and August coinciding with Ramadan. Each resident was given duit Raya (Raya money) along with Yes Raya goodie bags, and Raya hampers were also presented to the homes.

This programme brought much needed joy and assistance to the underprivileged during the fasting month. Each welfare home extended their appreciation and gratitude to Yes for organising the programme. Yes also hoped that the small gesture of giving back during Ramadan would inculcate the spirit of caring and giving for those who are less fortunate.

Cultivating Sportsmanship through Starwalk

YTL Communications is always on the lookout for opportunities to drive positive change and improve the lives of people in Malaysia. In line with this aspiration, Yes supported the 2013 Penang Starwalk and 2014 Ipoh Starwalk which are part of the annual walkathon series organised by Star Publications (M) Bhd with the cooperation of participating state governments.

The Starwalk was initiated to bring communities together in each state and walk for a good cause. Through the sponsorships, Yes hopes to encourage Malaysians to inculcate the habit of regular exercise even through an activity as simple as walking for a healthier lifestyle.

In 2013, Yes participated as the platinum sponsor for the second time in the Penang Starwalk which started at Birch House, Penang Times Square on 15 September 2013. The walkathon saw more than 21,000 participants, including staff from YTL Communications. In this particular event, Yes contributed a total worth of RM100,000 in sponsorship, including RM30,000 value of Yes goodies and prizes. Besides that, Yes also set up a few booths at the event venue where the participants enjoyed games and explored Yes 4G devices as well as the Yes 4G Internet experience.

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In continuation of YTL Communications' support for The Star's International Starwalk sporting event, Yes participated again in the 2014 Ipoh Starwalk as platinum sponsor for the third time with the aim of supporting and giving back to the community. This year, the walkathon kicked off at Stadium Indera Mulia, Ipoh on 15 June 2014. The event saw more than 15,000 participants, including Yes staff. Yes sponsored a total value of RM70,000 and a three-day, two-night stay at Pangkor Laut Resort worth RM5,000 as the Grand Prize for the first participant who crossed the finish line. There were also Yes booth activities taking place throughout the event day.

Frost & Sullivan's "Frost the Trail" Corporate Challenge Charity Run

YTL Communications' efforts to promote positive change in the community continued with Frost & Sullivan's "Frost the Trail" Corporate Challenge Charity Run 2013, where individual participants and teams of four competed around a 8.1 km circuit. On 10 November 2013, a total number of 11 Yes staff members participated in this corporate charity run through forest tracks, trails, uphill and downhill at the Forest Research Institute Malaysia (FRIM).

"Frost the Trail" Corporate Challenge Run was organised by Frost & Sullivan under their Corporate Social Responsibility programme. 100% of the donations from the event went directly to support Shelter Home for Children. To give back to the community, YTL Communications sponsored Yes 4G devices for the organising committee to have access to Yes 4G Internet, enabling them to keep track of each participant's running time. During this event, one of the Yes teams won the second runner-up medal. Through the sponsorship, aside from giving back to the community, they also raised awareness on the importance of healthy living and charitable giving.



YTL Communications staff posing after the "Frost the Trail" charity run

YTL Power Services

Giving Back to Society

YTL Power Services (YTLPS) believes that they have the ability to make a difference to the lives of others in society especially in the areas of education and career prospects. Every year, YTLPS responds to appeals for sponsorships and donations by individuals, schools, private institutions and charitable organisations through various means such as monetary contributions, project sponsorship and advertisement placements.

The YTL Paka and Pasir Gudang power stations work hand-in-hand with ten to 20 nearby rural schools under the "Newspaper In Education" project. English newspapers are sponsored for children who have had little opportunity to use English in their daily lives. Newspapers are a creative medium of instruction that takes the boredom out of studying for the children and helps them with their English language skills.

YTLPS also sponsors talented national athletes who otherwise would not have the funds for adequate coaching, medical and tournament fees. As a result, those athletes end up contributing to growth in the country's national sports agenda.

During the East Coast monsoon season, YTLPS also organised a collection to provide relief to victims of flooding. Many employees and their relatives lost belongings and suffered damage to their homes and cars. The monsoon hit very hard because the people had just finished stocking up for the new school year and the lunar New Year, when they lost almost everything.



Photo of athlete Lee Hup Wei, national high jumper sponsored by YTLPS, wearing a YTL cap

Enriching Communities

PT YTL JAWA TIMUR

Community Empowerment

In cooperation with the community in Bhinor village, PT YTL Jawa Timur (YTLJT) founded Koperasi Serba Usaha Bhinor Jaya Abadi (the Cooperative) in 2005. The Cooperative currently has 200 members and provides assistance in the form of loans and coaching to the communities to run their small businesses. There are various businesses currently being run by the communities such as handicraft, furniture and batik.

