



# SUSTAINABILITY REPORT 2024

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# CORPORATE PROFILE

Listed on the Mainboard of the Singapore Exchange Securities Trading Limited (“SGX-ST”) on 3 November 2011, Parkson Retail Asia Limited (“Parkson”, and together with its subsidiaries, the “Group”) is a prominent Malaysian department store retailer with an extensive network of 37 department stores across cities in Malaysia as at 26 March 2025.

Established in 1987, Parkson always seeks to refresh and enhance its offerings to cater for varying needs and preferences of its customers, which in turn delivers value for its shareholders. The Group continues to operate predominantly on a blend of concessionaire sales model and anchor tenant in major shopping malls in Malaysia. At the same time, in meeting the demands of the young, fashion-conscious and contemporary market, the Group has also launched its private label brands as well as agency apparel lines of international brands, some of which are in-house brands and some are exclusive to Parkson. The Group also operates a food and beverage business.

## OUR VISION

- To be Malaysia’s leading department store retailer

## OUR MISSION

- To inspire our people
- To delight our customers

## OUR VALUES

- Team Spirit
- Commitment
- Honesty and Integrity
- Customer-First
- Respect and Empathy

# ABOUT THIS REPORT

This is the seventh Sustainability Report of the Group. It covers the material Environmental, Social and Governance (“ESG”) factors relevant to our department store operations in Malaysia for the financial year ended 31 December 2024 (“FY2024”).

## REPORTING FRAMEWORK

This report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards. A GRI Index included at the end of the report indicates the location of the relevant disclosures.

This report is also prepared in accordance to:

1. SGX-ST Listing Rules 711A and 711B and Practice Note 7.6 Sustainability Reporting Guide
2. The United Nations Sustainable Development Goals (“UNSDGs”)
3. Task Force on Climate-Related Financial Disclosures (“TCFD”) recommendations by the Financial Stability Board

Moving forward, Parkson will work towards incorporating the International Financial Reporting Standard (“IFRS”) Sustainability Disclosure Standards issued by the International Sustainability Standards Board (“ISSB”), which is developed from the recommendations of the TCFD.

## REPORT CONTENT AND QUALITY

GRI’s principles of stakeholder inclusiveness, sustainability context, materiality, and completeness have been applied to determine the content of this report. GRI’s principles of accuracy, balance, clarity, comparability, reliability and timeliness have been used to help stakeholders assess our sustainability performance. To ensure accuracy and consistency, ESG data provided in the report has been extracted from internal information systems and records.

## ASSURANCE

We did not seek external assurance for this sustainability report. We have relied on internal verification to ensure the accuracy of data. Our ESG performance is reported in good faith and to the best of our knowledge.

## FEEDBACK

We welcome stakeholders’ input on this report at [corpcomm@parkson.com.my](mailto:corpcomm@parkson.com.my)

# OUR APPROACH TO SUSTAINABILITY

Our sustainability objective is to address the economic, environmental, social and governance impacts, risks and opportunities stemming from our business activities to support long-term value creation for our stakeholders and shareholders. We are committed to monitoring our performance relating to material sustainability issues and making efforts for continuous improvement.

## GOVERNANCE

At Parkson, the Board provides the strategic direction and oversight for the management of sustainability issues. A sustainability management committee comprising key management of the Group and designated specific personnel is responsible for the management and reporting of sustainability issues.

## BOARD STATEMENT

The Board considers sustainability issues, risks and opportunities as part of strategy formulation. The Board has determined the material ESG factors covered in this report. The Board provides oversight of the management and monitoring of these material ESG factors, through half-yearly review of the Group’s sustainability performance. The Board has ultimate responsibility for the sustainability report as required by the SGX-ST guidelines on sustainability reporting.

# STAKEHOLDERS

We recognise that stakeholder engagement, assessment and feedback are an integral part of our sustainability strategy and initiatives. Our key stakeholders, areas of interest, engagement platforms and our response are described in the table below (**Table 1.0**).

**Table 1.0 Stakeholders’ Engagement**

Key Stakeholders	Area of Interest	Engagement Platforms	Our Response
Employees	<ul style="list-style-type: none"> <li>Health, safety and well-being</li> <li>Learning and development</li> <li>Respect and recognition</li> <li>Job satisfaction</li> <li>Pay and benefits</li> </ul>	<p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Meetings</li> <li>Training programmes</li> <li>Performance appraisal</li> <li>New employee induction programme</li> <li>Staff gatherings and other engagement channels</li> </ul> <p><b>Annually</b></p> <ul style="list-style-type: none"> <li>Performance appraisals</li> </ul>	<ul style="list-style-type: none"> <li>Training and upskilling opportunities for professional and personal development</li> <li>Merit-based evaluation and career growth pathways</li> </ul>

Key Stakeholders	Area of Interest	Engagement Platforms	Our Response
Customers	<ul style="list-style-type: none"> <li>Price promotion</li> <li>Convenience and experience</li> <li>Engaging, knowledgeable store servicing personnel</li> </ul>	<b>Ongoing</b> <ul style="list-style-type: none"> <li>Product launches and promotions</li> <li>Regular engagement via website, e-mail, social media and mobile app</li> <li>Targeted promotions for loyalty programme members</li> <li>Enriching in-store experience</li> </ul>	<ul style="list-style-type: none"> <li>Regular promotions</li> <li>Transparent business practices</li> </ul>
Suppliers / Vendors	<ul style="list-style-type: none"> <li>Long-term partnership</li> <li>Financial resilience</li> <li>Sustainable business growth</li> <li>Experienced management team</li> </ul>	<b>Ongoing</b> <ul style="list-style-type: none"> <li>Liaison with suppliers before sourcing and engaging with contract managers</li> <li>Meetings, business alliance events/meetings</li> <li>Vendor support channel</li> <li>Product launches and promotions</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with relevant policies and procedures</li> <li>Transparent business relationship</li> </ul>
Shareholders and investors	<ul style="list-style-type: none"> <li>Good governance</li> <li>Sustainable business growth</li> <li>Disclosure and transparency</li> </ul>	<b>As needed</b> <ul style="list-style-type: none"> <li>Investor relations channel and meetings</li> </ul> <b>Quarterly</b> <ul style="list-style-type: none"> <li>Financial reports and announcements</li> </ul> <b>Annually</b> <ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Annual Report</li> </ul>	<ul style="list-style-type: none"> <li>Timely update on Parkson's announcements</li> <li>Uphold good governance practices across business units and supply chain</li> </ul>
Government and regulators	<ul style="list-style-type: none"> <li>Regulatory compliance</li> <li>Safety and security</li> </ul>	<b>Ongoing</b> <ul style="list-style-type: none"> <li>Regulatory filings</li> <li>Responding to requests for information (e.g. surveys)</li> </ul>	<ul style="list-style-type: none"> <li>Timely compliance with regulatory requirements</li> </ul>
Community	<ul style="list-style-type: none"> <li>Responsible corporate citizen</li> <li>Support for social causes</li> <li>Creation of job opportunities</li> </ul>	<b>Ongoing</b> <ul style="list-style-type: none"> <li>Activities and sponsorships organised by Parkson and Lion-Parkson Foundation</li> </ul> <b>As Needed</b> <ul style="list-style-type: none"> <li>Job vacancies advertisement</li> </ul>	<ul style="list-style-type: none"> <li>Support community initiatives/ programmes through contributions and other forms of assistance</li> </ul>

