



國浩集團有限公司
GuocoGroup Limited

A Member of the Hong Leong Group

(Stock Code: 53)

Environmental, Social and
Governance Report
2018



ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

GROUP STATEMENT ON SUSTAINABILITY

Guoco Group, being part of the larger Hong Leong Group, is built on the strong heritage of value creation for our stakeholders and communities within which we operate. Over the years, we have taken a progressive approach in integrating sustainability into our businesses, towards a stronger, more resilient group. We are committed to: growing our businesses responsibly, balancing environmental with economic considerations, as well as creating a positive impact for our stakeholders and contributing to our communities.

At Guoco, we consider sustainability more than just a popular word or compliance requirements. To truly value and believe in sustainability, actions have to speak louder than words.

ABOUT THIS REPORT

Testament to our commitment and belief in being a responsible corporate citizen, we have since 2014 published Corporate Social Responsibility Reports as part of our annual reporting and last year in 2017 presented our inaugural Environmental, Social and Governance (“ESG”) report with extended disclosure with reference to Appendix 27 of the Listing Rules and Guidance set out by The Stock Exchange of Hong Kong Limited (the “HKEx Rules”). It is with pleasure that we present this 2018 ESG report in compliance with Appendix 27 and to provide an update on the sustainability performance of the Group for the year ended 30 June 2018.

Approach

Being an integrated group with multiple differentiating businesses, we have sought to provide a balanced review of the key ESG performance of our core business subsidiary groups, namely Principal Investment, Property Development and Investment as well as Hospitality and Leisure by discussing key topics, risks and opportunities as is relevant to the stakeholders in each case.

We continue to pursue corporate social responsibility and develop our sustainability practices and initiatives based on our core values of honour, human resources, entrepreneurship, innovation, quality, progress, unity, and social responsibility.

OUR VALUES



To conduct business with
honour



To consistently provide
goods and services of
the highest **quality** at
competitive prices



To enhance the quality of
human resources - as the
essence of management
excellence



To improve existing
operations and to position
for expansion and new
opportunities in pursuit of
progress



To pursue management
vision and foster
entrepreneurship



To ensure **oneness** in
purpose, harmony and
friendship in the pursuit of
prosperity for all



To nurture and be
committed to **innovation**









To create wealth for the
betterment of society

It is our belief that these values will serve to nurture and grow our Group's continued dedication to long-term sustainable corporate practices, taking into account the interests of our stakeholders, and thereby contribute to our core objective of realising long term shareholders' value and business sustainability.

Group-wise sustainability visions, policies and messages for adoption by the operating groups continue to be developed under the guidance of the Group steering committee on ESG during the year in review. Individual sustainability task forces of business units are empowered to drive sustainability programmes across their respective organisations.

Shareholder Engagement

Understanding and engaging with our stakeholders is fundamental to the Group's sustainability. Our core subsidiary groups seek to engage their respective stakeholders regularly through various methods, including surveys, meetings, feedback programmes, network sessions and visits, etc. By maintaining an open connection with our stakeholders, we are able to better understand their needs and identify what we can do to grow, improve and excel. In view of the Group's diversified business operations, the relevance and materiality of the ESG key aspects of each of our subsidiary groups vary. The ESG task forces will review the material aspects annually and update as appropriate.