To improve the credentials of the Cooperative, the Company also hired the cooperative as a contractor to provide gardening and cleaning services at the power plant. The cooperative is now able to compete with others to get similar contracts from other power plants in Paiton.

In addition, YTLJT is currently providing guidance and support to wood crafters at Selobanteng village in the areas of business development and the establishment of a cooperative. With all the effort that the Company puts into empowering the community, they believe that the standard of living and quality of life in that area will improve significantly.

Development of Alternative Energy

Recognising the need to improve the livelihoods of the local communities in which they operate, YTLJT established an initiative to promote Green Energy Development in the area around its power plant. Three projects were carried out – micro hydro, domestic biogas and solar cells.

The micro hydro project is intended for community living in rural areas not connected to the national electricity transmission grid. Micro hydro was chosen because of its low investment cost and the continuous water flow in streams and rivers. At the moment, this programme is carried out in two villages located at the foothills of Argopuro mountain, south east Probolinggo. One unit of micro hydro is able to provide power mainly for lighting for 25 – 30 families. YTLJT sponsors the construction of new micro hydro unit costs, whilst the local community participates by supplying construction materials, such as sand and bricks. With that, the Company has been able to help them achieve steady energy supply. The project encourages the relevant communities to actively maintain the micro units through the monthly fees they collect. Hence, the units have a sustainable and positive impact on the community.



Local community members taking a group photo with the prototype micro hydro unit

In another initiative, YTLJT initiated a unique domestic biogas project in Dusun Pesisir where 20 local students from SMA Tunas Luhur (a school sponsored and built by the Company) were involved in an extra-curricular renewable energy programme. Most of the community members own cows, and the biological waste from the cows can be put into a digestion tank to generate methane or biogas. The biogas can be utilised for cooking and fuelling a lamp. This way, the community is able to save money normally allocated for buying kerosene or elppji (liquid petroleum gas). Like the micro hydro project, the biogas project also involves the local community. The beneficiaries carry out the land excavation, whereas building materials and other workers fees are sponsored by YTLJT.

The biogas programme has a positive impact on community welfare by improving their environment, reducing their expenses for buying fuel and energy, giving extra income from bio-slurry utilisation, and reducing toxic fumes generated by kerosene. Hence, this programme is able to provide long term benefits for the community.



Organic fertiliser from biogas



Biogas tanks

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Similarly, the solar energy development programme is intended to help the community have access to electricity. This programme is centralised in YTLJT and supports schools such as SMP Bhakti Pertiwi and SMA Tunas Luhur. The students from the Electrical Engineering Faculty of Nurul Jadid University have taken part in the project commencing with the preparation to the complete installation of the solar cell units.



The solar energy programme, an extra-curricular activity for university students

YTL PowerSeraya

International Coastal Clean-up with Singapore Polytechnic Environmental Club

A group comprising 26 YTL PowerSeraya staff and students from the Singapore Polytechnic Environment Club teamed up for a beach clean-up along a 200-metre stretch of beach along the East Coast Park, as part of the global beach clean-up effort under the International Coastal Clean-up (ICC) initiative that was held on 21 September 2013. This day is dedicated to the improvement of beaches, coastal regions and surrounding areas throughout the world.

About 27 kg of trash was picked up from the beach by volunteers. As part of the clean-up effort, each piece of trash collected for disposal had to be logged into a data card that then collated and submitted to the Raffles Museum of Biodiversity, the local agency representing Singapore for the ICC, who then subsequently submitted it to the United Nations.

The final result was published and used to educate the public, businesses, industries and government authorities about the marine debris issue in Singapore. Through education and awareness of such issues, it is intended to bring long-term solutions and changes in behaviour.



Staff and their children leading 19 students from Singapore Polytechnic's Environment Club to pick up litter along the beaches of the East Coast Park

Terrarium and Pot Painting Workshops by Adopted Charity GROW

Two mini fundraising workshops (pot painting and terrarium-making), conducted on 16 August 2013 by YTL PowerSeraya's adopted charity GROW (Goodwill Rehabilitation & Occupational Workshop of the Spastic Children's Association of Singapore), saw earnest participation by staff members.