Key Stakeholders	Area of Interest	Engagement Platforms	Our Response
Media	<ul style="list-style-type: none"> <li>Response to media enquiries and requests for interviews</li> <li>Long term engagement</li> </ul>	<b>As Needed</b> <ul style="list-style-type: none"> <li>Media releases, media statements and interviews</li> <li>Advertisements</li> <li>Media invitations and sponsorships</li> </ul>	<ul style="list-style-type: none"> <li>Transparency in communications</li> <li>Timely and accurate information on corporate, industry, and business developments</li> </ul>
Industry Associations	<ul style="list-style-type: none"> <li>Support for mutual interests</li> </ul>	<b>As Needed</b> <ul style="list-style-type: none"> <li>Meetings and events</li> </ul>	<ul style="list-style-type: none"> <li>Participate in meetings/ discussions and/or events</li> </ul>

## MEMBERSHIP OF ASSOCIATIONS

- Intercontinental Group of Department Stores (“IGDS”)
- Malaysia Retailers Association (“MRA”)
- Malaysia Retail Chain Association

## AWARDS

- Certificate of Merit for the MRA Best Marketing Campaign 2024
- Parkson Transformation Team recognised by IGDS as one of the “World’s Best Teams 2023” (Top 10)

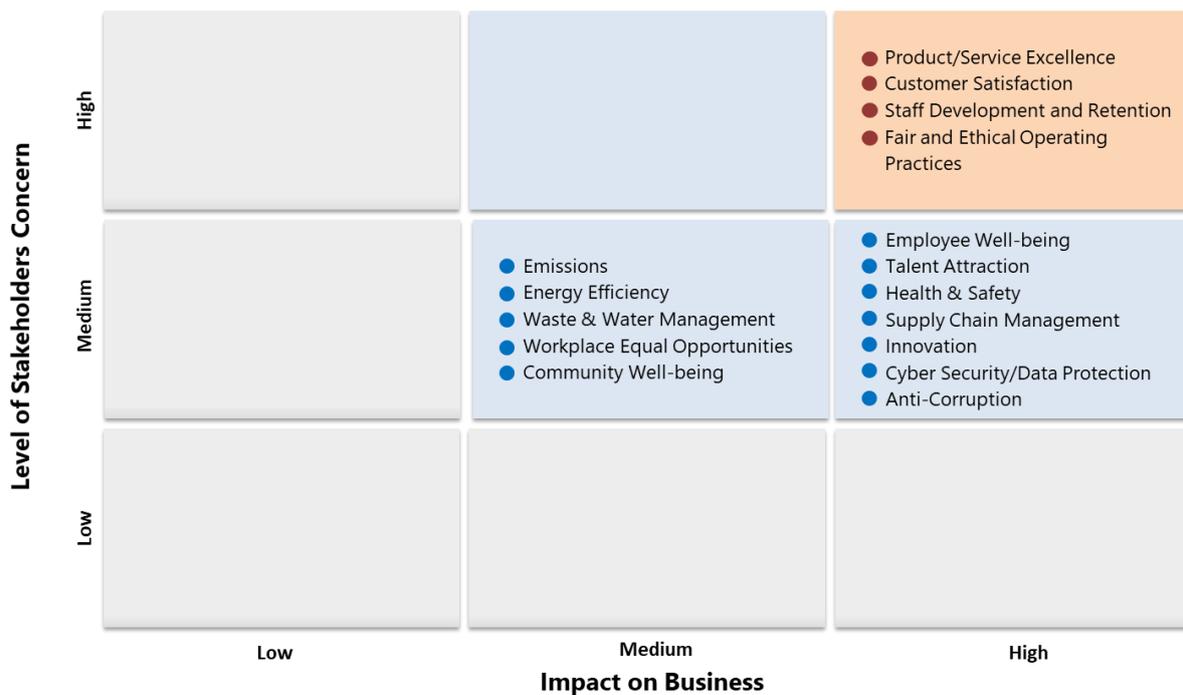
# MATERIALITY

We have applied the relevant GRI Standards to carry out our first materiality assessment to identify and prioritise sustainability topics for reporting. The materiality assessment was conducted through a series of engagement sessions with internal stakeholders including the senior management executives to understand their concerns and emerging priorities. This keeps us agile and allows us the opportunity to initiate collaboration and be part of formulating or facilitating a solution.

The assessment yielded sixteen material topics, with (i) Staff Development and Retention, (ii) Fair and Ethical Operating Practices; (iii) Product/Service Excellence and (iv) Customer Satisfaction, being the focal points for the Group.

The findings of the assessment have been plotted in the materiality matrix based on their impact to Parkson’s business, and against their importance to both internal and external stakeholders (**Figure 1.0**).

**Figure 1.0 Group Materiality Matrix**



The Board subsequently has reviewed, determined and approved these material topics for reporting.

The ESG performance data presented in this report establishes the baseline for our material topics. The baseline data will help us to develop specific targets in the coming years.

# SUMMARY OF ESG MATERIAL TOPICS

For the purpose of the report structure and clarity, the material topics are grouped into key themes and categorised according to our four sustainability pillars of **Environment (E), People (S), Community (S), and Marketplace and Customers (G)**, corresponding to the ESG framework.

A summary of Parkson’s ESG impacts, where the impacts occur, our involvement with these impacts and our management approach is presented in the table below (**Table 2.0**). An indirect involvement indicates that the impacts arise outside of Parkson, where we may have limited or no control.

**Table 2.0 Material Topics, Impact and Management Approach**

Material Topics	Where the Impacts Occur	Our Involvement	Management Approach and Goals
<b>Environment</b>			
Emissions, Energy Efficiency, Waste & Water Management	Electricity and water used in offices and department stores for our business operations.  Our carbon emissions resulting from the use of electricity.	Direct	Minimise energy consumption where possible.  Minimise carbon footprint through energy efficiency.  Use water prudently.  Recycle and reduce reliance on paper through digitalisation and electronic processes.
<b>People (Social)</b>			
Staff Development and Retention	Parkson Group	Direct	Practise meritocracy in performance appraisal and reward of staff.  Provide ongoing learning and development opportunities in line with job requirements and career aspirations.
Employee Well-being	Parkson Group	Direct	Establish various forums for effective employee engagement.  Compliance with Employment Act.
Talent Attraction	Parkson Group	Direct	Attract the best talent through competitive remuneration package and ongoing professional development.