Stakeholder	Frequency	Method	Topic raised	Our response
 Employees	<ul style="list-style-type: none"> • Weekly • Monthly • Annual • Ad hoc 	<ul style="list-style-type: none"> • Performance review • Staff engagement survey • Internal newsletters and e-communications • Festive celebrations 	<ul style="list-style-type: none"> • Enhance employees' understanding of business strategy and implementation plan • Welfare, health & well being • Performance 	Please refer to Employment and Labour Practices section
 Shareholders	<ul style="list-style-type: none"> • Quarterly • Annual • Ad hoc 	<ul style="list-style-type: none"> • General Meetings • Investor Meetings /Analyst briefings • Results announcements • Annual/interim reports 	<ul style="list-style-type: none"> • Financial • Investment strategy • Growth strategy performance • Risk management • Corporate governance 	Please refer to Investor Relations section in the Corporate Governance Report in the Annual Report 2018
 Guests / Customers	<ul style="list-style-type: none"> • Regularly 	<ul style="list-style-type: none"> • Emails • Letters • Network session • Survey / Research 	<ul style="list-style-type: none"> • Customer experience • In room facilities • Housekeeping standard • Operational and sales matters • Leasing management and planning 	Customers' comments are addressed in a timely manner. Also refer to Product Responsibility section
 Regulators / Government	<ul style="list-style-type: none"> • Ad hoc 	<ul style="list-style-type: none"> • Regulatory filings • On-site inspections • Responding to public consultations • In-person meetings • Telephone conversation 	<ul style="list-style-type: none"> • Environmental compliance • Labour standard • Listing rules /requirements 	We will increase cooperation with government and regulatory bodies
 Suppliers	<ul style="list-style-type: none"> • Regularly 	<ul style="list-style-type: none"> • On-site visits • In-person meetings • Telephone conversation 	<ul style="list-style-type: none"> • Product/service quality and safety • Timely delivery • Occupational safety • Labour standard • Environmental compliance 	Please refer to Supply Chain Management and Product Responsibility section
 Community	<ul style="list-style-type: none"> • Regularly • Ad hoc 	<ul style="list-style-type: none"> • Partnering with charity organizations • Participation in community programmes / fund raising exercises • Employee volunteer programmes 	<ul style="list-style-type: none"> • Needs of local community • Participation of voluntary services 	Please refer to Community section

ENVIRONMENT

Recognising that long term results often starts from the humblest of steps, the Group believes that no effort is too small and seeks to entrench the philosophy into a Group-wide awareness and culture of caring for the environment as a global corporate citizen. This serves as the building blocks of all initiatives, policies and practices aimed at reducing waste and improving efficiency in use of resources.

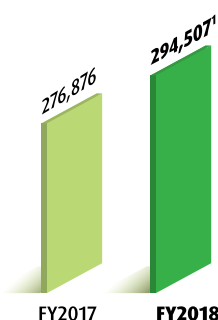
Emissions

The Group adheres to and complies with the relevant laws and regulations with regards to emissions where it operates in.

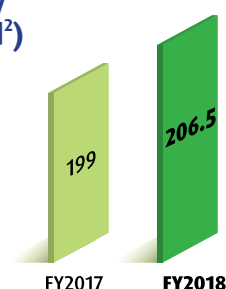
GLH Hotels Limited ("GLH"), our hotel division under GL Limited ("GL"), is naturally dependent on multiple sources of energy to run its operations. With fuel and energy costs making up a large part of its operational expenditure, it presents immediate opportunities for bettering sustainable practices, such as installation of LED lights where possible. During the financial year,

GLH reduced its electricity consumption by 3,664,497 MJ compared to the preceding year. This is due in part to the closure of the Thistle Euston site in September 2017 as a result of its compulsory purchase by the United Kingdom Department for Transport, and in part to the multiple initiatives implemented, including Maximum Import Capacity reviews in each of the hotel locations. These reviews determine the appropriate electrical capacity required for each premises, ensure that GLH pays only for the capacity that it uses and set an upper limit on GLH's total electrical load. GLH has also completed energy reviews at seven of its biggest hotel sites and subsequently put local energy action plans into place. Additionally, the energy Saving Opportunity Scheme ("Scheme") is a mandatory energy assessment scheme for organisations in the UK that meets the qualification criteria. GLH has planned Scheme surveys at four of its non-central London hotel properties in order to identify energy and cost saving opportunities. These surveys cover the electricity, gas and transport used in our businesses.

GLH-Total Energy Consumption within the Organisation (MJ)



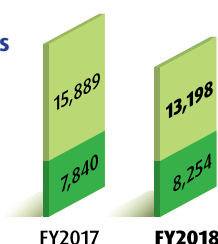
GLH-Energy Intensity (MJ/No. of rooms sold²)



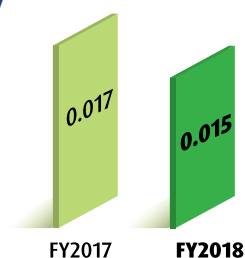
GLH-Emissions

■ Direct (scope ¹) emissions (Metric Tonnes CO₂e) ³

■ Indirect (scope ²) emissions (Metric Tonnes CO₂e) ⁴



GLH-Emissions Intensity (Metric Tonnes CO₂e/No. of rooms sold)