Each year, staff pay a fee to attend the workshop conducted by GROW individuals with cerebral palsy. This year, the workshops successfully raised a total of SGD825 which included voluntary contributions from staff members who couldn't attend the workshops. Besides raising funds, the workshops were aimed at helping staff familiarise themselves with the people at GROW better, and also for staff to gain an appreciation of nature through caring for plants.



Staff working on their terrarium pot painting art pieces in the Pulau Seraya Power Station

Enriching Communities

Wessex Water

Watermark Awards

The Wessex Watermark scheme has been running since the 1990s. Three years later, Wessex Water launched a special award called the Watermark Award. Funded by Wessex Water, it is run by the Conservation Foundation, an independent panel of experts. Grants of up to GBP2,000 are awarded to groups across the region involved in environmental projects, including schools, parish councils and community organisations. Since its launch more than 800 projects have benefited from the awards.

Some of the organisations that received the Watermark Award in 2014 were:

- Monkton Combe School's bee keeping club received GBP350 to buy a glass-sided demonstration beehive so they could educate other students on the links between pollination and a healthy environment. Sustainability at Monkton is run by a student committee and aims to make their school more environmentally friendly. They often run awareness-raising campaigns on topical issues that affect the school, as well as life outside the school gates.
- St Andrew's Glebe Field Community Project won GBP400 from the Watermark Award scheme to transform the Glebe field into a community park. The local community helped to clear the area and plant a variety of native trees. Picnic tables and benches were also donated and volunteers helped look after the area. They are now hoping to breed butterflies, after releasing varieties such as commas and clouded yellows in the park.
- Backwell School in Bristol received GBP550 which went towards a new greenhouse where teachers hoped students would be able to learn more about giving plants the right conditions to grow in. The gardening club is also equipped with donated tools and seeds from the local community. While learning about pruning and plant maintenance the school now also wants to teach students new gardening skills and help nurture their enthusiasm.



The Backwell Access Group receiving GBP550 from the Wessex Watermark Award

- Eames Mill Woodland received a GBP250 cheque and planned to spend it on the maintenance of trees and paths as well as pay for additional tree guards. With their continuous efforts, the local community was able to witness a carpet of daffodils and bluebells spreading through the woodlands.
- A Wells-based charity, Heads Up has won a GBP500 award from Wessex Water to help clients with a variety of challenging conditions to improve their mental states through horticultural therapy. The garden, which will provide a safe haven for people to recover, learn and grow will help clients discover new gardening skills and learn how to take care of plants.
- A pre-school near Taunton, Hatch Beauchamp, was presented with a GBP250 grant to help turn a wet and muddy piece of land into an accessible play area and learning space. Once the area was made safe from risks of flooding, they set up water shoots, planting tubs, a compost bin and a large bug hotel so the children could learn how nature interacts with everything around them. The project aimed to encourage the children to learn and speak about how things grow.
- Stower Provost School in Dorset is redeveloping its conservation area and creating a wildlife pond after securing an environmental grant from the Watermark Awards. The main aim of the project was to increase the diversity of the wildlife within the school grounds so that the students would be more enthusiastic in learning about the natural environment.

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Pupils at Stower Provost School in Gillingham received a grant from Wessex Water to improve their conservation area and install a new pond

WaterAid

Wessex Water has been supporting local groups and individuals by providing funds for environmental and conservation projects around the Wessex Water's region – Somerset, Wiltshire, Dorset and parts of Hampshire and Gloucestershire.

Now, Wessex Water helps globally by supporting WaterAid. WaterAid helps to overcome poverty by enabling the world's poorest people to gain access to safe water, sanitation and hygiene. Since then, their staff, customers and contractors have raised millions for WaterAid helping people who live in extreme poverty. "Wessex for West Africa" is an ongoing campaign which began in 2008 where contractors, consultants and suppliers help to raise money over a one year period by fundraising within their organisations.

Bath Foodbank

The Bath Foodbank is run by the Genesis Trust which is part of the national charity Trussell Trust, which in turn runs a network of foodbanks across the country. The Foodbank helps to provide emergency food parcels to families in need and has now fed more than 5,000 people in the city since its launch in 2011, including 1,500 children.

The Company's payment team have been volunteering for the Foodbank as part of a team building initiative. To solve the volunteers' problem on using their own cars to pick up or deliver food to clients, Wessex Water donated a transit van to Bath Foodbank so that volunteers were able to move donations of food to and from their warehouse. The Company hopes that the van will be a valuable asset and that people would also stop going hungry in Bath.