Material Topics	Where the Impacts Occur	Our Involvement	Management Approach and Goals
Workplace Equal Opportunity	Parkson Group	Direct	<p>Staff recruitment based on objective criteria regardless of their ethnic background, gender, age, religion, disability or any factors which do not have bearing on job requirements.</p> <p>Practise meritocracy in staff performance appraisal.</p>
Health and Safety	Parkson Group	Direct	<p>Safety and Health Policy and Guidelines.</p> <p>Constant training and monitoring.</p>
<b>Communities (Social)</b>			
Community Well-being	Parkson Group	Indirect	Support community initiatives through charitable giving and fundraising.
<b>Marketplace and Customers (Governance)</b>			
Fair and Ethical Operating Practices	Parkson Group	Direct	<p>Uphold high ethical standards to ensure fairness and equity in all endeavours.</p> <p>Operate in accordance with fair competition practices.</p>
Product/Service Excellence	Parkson Group and stores	Direct	<p>High priority on quality of products offered and ensure suppliers share same philosophy.</p> <p>Stringent food safety policies for food and beverage business.</p>
Customer Satisfaction	Parkson Group and customer touch points	Direct	<p>Enriching shopping experience.</p> <p>Parkson Card loyalty programme.</p> <p>Continuous training for servicing personnel.</p> <p>Proper handling of customers' feedback.</p>

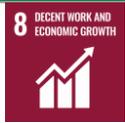
Material Topics	Where the Impacts Occur	Our Involvement	Management Approach and Goals
Innovation	Parkson Group	Direct	E-vouchers to replace pre-printed Parkson promotional and discount vouchers.
Supply Chain Management	Parkson Group and suppliers	Indirect	Drive responsible business practices across our supply chain through vendor selection process, and vendors' periodic acknowledgement of their commitment to the Group's Vendor Code of Conduct.
Anti-corruption	Parkson Group and all stakeholders	Direct	Zero-tolerance against fraud, corruption and unethical practices.  Whistleblowing policy.
Cyber Security / Data Protection	Parkson Group	Direct	Comply with Personal Data Protection Act 2010.  Educate and enhance awareness of employees on data protection and privacy.  Safeguarding customers' privacy.

# CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS (“SDGS”)

We are committed to adopt the Sustainable Development Agenda 2030 established by the United Nations (“UN”). The following table (Table 3.0) outlines Parkson’s efforts in supporting the SDGs in the year under review:

**Table 3.0 UN SDGS**

UNSDGs	Description	Our Approach
	<p>Goal 1: No Poverty End poverty in all its forms anywhere</p>	<ul style="list-style-type: none"> <li>• Provide financial aid for medical treatment to the most vulnerable segments of society.</li> <li>• Collaborate with other bodies and Non-Governmental Organisations to extend our reach and ensure help is targeted to those most in need.</li> </ul>
	<p>Goal 3: Good Health and Well-being Ensure healthy lives and promote well-being for all at all ages</p>	<ul style="list-style-type: none"> <li>• Prioritise health and safety in our business operations by adopting rigid safety standards and systems, provide continuous safety training to protect our employees, sub-contractors and the general public.</li> <li>• Promote healthy lifestyles and work-life balance by organising programmes that focus on our employees’ physical and mental well-being.</li> </ul>
	<p>Goal 4: Quality Education Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	<ul style="list-style-type: none"> <li>• Provide scholarships to undergraduates pursuing their first degree locally.</li> <li>• Promote employee development programme.</li> </ul>
	<p>Goal 5: Gender Equality Ensure full participation in leadership and decision-making</p>	<ul style="list-style-type: none"> <li>• Acknowledge women’s contribution in the industry and committed to promoting the advancement of women.</li> <li>• Ensure women’s effective representation and equal opportunities for leadership at all levels of decision-making across business activities.</li> </ul>

UNSDGs	Description	Our Approach
	<p>Goal 8: Decent Work and Economic Growth</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	<ul style="list-style-type: none"> <li>• Provide competitive remuneration packages to our employees, and training opportunities for career growth and development.</li> <li>• Promote a safe and secure working environment for all workers, including contractors and foreign labour.</li> <li>• Stand firm against any form of forced labour, modern slavery and child labour.</li> </ul>
	<p>Goal 12: Responsible Production and Consumption</p> <p>Substantially reduce waste generation</p>	<ul style="list-style-type: none"> <li>• Encourage 3R (reduce, reuse, recycle) activities to reduce waste generation.</li> </ul>
	<p>Goal 13: Climate Action</p> <p>Take urgent action to combat climate change and its impacts</p>	<ul style="list-style-type: none"> <li>• Compliance with all applicable statutory and regulatory requirements.</li> </ul>
	<p>Goal 16: Peace, Justice and Strong Institutions</p> <p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p>	<ul style="list-style-type: none"> <li>• Support fair and equitable workplace.</li> <li>• Ensure a strong ethics and compliance culture.</li> <li>• Zero tolerance towards bribery and corruption, as articulated in our Anti-Bribery and Corruption Policy.</li> <li>• Whistleblower Policy</li> </ul>
	<p>Goal 17: Partnership for the Goals</p> <p>Encourage and promote effective partnerships, building on the experience and resourcing strategies of partnerships</p>	<ul style="list-style-type: none"> <li>• Collaborate with regulators, industry players and community development programme partners.</li> </ul>

# ENVIRONMENT

## TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

All issuers are required to provide climate-related disclosures on a ‘comply or explain’ basis pursuant to Rule 711B of the SGX Listing Rules. The climate disclosure requirements set out for issuers are aligned with the recommendations of the TCFD framework.

We understand the impact climate change can have on the business and strive to address the key risks to operations. We outline Parkson’s approach towards the four key pillars of TCFD’s recommendations below (Table 4.0).

**Table 4.0 TCFD Recommendations and Management Approach**

TCFD Recommended Disclosures	Management Approach
<b>Governance</b>	
The Board’s oversight of climate-related risks and opportunities.	As disclosed under Board Statement (Page 3), the Board provides oversight of the management and monitoring of these material ESG factors.
Management’s role in assessing and managing climate-related risks and opportunities.	As disclosed under Governance (Page 3), a sustainability management committee comprising key management of the Group and designated specific personnel is responsible for the management and reporting of sustainability issues.
<b>Strategy</b>	
Climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	We have identified climate-related risks as one of our material ESG topics.
Impact of climate-related risks and opportunities on the organisation’s businesses, strategy, and financial planning.	Climate-related risks: Regulatory and compliance risk – more regulations and oversight on sustainability reporting. Market and reputation risk – increased expectations and awareness from stakeholders on the importance of sustainability. Natural disaster risk – some areas in Malaysia where our stores are located are prone to flooding, especially with the recent climate changes.
Resilience of the organisation’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Climate-related opportunities: Reputation and brand – opportunity to alleviate the brand. Green technology – more energy efficient tools and equipment to help lower carbon footprint.  Moving forward, Parkson will explore to better understand climate-related risks and opportunities, and will perform different climate-related scenarios to assess their impacts on Parkson.