Notes:

1. The increase in GLH's reported energy consumption is due to oil fuel consumption at the Thistle Express Swindon, which became operational in August 2017.
2. The number of rooms sold in FY2018 is 1,426,504
3. Conversion factor used for scope 1 emissions: 0.0000511567 (natural gas); 0.000075268 (oil)
4. Conversion factor used for scope 2 emissions: 0.00035156

At GuocoLand Limited (“GuocoLand”), we reported in our last report that its flagship mixed-use integrated development Tanjong Pagar Centre in Singapore, a benchmark for environmental sustainability had already won several awards for its environmentally friendly features. Believing in continuing improvement, especially with technological improvements and new thinking creating new possibilities, this year GuocoLand made further improvements but effective modifications at Tanjong Pagar Centre. These include switching car park ramp lights to LED bulbs, shaving down the façade area lighting timing, reprogramming the office air-conditioning variable air volume box for after hours and upgrading the temperature sensors and flow meters for chiller plants, resulting in an estimated saving of over 240,000KWH per year.

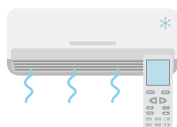
Tanjong Pagar Centre energy saving initiatives



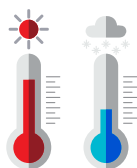
switching our car park ramp lights to LED bulbs;



shaving down the façade area lighting timing by 1.5 hours;



reprogramming the office air-conditioning variable air volume (VAV) box for after hours; and



upgrading the temperature sensors and flow meters for chiller plants.



These incremental changes resulted in an estimated saving of

240,289.27
KWH PER YEAR

Rank also continues to see results of its initiatives in driving down greenhouse gas emissions. Total greenhouse gas emissions of Rank’s operation decreased 22% from 63,605 tonnes of CO₂E¹ for FY2016/17 to 49,584 tonnes of CO₂E¹ for FY2017/18.

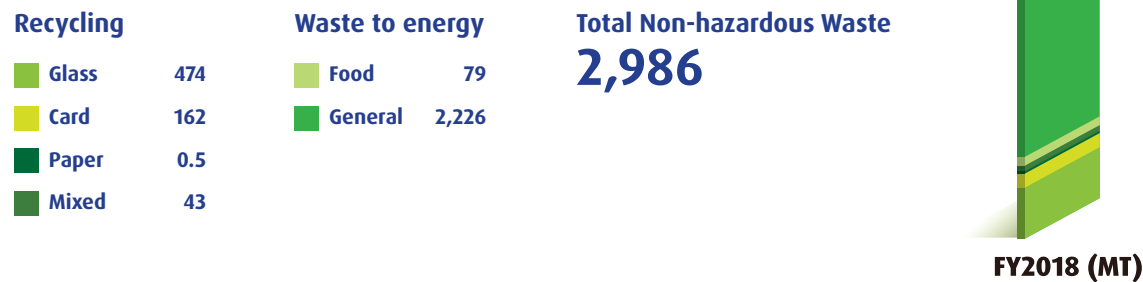
Use of Resources

During the year, our business groups continued to drive initiatives and processes and engage stakeholders on all fronts, from customers to suppliers to employees, to reduce energy and water consumption, increase recycling levels and incorporate renewable energy into its everyday business practices.

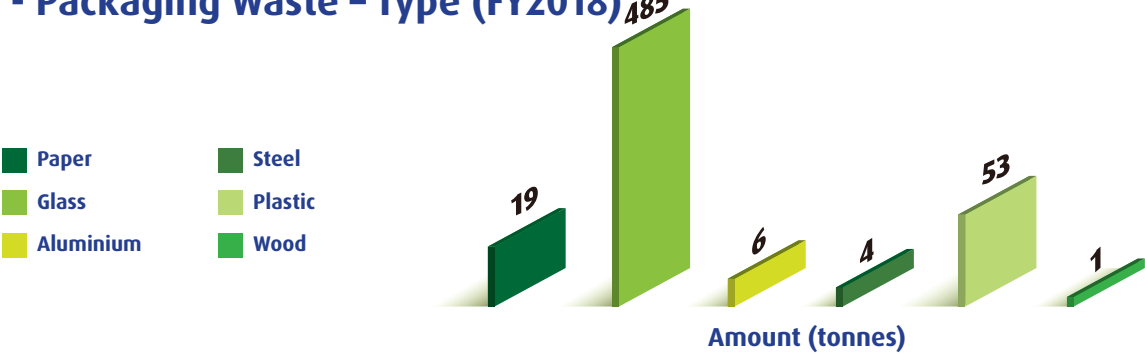
At GLH, several initiatives have been implemented to reduce waste including individualised hotel-specific plans to review and implement more recycling. For example, food waste is separated from other waste