Wessex Water Community PlusFund

Wessex Water is keen to recognise the commitment that its people give to their local community and support them in their fundraising activities. Employees taking part in events in aid of any local charities can boost the "Community PlusFund". Whether an employee is doing a sponsored run, parachute jump or cycle ride, the Community PlusFund will match every Pound Sterling raised up to a maximum of GBP250. Only applications from Wessex Employees raising money for local charities are considered. During the year, the total match funding reached GBP3,800 involving a total of 20 members of staff.

Total match funding was

GBP3,800

in 2013 - 2014



Bristol's Giant Pumpkin Weighing 50 kg

The children from Long Cross Primary and Nursery School in Lawrence Weston were astonished when they saw the giant pumpkin during their visit to GENeco's food waste plant at the Bristol sewage treatment plant. The giant pumpkin's exceptional size was a result of the fertilizers that were used to enhance the growth of the pumpkin.

GENeco, Wessex Water's subsidiary for renewable energy has been collecting food waste from the local community since 2013. Besides converting it to generate energy, they also use it as fertilizer. With the production of the giant pumpkin, the Company was able to prove that recycled food waste can also act as a good low-cost fertilizer, and that the fertilizer, which is free from chemicals, could be safely used by the local community for their farming.



The giant pumpkin weighing 50 kg

THE WATER CRISIS

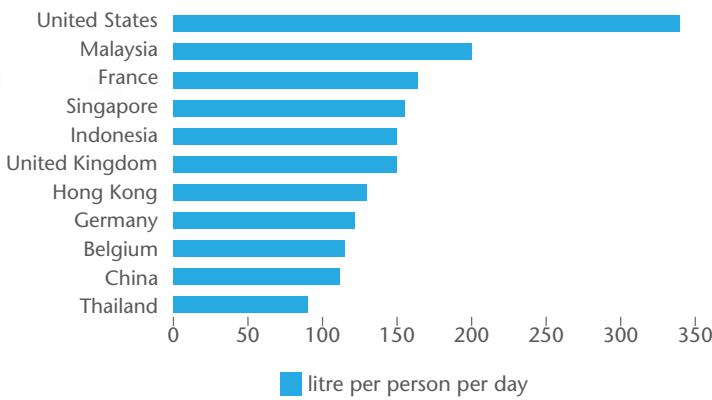
WATER IS A PRECIOUS RESOURCE AND IT'S IMPORTANT TO CONSERVE AND USE IT WISELY, ESPECIALLY DURING DRY SPELLS

DID YOU KNOW?

10 litres is equal to approximately **seven**



Average Daily Water Use Per Capita



WHAT CAN YOU DO? HOW MUCH CAN YOU SAVE?

INSTALL AERATORS ON
BATHROOM FAUCETS
saves **4.54** litres
Per person/day



SHORTEN SHOWERING
TIME BY 2 MIN
saves **20.0** litres
Per person/day



REDUCE WATERING TIME
saves **95.0** litres
Each time you water



TURN THE TAP OFF WHEN
BRUSHING YOUR TEETH
saves **8.0** litres
Each time



MODIFY YOUR TOILET
CISTERN
saves **71.9** litres
Per person/day



FIX A LEAKY TAP / PIPE
saves **530.0** litres
A Week

Save our water, save our planet.
Do your bit. Be part of the solution.
For more tips, visit www.wessexwater.co.uk



A Steward of Our Good Earth



FIND OUT MORE

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www.ytl.com/sustainability

BE PART OF OUR COMMUNITY

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OUR ANNUAL REPORTS AND SUSTAINABILITY REPORTS

www.ytl.com/circulars.asp

www.ytl.com/sustainability/sustainability_report.asp

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www.wessexwater.co.uk/education/threecol.aspx?id=384

www.ytlpowerseraya.com/index.php?option=com_content&task=view&id=78&Itemid=87

www.ytlcomms.my/EN/education.aspx

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www.frogasia.com/v3/

OUR ADVOCACY

www.ytl.com/sustainability/earthhour

www.ytl.com/sustainability/climatechange

OUR FRIENDS OF THE ENVIRONMENT

www.rare.org

www.reefcheck.org.my

www.wwf.sg

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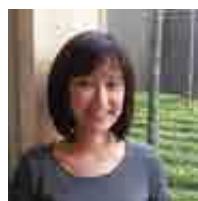
OUR SUSTAINABILITY TEAM, YTL CORPORATION BERHAD



Ruth Yeoh



Ralph Dixon



Nico Aw



Chestal Chin



Sumeshini Subramaniam



Zaiton Hashim

Head of Sustainability
and Director of Investments

Director of Environmental Investments

Sustainability Manager

Sustainability Executive

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Office Manager

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