TCFD Recommended Disclosures	Parkson's Approach
<b>Risk Management</b>	
<p>Organisation's processes for identifying and assessing climate-related risks.</p> <p>Organisation's processes for managing climate-related risks.</p> <p>Processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.</p>	<p>The Board is responsible for the governance of risk and ensures that Management maintains a sound system of risk management and internal controls, to safeguard the interests of Parkson and its stakeholders.</p> <p>The Board provides oversight of the management and monitoring of risks, through half-yearly review of the Group's sustainability performance.</p> <p>Parkson is working towards incorporating climate-related risks and opportunities as part of the existing risk management processes to better monitor, assess and manage the same.</p>
<b>Metrics and Targets</b>	
<p>Metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.</p> <p>Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</p> <p>Targets used by the organisation to manage climate-related risks and opportunities and performance against targets.</p>	<p>Parkson continues to monitor energy usage and carbon emissions. Parkson has disclosed the metrics and targets used in its sustainability reporting. Please refer to pages 14 to 17.</p> <p>Moving forward, Parkson will continue to monitor these metrics to ensure the targets set are achieved.</p>

## ENVIRONMENT

Parkson is committed to sustainable development, striving to minimise environmental impact through proactive measures and adherence to the 3R principles: Reduce, Reuse, and Recycle. Employees are encouraged to adopt 'Responsible Consumption' by using materials, energy, and resources sustainably. Initiatives include reducing energy and water usage, minimising paper consumption with recycled materials, and limiting single-use plastic bags.

### CLIMATE ACTION AND ENVIRONMENTAL GOALS

Aligned with the Malaysian Government's commitment to addressing climate change and achieving Net Zero greenhouse gas (GHG) emissions by 2050, Parkson has set interim reduction targets, and will revise these targets in accordance with the relevant standard.

	Area	Target	Plan
1	GHG Emissions	Achieve a reduction in GHG emissions intensity and total emissions. <ul style="list-style-type: none"> <li>Reduce both Scope 1 and Scope 2 carbon intensity by 2%.</li> <li>Reduce total GHG emissions by 11% from the FY2024 baseline by 2030.</li> <li>Reduce 40% from the FY2024 baseline by 2050.</li> </ul>	<ul style="list-style-type: none"> <li>Collaborate with suppliers/vendors to reduce emissions in transportation</li> <li>Improve fleet efficiencies and optimise route</li> </ul>
2	Energy Consumption	Decrease energy consumption to improve operational efficiency. <ul style="list-style-type: none"> <li>Lower energy consumption annually.</li> <li>Reduce energy consumption by 15% from the FY2024 baseline by 2030.</li> <li>Reduce 50% from the FY2024 baseline by 2050.</li> </ul>	<ul style="list-style-type: none"> <li>Retrofit stores and offices with energy-efficient lighting.</li> <li>Deploy smart energy management systems in new or remodeled stores, and in all operations.</li> <li>Promote employee energy-saving initiatives.</li> </ul>
3	Waste Reduction	Reduce waste sent to landfill. <ul style="list-style-type: none"> <li>Divert 5% of waste from landfills through recycling, and other sustainable practices per annum.</li> <li>Reduce waste sent to landfill by 20% from the FY2024 baseline by 2030.</li> <li>Achieve a reduction of 70% by 2050 from the FY2024 baseline.</li> </ul>	<ul style="list-style-type: none"> <li>Implement circular economy practices.</li> <li>Reduce, reuse and recycle packaging.</li> <li>Collaborate with local municipalities or recycling organisations for waste diversion.</li> </ul>
4	Water Conservation	Reduce water consumption to conserve resources. <ul style="list-style-type: none"> <li>Reduce water consumption annually.</li> <li>Reduce water consumption by 15% from the FY2024 baseline by 2030.</li> <li>Achieve a 50% reduction by 2050.</li> </ul>	<ul style="list-style-type: none"> <li>Optimise and evaluate water use system.</li> <li>Promote water saving habits among employees.</li> </ul>

## CARBON EMISSIONS

Climate change poses a significant challenge to our planet, communities, and business operations, impacting stakeholders across our value chain. Recognizing the urgency of this global issue, Parkson is dedicated to reducing GHG emissions and contributing actively to climate action.

Our environmental footprint primarily arises from electricity consumption, which is essential for powering lighting and air conditioning in our offices, department stores, and F&B outlets. Minimising this footprint reflects our dedication to responsible business practices while also contributing to cost efficiency.

In FY2024, 93.74% of our total carbon emissions were attributed to Scope 2, which is related to energy consumption. The breakdown of our total recorded emissions is as follows:

Carbon Emission	tCO <sub>2</sub> e	
	2023	2024
Scope 1	*	26.08
Scope 2	31,871.70	32,739.06
Scope 3 (Business Travel and Employee Commuting)	*	2,159.39
<b>Total</b>	<b>31,871.70</b>	<b>34,924.53</b>
Intensity (relative to Gross Floor Area)(tCO <sub>2</sub> e/m <sup>2</sup> )	0.078	0.085

\* Not tracked in 2023.

Methodology, boundary and assumptions:

1. Our calculation methodology is based on the GHG Protocol Corporate Accounting and Reporting Standards using the operational control consolidation approach.
2. Scope 1 and Scope 3 emission factors are sourced from the GHG Conversions Factors for Company Reporting version 1.0 (2021), published by the UK Department for Environment, Food & Rural Affairs (“DEFRA”).
3. Scope 2 emissions data is based on actual consumption and calculated using emission factors from relevant energy grids.
4. Scope 3: Business Travel is calculated using distance based method, where practical. Employee Commuting data is generated based on location, incorporating average commute distance and travel mode, as tracked by our in-house system.
5. GHG emissions data has been verified internally as part of the Sustainability Report review.

## ENERGY EFFICIENCY

We prioritise energy conservation across all aspects of our operations, embedding energy-saving practices into our workplace culture. We implemented light timer at our workplace. Employees are encouraged to adopt simple yet effective habits, such as switching off lights, air conditioners, and office equipment when not in use, and promote use of natural daylight where possible, such as having windows and skylights.

To align with the energy conservation objective, almost 95% of the lightings in our Parkson stores have been converted to light emitting diode (“LED”) lights. Compared with conventional lights, LED lights could contribute 35% to 45% savings in energy consumption [measured in kilowatt hours (kWh)].

In addition to installation of LED lights, other energy conservation initiatives undertaken by Parkson include optimising the usage of high energy consumption store equipment (such as auto start/stop elevators and air conditioners) and switching on escalators/air conditioners closer to the commencement of our stores’ operating hours. We will collaborate with mall operators on adopting green energy in our stores.

For FY2024, an increase of 5.76% in total energy consumption was recorded compared to FY2023.

	2023	2024
Total Energy Consumption (MW)	42,949.27	45,424.24
Intensity (relative to Gross Floor Area)(MW/m <sup>2</sup> )	0.105	0.111

## WASTE & WATER MANAGEMENT

While Parkson’s operations do not involve significant water usage, we recognise water as a precious resource and encourage employees to use it responsibly.

In our department stores, the primary waste streams include cardboard, paper, and plastic, while our offices predominantly generate paper waste. We are dedicated to recycling these materials to minimise landfill contributions. As we continue to embrace digitalisation, our reliance on paper has decreased significantly, aligning with our efforts to adopt sustainable practices for a better future.

Our F&B operation uses eco-friendly, minimalist packaging made from natural materials that are biodegradable and compostable, helping to reduce our environmental footprint.

It's important to note that, as tenants in shopping malls and office buildings, water and waste management responsibilities fall to the landlord. However, we regularly promote water conservation to employees through awareness reminders, and encouraging them to reduce water usage and report leaks promptly.