for composting which helps to divert organic waste from landfills. In solidarity with the global movement to beat plastic pollution, GLH is removing single use plastics from its supply chain starting with the removal of plastic straws in FY2017/18 and will continually seek opportunities for a further reduction in our waste generating. GL aims to implement a procurement policy that will enable us to avoid the unnecessary use of hazardous materials and processes by collaborating with contractors with similarly high environmental standards.

GLH - Total Non-Hazardous Waste



GLH - Packaging Waste – Type (FY2018)



GuocoLand strives to develop processes and include environmentally friendly building features wherever possible in its property developments to contribute towards environmental sustainability. In conjunction with Singapore's pledge to reduce emissions intensity by 37% from 2005 levels by 2030 as part of the Paris Agreement, the Building Construction Authority ("BCA") aims to have 80% of buildings in Singapore to achieve the BCA Green Mark standard by 2030 and improve energy efficiency of the buildings. GuocoLand is inspired by these targets and strives to contribute towards their achievement.

GUOCOLAND'S PERFORMANCE

The energy consumption of GuocoLand's buildings is as follows:



Tanjong Pagar Centre

31,139,631 kWh
ENERGY CONSUMPTION
(FY2018)



Guoman Hotel (China)

6,656,040 kWh
ENERGY CONSUMPTION
(FY2018)