For FY2024, the total water consumed has increased approximately 5.93%, highlighting the need for enhanced conservation efforts.

Water Management	2023	2024
Total Water Consumed (Megalitres)	130.19	137.91

## PROMOTING GREEN AND ENVIRONMENT FRIENDLY PRODUCTS AND INITIATIVES

While maintaining high-quality service, we also strive to provide a green and low-carbon shopping and dining experience for our customers. We continuously explore eco-friendly alternatives in our daily operations, such as implementing energy-efficient products and processes, along with adopting 5S and 3R management techniques.

In line with Parkson's 'Think Green, Act Green' initiative, the distribution of bags has been discontinued, and customers are encouraged to bring their own reusable shopping bags. To further promote sustainability, Parkson has set up Reusable Bag Community Stations in select stores, allowing shoppers to donate spare reusable bags for others to use, fostering a shared commitment to eco-conscious living. In FY2023, Parkson has replaced its pre-printed Parkson promotional and discount vouchers with E-vouchers.

Additionally, Parkson has organised events to educate employees about the importance of the 3R principles, demonstrating its dedication to environmental sustainability.

## PEOPLE

At Parkson, we recognise that our success depends on our people's commitment in delivering the highest levels of service to our customers. We strive to provide a fair, performance-based working environment that is diverse, inclusive and collaborative.

As at 31 December 2024, Parkson employs a total of 2,272 people (2023: 2,241).

### EMPLOYEE WELL-BEING

Parkson is dedicated to creating a workplace where employees feel valued, secured, and empowered to express themselves. By emphasising engagement and open communication, we foster a positive, productive, and inclusive environment.

To enhance employee engagement, we organise various initiatives such as "lunch & learn" sessions, festive open houses, and sports and recreational activities. These efforts address both professional and social needs, promoting a healthy work-life balance, which is key to attracting and retaining talent.

Additionally, Parkson provides employees with the option of Flexible Work Arrangements tailored to the roles and requirements of their jobs. These arrangements empower employees to choose between hybrid work models or flexible work hours, allowing them to better balance their professional and personal needs while maintaining productivity and efficiency.

### WORKPLACE EQUAL OPPORTUNITIES

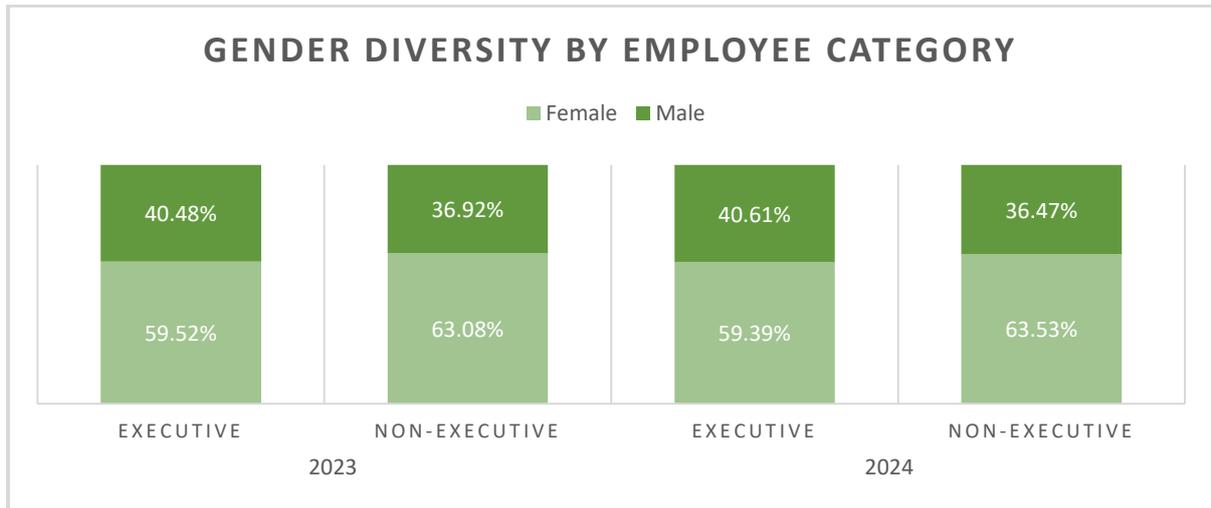
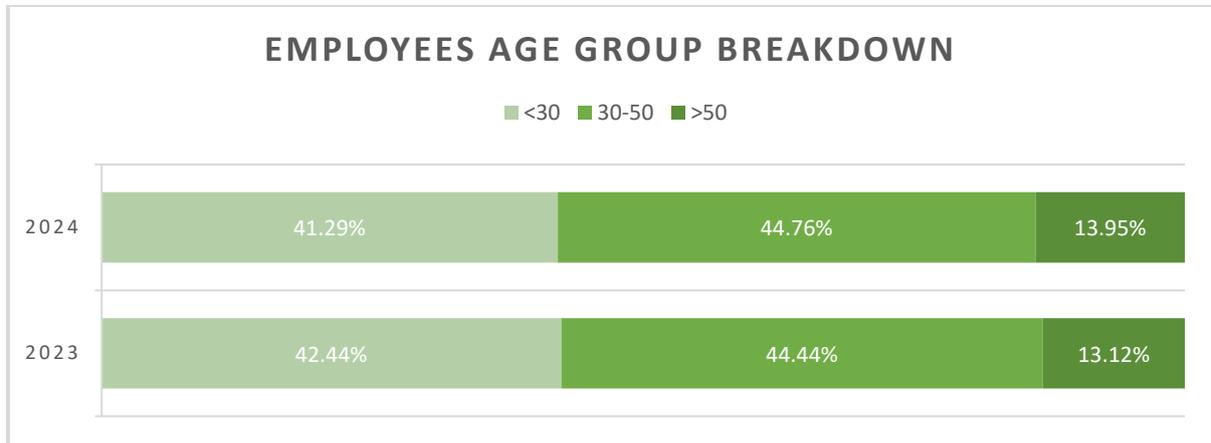
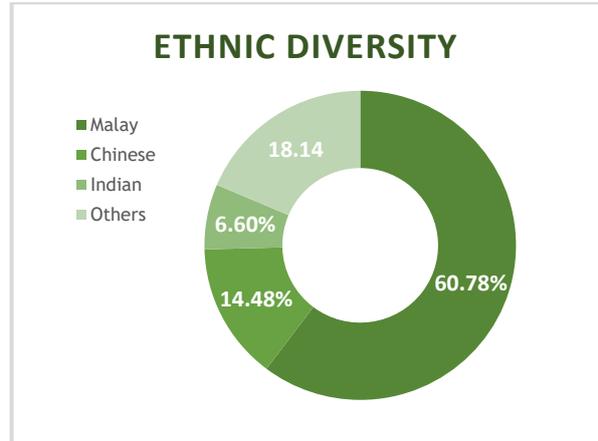
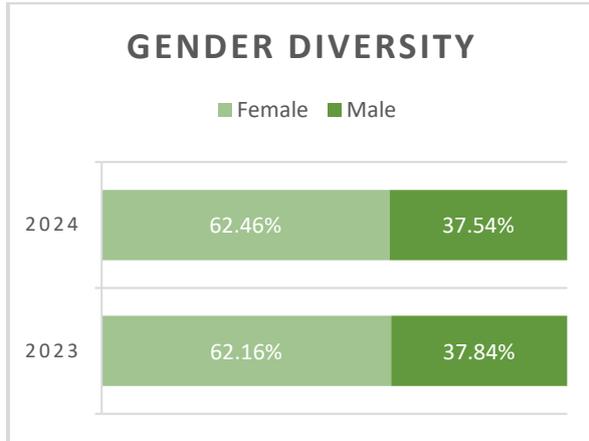
Parkson's workforce reflects Malaysia's multi-cultural and multi-ethnic diversity, encompassing a wide range of demographic segments and social backgrounds across all levels of the organisation. We uphold a strict non-discrimination policy, ensuring equal opportunities regardless of race, gender, age, religion, or nationality, and maintain a zero-tolerance stance on workplace harassment.

On a Group-wide basis, 62.46% of our workforce is female, and 37.54% is male, reflecting the nature of our core business in fashion and beauty, particularly within department stores. Our team maintains a balanced age distribution, with 44.76% of employees aged 30-50, and 59.56% of this group holding executive positions.

We also employ part-time staff, including students and retirees, who are compensated hourly under part-time regulations, as well as temporary staff receiving monthly wages. Additionally, indirect staff, managed by vendors, contribute to our operations on-site.

Due to the demanding nature of the retail industry where long working hours contribute to higher turnover, we continuously implement strategies to attract and retain talent, ensuring operational stability and efficiency. In FY2024, total employee turnover remained stable among executives at 56, while non-executive turnover declined slightly from 1,001 in FY2023 to 852. This decrease may reflect improved retention strategies, enhanced workplace engagement, and expanded career development opportunities.

### EMPLOYEE DATA CHARTS



Employees Category (%)	2023	2024
Indirect (Vendors)	69.59	68.99
Part-time/Temporary	1.76	2.20
Permanent	28.65	28.81

Age Group By Employee Category (%)						
	2023			2024		
	<30	30-50	>50	<30	30-50	>50
Executive	10.38	60.03	29.58	8.29	59.56	32.15
Non-executive	53.58	39.03	7.40	52.89	39.56	7.55

Total Turnover by Employee Category	2023	2024
Executive	45	56
Non-executive	1,001	852

## TALENT ATTRACTION

We are committed to the principles of equality and non-discrimination, and strive to employ on the basis of merit regardless of gender, age, race, religion, disability or any factors which do have bearing on job requirements. Our sources of talent include recruitment from the open market, as well as through Lion-Parkson Foundation scholarship programme. In attracting external talent, we strive to implement remuneration practices that are externally competitive and internally fair and equitable.

Our personnel are currently not part of any collective bargaining agreement.

## STAFF DEVELOPMENT AND RETENTION

Parkson prioritises talent development to cultivate future leaders and strengthen its talent pipeline. Employees are offered learning and development opportunities tailored to their technical, functional, and behavioral competencies, aligning with job requirements and career aspirations.

Training is delivered through on-the-job learning, formal classes, online platforms, and continuing education. Parkson encourages employees to pursue upskilling courses and obtain skill certifications, enabling broader job coverage and fostering professional growth.

In FY2024, training hours per staff for non-executive staff decreased by 60.15%. This reduction reflects a strategic shift towards on-the-job learning and the introduction of shorter, more focused training sessions. These changes have enhanced learning efficiency while maintaining Parkson’s commitment to employee development.

Average Training Hours Per Staff By Category	2023	2024
Executive	14.9	16.4
Non-executive	27.1	10.8

In FY2024, among the training and development programmes conducted both physically and/or online are as follows:

Building Self Confidence - Converse To Connect	National Anti-Corruption Summit	National Human Capital Conference & Exhibition
Corporate Governance	Customer Service Training	ESG Awareness For Employees
MRA Retail Conference 2024 - Retail Paradox	Scaminar - Understanding The Art Of Deception	Transform 2025 : Empower, Evolve, Excel In The New Age Of AI
Socso Workshop : Return To Work	Pop Card - Enhancement And Guideline 2024	Managing Difficult Behaviours In Team
Enterprise Risk Management	Sustainability Reporting	Pengendalian Siasatan Dalam
Taxpod Masterclass	Team Building For Excellence	Stand Up And Speak
Vuca For Manager - Strong Business And Strategic Management Skills	Turning Tough Into Triumph: Strategic Planning For Malaysia's 2025 Fiscal Shift	Influencing And Negotiation Skills For Accounting And Finance Professionals
Elevate Workplace Wellness	Retail Overview	Store Display 101
Parkson Service Standard	Product Knowledge Training	7 Days Basic Cashiering Training

## REWARDS AND PERFORMANCE

We practice meritocracy in assessing our people’s performance, and in providing due recognition for their excellence. We have put in place an objective performance appraisal policy which requires all permanent staff to take part in periodic performance assessment. Such regular performance discussions provide opportunities for us to identify development needs of our people, whilst at the same time allow our people to provide upward feedback on their concerns.

## LABOUR PRACTICES AND STANDARDS

Parkson is committed to fostering a productive, safe, and harassment-free workplace, enforcing a zero-tolerance policy toward inappropriate behaviour, including sexual harassment. The Anti-Sexual Harassment Policy and educational posters promote awareness, while the Whistleblower Policy provides a confidential channel for reporting misconduct. Parkson is equally committed to ethical labour practices, strictly prohibiting any form of involuntary, forced, or child labour - a standard that extends to our suppliers and business associates.

In FY2024, no incidents of discrimination, harassment, or violations of labour laws or workers’ rights were reported, reflecting Parkson’s dedication to compliance and employee well-being.

## HEALTH AND SAFETY

The health and safety of our employees and customers are vital to our businesses, hence Parkson subscribes to the safety, health and environmental regulations with a systematic approach reinforced by constant training and monitoring to ensure the safety and well-being of our employees and customers.

In compliance with legal requirements such as the Occupational Safety and Health Act and related regulations and guidelines, Parkson has in place a Safety and Health Policy and Guidelines for our department stores, F&B outlets and business premises to ensure a safe and comfortable environment for everyone.

Compliance with the safe work practices stated in these guidelines is the primary responsibility of all employees, consignors and their promoters, contractors and consultants performing their duties at our premises. Safety campaigns are held to remind and refresh the staff on safety awareness and related issues with training conducted for staff on the use of fire extinguishers, first aid i.e. CPR and injury management, and evacuation procedures.

**Health and Safety Training**

In FY2024, the number of employees trained on health and safety standards declined by 32.34% due to limited training session capacity, scheduling conflicts with shift-based staff, and increased operational demands that restricted employee availability. Additionally, overlapping training priorities and resource constraints may have contributed to the decrease in participation. Nevertheless, Parkson will continue its efforts to foster a safer workplace culture and improve employee well-being.