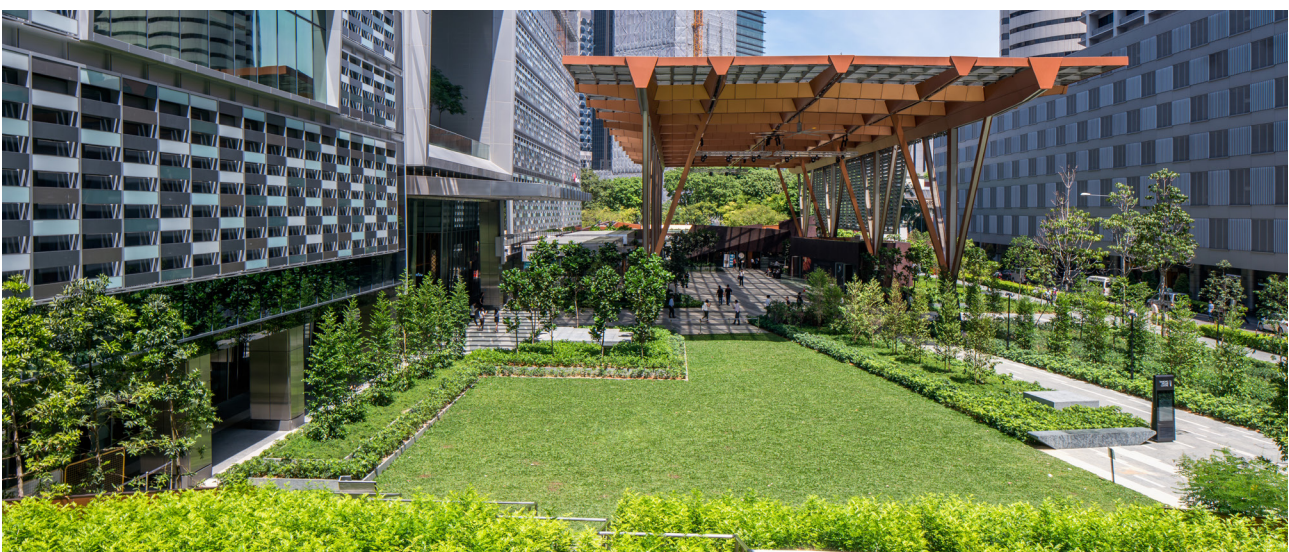
Environment and Natural Resources

The Group strictly adheres to environmental laws and regulations. The Group also encourages staff to adopt environmentally responsible behaviour and to raise awareness of environmental protection. True to our “every act counts” philosophy, across office incentives such as document digitalization, electronic communications, paperless meeting solution have been adopted to reduce paper consumption. Meetings via electronic means continue to be encouraged to reduce the indirect carbon footprint arose from travel and lodging. Overtime, switching off lights and electronic appliances (rather than in stand-by mode) after office hours is also becoming a habit.

Reducing water consumption continues to be a focus. To reduce GLH's hotels' water footprint, GLH has launched a few initiatives aimed at reducing their water consumption. One such initiative involves the display of informational materials for guests in all bathrooms and in-room information. As part of the energy surveys being carried out, site specific action plans with regards to water will

also be outlined. This will include initiatives such as implementing further water restrictors in taps, showers and risers to reduce the amount of water used at source. GLH's hotel operations aim to have a 5% reduction in water consumption at each hotel by the financial year ending June 2022.

Tanjong Pagar Centre continues to be a leader and stands out as one of the most environmentally friendly buildings in Singapore. With a water conservation aim of 35%, Tanjong Pagar Centre has a three-step water management strategy to minimize the waste of water. These are: the use of highly-efficient fixtures and fittings, a dual-pipe system which separates potable and non-potable water and systems to harvest rainwater and condensate water from air-conditioning. On top of these, private water sub-meters are fitted to water pipes to track water usage and leaks. More than 120 private submeters have been installed throughout the development which are linked to the building management system.



Guoco Tower, the office component of Tanjong Pagar Centre, has achieved the Leadership in Energy and Environmental Design (Core + Shell) Platinum certification, an internationally-renowned award recognizing eco-friendly buildings.





Martin Modern, the latest luxury Green Mark Gold residence, encapsulates the vision and dedication to a green future. The development is modelled as a green sanctuary, with over 80% of the land area turned into a lush botanic garden spread over three split levels.



Martin Modern is home to:
more than 200 species of plants
Including 50 species
of trees and palms

Environment KPIs	Unit	Principal Investment	Property Development	Hospitality and Leisure	Total
A1. Emission					
Air					
GHG Scope 1 emissions	metric tonnes CO ₂ e	NA	NA	8,254	8,254
GHG Scope 2 emissions	metric tonnes CO ₂ e	179	18,453	13,198	31,831
GHG Scope 2 emissions and intensities	tonne	NA	NA	0.009	0.009
Total greenhouse gas ("GHG") emissions		179	18,453	21,452	40,085
Non-hazardous waste					
Total non-hazardous waste produced	tonne	0.42	NA	2,986	2986.42
A2. Use of Resources					
Direct energy consumption					
Natural gas	kwh	NA	NA	43,094,444	43,094,444
Other fuels	kwh	NA	NA	1,171,111	1,171,111
Total direct energy consumption	kwh	NA	NA	44,265,555	44,265,555
Indirect energy consumption					
Electricity consumption	kwh	227,168	37,795,671	37,541,944	75,564,783
Towngas / gas work gas consumption	m ³	NA	637,823	NA	637,823
Water consumption	m ³	NM	125,766	626,562	752,328
Packaging material used for finished products	tonne	NA	NA	568	568

KPIs which are not included above are either not material or not applicable to our businesses.