	2023	2024
Number of Employees Trained on Health And Safety Standards	2,013	1,362

Among the training conducted were:

Basic Occupational First Aid, CPR And AED	Occupational Safety And Health Training	OSH Conference 2024
Essential Fire Fighting	Bengkel OSH Coordinator (OSH - C)	Moving Towards A Sustainable OSH Self-Regulation

**Work related injuries**

Workplace safety remains our top priority. In FY2024, the lost time incident rate remained low at 0.003% despite a slight increase in injury hours from 113 to 135. This consistency reflects the effectiveness of our safety programs. While any injury is regrettable, each incident reinforces our commitment to continuous improvement as we enhance safety protocols and preventive measures to ensure a secure workplace for all.

	2023	2024
Number of Fatalities	ZERO	ZERO
Number of Lost Time Injuries (hours)	113	135
Lost Time Incident Rate	0.003%	0.003%

# COMMUNITY

In keeping with its philosophy of giving back to the community, the Group focuses on helping to uplift the community via Lion-Parkson Foundation (the “Foundation”) established in 1990 by Lion Group of Companies of which the Group is a member. The companies within the Group are also supporting the local community wherein they operate by participating in charity programmes and fundraising drives to assist those in need.

## Empowerment through Education

We believe that Empowerment through Education is the key to sustainable development, as education serves as a catalyst for positive, long term change. Each year, the Foundation awards scholarships to undergraduates at local universities, providing them not only financial support but also training in essential soft skills such as problem-solving, communication and teamwork. Scholars are also offered internships at Lion Group companies, allowing them to gain invaluable work experience and prepare for their future careers.

In FY2024, the Foundation disbursed scholarships amounting to RM375,000 to 39 undergraduates pursuing their bachelor’s degree in local institutions of higher learning.

## Expansion of Home for Special Children

As part of its ongoing support for vulnerable communities, the Foundation completed and officially handed over the expansion of the Home for Handicapped & Mentally Disabled Children in Banting, Selangor which includes an old folks home to the operator, Persatuan Penjagaan Kanak-Kanak Terencat Akal Negeri Selangor, on 23 January 2024.

## Medical Assistance for the Less Fortunate

The Foundation is also dedicated to providing medical assistance to individuals in need, regardless of their race or religion. This includes financial support for those suffering from critical illnesses who require medical treatment, surgeries, as well as the purchase of necessary medical equipment and medications.

In FY2024, approximately RM304,803 was disbursed to 38 individuals for medical treatment, which included sponsorships for surgeries, equipment, and medications. The Foundation also made contributions to the following causes:

No	Organisation	Amount (RM)	Purpose	No of beneficiaries
1	Cataract Surgery Centre, Hospital Selayang	20,000	Donation to B40 group needing cataract operation	86
2	Home for Handicapped and Mentally Disable Children in Banting, Selangor	20,422	Medical equipment and medicine for Home residents	94

No	Organisation	Amount (RM)	Purpose	No of beneficiaries
3	St John Ambulance of Malaysia	228,380	Purchase of one ambulance, fully equipped with fabrication, medical equipment and devices	Communities served by the ambulance services
4	The Spastic Children's Association of Selangor & Federal Territory	27,715	Donation to medical equipment for physiotherapy centre	130

### Other CSR Initiatives

Parkson facilitates store visits and tours for students of retail and business courses from local institutes, providing them and stakeholders with valuable insights and hands-on retail experience.

# MARKETPLACE AND CUSTOMERS

## PRODUCT AND SERVICE EXCELLENCE

Delivering quality is important in maintaining credibility and customer trust, which are necessary in the highly competitive retail industry. Parkson being a true-blue Malaysian brand and household name for over 30 years has a responsibility to its customers to ensure that all merchandise carried by its stores fulfil customers' expectations. Hence, Parkson places high priority on the quality of the products offered to its customers and ensures that its suppliers share the same philosophy.

Our F&B business adheres strictly to the Standard Operating Procedures (SOPs) laid down by our brand's Principal which have very stringent food safety policies.

## ETHICAL AND RESPONSIBLE BUSINESS PRACTICES

We believe that conducting business responsibly means going beyond mere compliance with laws and regulations. Our commitment is to uphold high ethical standards that exceed societal expectations, ensuring fairness and equity in all endeavours. By offering products and services that meet customer expectations, we demonstrate a fair and responsible approach that balances the interests of both customers and our business.

Building trust with stakeholders, including shareholders, investors, customers, suppliers, local communities, and employees, is essential to our success. We pledge to disclose diverse information transparently to promote clear understanding of our business and corporate activities. We uphold fair competition practices, ensuring non-favouritism in our dealings with public authorities and providing suppliers with equal opportunities to compete based on the overall value they bring to Parkson.

In our commitment to fair marketing practices, we prioritise clear and transparent communication with customers.

## CUSTOMER SATISFACTION AND EXPERIENCE

Customer support and loyalty are critical to the success of our business. Therefore, we prioritise placing customers at the forefront of everything we do, striving to provide safe, ethically sourced quality products as well as premium, value-added services.

To uphold these standards, we incorporate product knowledge and service skills training into our routine programmes, ensuring employees deliver exceptional service to our customers.

Parkson fosters long-lasting relationships with its customers through various initiatives, including engagement and sharing sessions, as well as loyalty programs designed for Parkson Card and BonusLink members, and in-store shoppers.

Recognising the importance of customer interaction, we prioritise engagement through multiple feedback channels to continuously enhance our service quality and customer satisfaction. Our diverse touchpoints include customer care desks, phone support, social media platforms such as Facebook and WhatsApp, email, and messaging applications to our Customer Service Department. These avenues ensure that customers can share their feedback or lodge complaints with ease, reinforcing our commitment to delivering exceptional customer experiences.

### **Parkson Card Loyalty Programme**

Our Parkson Card loyalty programme enables us to craft targeted promotions and events tailored to the preferences of our members. This program is further enhanced by its cross-border acceptance in countries where Parkson operates, offering members seamless benefits wherever they shop within our network.

Supported by a diverse range of merchant partners, the Parkson Card provides exclusive discounts ranging from 5% to 6%, depending on membership tiers. These cross-border privileges underscore our commitment to delivering value and convenience to our members. As at 31 December 2024, we have a total of 2.33 million Parkson Card members.

	2023	2024
Parkson Card Members	2.29 million	2.33 million

### **ANTI-CORRUPTION**

Parkson is committed to promoting a culture of integrity through awareness campaigns and regular communications. We require all employees to comply with our Anti-Bribery and Corruption Policy (“ABC Policy”), ensuring that our business is conducted ethically, responsibly, and transparently. Directors and employees are also required to complete an annual e-declaration on Conflict of Interest and acknowledge their understanding of the ABC Policy to confirm compliance.

We encourage all stakeholders to report any suspected wrongdoings which may involve or concern our directors, management, employees, or actions that could affect our performance, relations with other stakeholders, assets, or reputation. Whistleblowers will be assured of confidentiality, with their identity protected unless disclosure is required by law.

All concerns may be communicated to the Chief Auditor of the Group via telephone call, mail, email and/or facsimile, as follows:

Tel No. : 603-3344 2882 ext. 3821  
Email : [whistleblowing@parkson.com.my](mailto:whistleblowing@parkson.com.my)  
Fax No. : 603-3344 2889  
Address : Level 5, Klang Parade, No. 2112, Jalan Meru, 41050 Klang, Selangor Darul Ehsan, Malaysia

### Corruption-related training

In FY2024, only 19.10% of employees completed the necessary anti-corruption training, compared to 77.87% in FY2023. This significant decline in attendance rates highlights the need for Parkson to take proactive measures to ensure all employees prioritise and complete the anti-corruption training.

To improve participation, the Company is exploring online training, strengthening compliance tracking, and enhancing engagement efforts such as targeted reminders and interactive training sessions. These measures will reinforce its commitment to anti-corruption compliance and ensure all employees fulfill their training obligations.

### Operations assessed for corruption-related risks and corruption incidents

In FY2024, we conducted corruption risk assessments across all our operations, with 100% of them undergoing the evaluation.

### Corruption Incidents

As of 31 December 2024, we recorded zero incidents of corruption across our business operations.

Percentage (%)	2023	2024
Corruption Related Training		
- Executive	82.87	18.61
- Non-executive	76.13	19.27
Operations Assessed for Corruption-related Risks	100	100
Corruption Incidents	ZERO	ZERO

## CYBER SECURITY & DATA PROTECTION

We are committed to maintaining the confidentiality and security of customers’ and stakeholders’ information in compliance with the Personal Data Protection Act 2010. Information regarding our vendors, suppliers, and customers is handled with strict privacy and confidentiality at all times.

We actively educate our employees on data protection and privacy through knowledge-sharing initiatives, including brief learning emails and articles in our corporate newsletter. These cover essential topics such as information security fundamentals, online scams, cyber espionage, malware, and ransomware. Our primary goal is to raise awareness about the importance of protecting sensitive information, thereby reducing potential threats and security breaches that could impact the organisation.

During this reporting period, there were no substantiated complaints of breaches in customer privacy or loss of customer data. We will continue to protect our customers’ data privacy across all operations.

	2023	2024
Substantiated Complains Concerning Breaches in Customer Privacy Or Data Loss	ZERO	ZERO

## SUPPLY CHAIN MANAGEMENT

Our procurement department is dedicated to ensuring responsible procurement practices, reinforced by the requirement for all active registered vendors to periodically acknowledge their commitment to our Vendor Code of Conduct. Vendor qualifications and credentials are thoroughly vetted before being added to our list of approved suppliers. From the supplier selection process onward, we incorporate sustainability considerations, such as fair labour practices and safety requirements.

To maintain transparency and accountability, we conduct audits and continuously improve our procurement processes and policies, including reassessment of procurement contracts. We also prioritise sourcing products and services locally whenever feasible, recognising its advantages such as cost efficiency, timely delivery, lower carbon emissions, and support for the local economy.

### Local Suppliers

In FY2024, we remained committed to prioritising local sourcing, with 99.66% of our procurement expenditure directed towards supporting local suppliers. The increase in spending highlights our dedication to sourcing locally, ensuring cost efficiency, reducing our environmental impact, and fostering the growth of local businesses. As we continue to evaluate and evolve our procurement practices, we aim to sustain and expand these efforts, driving even greater sustainability and economic impact.

	2023	2024
Spending on Local Suppliers (%)	97.96	99.66

## INNOVATION

We continue to embrace technology in our pursuit to delight our customers as well as to improve our processes such as acceptance of major eWallet payments, using Parkson Card mobile app, and introduction of E-vouchers to replace Parkson promotional and discount vouchers which promotes environmental consciousness.

# GRI CONTENT INDEX

<b>Statement of Use</b>	Parkson Retail Asia Limited has reported the information cited in this GRI content index for the period 1 January 2024 to 31 December 2024 with reference to the GRI Standards.
<b>GRI 1 used</b>	GRI 1 : Foundation 2021

<b>GRI Standard</b>	<b>Disclosure</b>	<b>Location</b>
GRI 2: General Disclosures 2021	2-1 Organisational details	Page 1
	2-2 Entities included in the organisation's sustainability reporting	Annual Report 2024 – Pages 90 to 93
	2-3 Reporting period, frequency and contact point	Page 2
	2-5 External assurance	Page 2
	2-6 Activities, value chain and other business relationships	Page 1
	2-7 Employees	Pages 18 to 22
	2-9 Governance structure and composition	Annual Report 2024 – Pages 17 to 41
	2-10 Nomination and selection of the highest governance body	Annual Report 2024 – Pages 25 to 27
	2-11 Chair of the highest governance body	Annual Report 2024 – Pages 24 & 25
	2-12 Role of the highest governance body in overseeing the management of impacts	Page 3
	2-13 Delegation of responsibility for managing impacts	Page 3
	2-14 Role of the highest governance body in sustainability reporting	Page 3
	2-15 Conflicts of interest	Page 26, Annual Report 2024 – Page 18

<b>GRI Standard</b>	<b>Disclosure</b>	<b>Location</b>
	2-16 Communication of critical concerns	Annual Report 2024 – Pages 39 & 40
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	Annual Report 2024 – Page 23
	2-18 Evaluation of the performance of the highest governance body	Annual Report 2024 – Page 28 & 29
	2-19 Remuneration policies	Annual Report 2024 – Pages 29 & 30
	2-20 Process to determine remuneration	Annual Report 2024 – Pages 29 & 30
	2-21 Annual total compensation ratio	Annual Report 2024 – Pages 30 to 32
	2-22 Statement on sustainable development strategy	Page 3
	2-23 Policy commitments	Pages 3 to 28
	2-24 Embedding policy commitments	Pages 3 to 28
	2-25 Processes to remediate negative impacts	Pages 6 to 9
	2-26 Mechanisms for seeking advice and raising concerns	Pages 3 & 4
	2-27 Compliance with laws and regulations	Pages 21, 22, 25 & 27
	2-28 Membership associations	Page 5
	2-29 Approach to stakeholder engagement	Pages 3 & 4, Annual Report 2024 – Page 40
	2-30 Collective bargaining agreements	Page 20
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Page 6
	3-2 List of material topics	Pages 7 to 9
	3-3 Management of material topics	Pages 7 to 9

<b>GRI Standard</b>	<b>Disclosure</b>	<b>Location</b>
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report 2024 – Pages 3 to 9, 52 to 138
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Page 28
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Pages 26 & 27
GRI 302: Energy 2016	302-1 Energy consumption with the organisation	Pages 15 & 16
	302-3 Energy intensity	Page 16
GRI 303: Water and Effluents 2018	303-5 Water consumption	Page 16
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Page 15
	305-2 Energy indirect (Scope 2) GHG emissions	Page 15
	305-3 Other indirect (Scope 3) GHG emissions	Page 15
	305-4 GHG emissions intensity	Page 15
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Page 28
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Pages 18 & 20
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Pages 21 & 22
	403-5 Worker training on occupational health and safety	Page 22
	403-9 Work-related injuries	Page 22
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Page 20
	404-2 Programs for upgrading employee skills and transition assistance programs	Pages 21

<b>GRI Standard</b>	<b>Disclosure</b>	<b>Location</b>
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Pages 18 & 19, Annual Report 2024 – Pages 22 to 24
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Page 21
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Page 28
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 27