SOCIAL

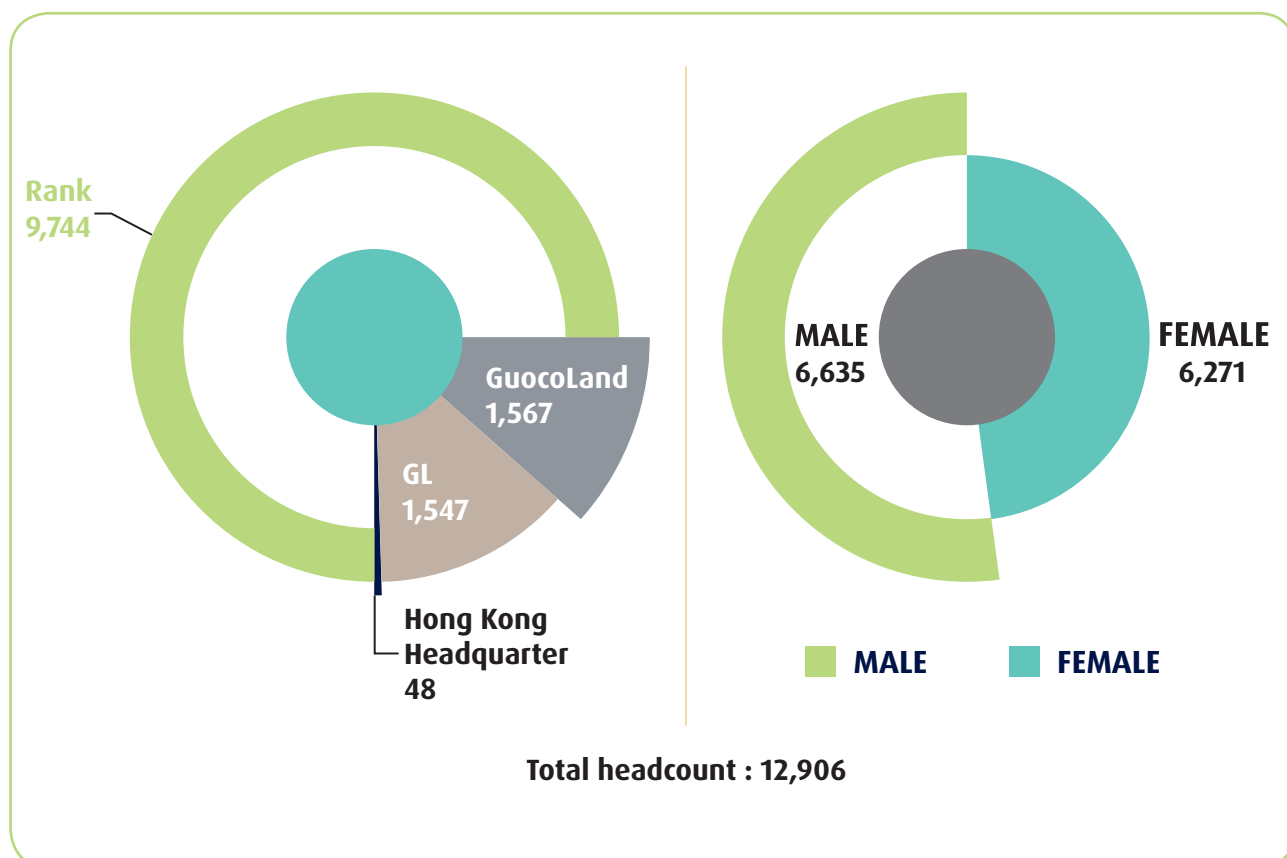
Our people are key in the journey to achieve our aspirations. The Group has in place clear and definitive codes of practices and policies regarding employment practices and staff well-being.

Employment and Labour Practices

Employment

Talent and dedication are the backbone to the Group's success. Recognising the important part that our employees play, the Group offers competitive remuneration and benefits to attract and retain talent and reward

contribution. Salary is reviewed regularly and systematically and benchmarked using external market intelligence. Annual increment and year-end performance bonus mechanism were incorporated in the Group's remuneration policy. Fair terms on working hours, overtime payment, holidays, termination of contract, fringe benefits and leave entitlement are stipulated on the employment contracts signed between employees and the Group. Employee codes of conduct are also set out in writing to ensure proper communication of Group values, policies, expectations and requirements. The Group is in compliance with all applicable laws regarding labour rights and employment.



Our group companies in Hong Kong, namely Guoco Management Company Limited, Hong Leong Insurance (Asia) Limited and Hong Leong Bank, Hong Kong Branch were granted the Good MPF Employer Award in recognition of our effort in protecting and enhancing the employees' retirement needs.

Good MPF employer logo



Equal Opportunities

The Group is committed to equal opportunity practices with a strong emphasis on merit-based promotion. Clear policies are in place to ensure that all employees are treated equally and fairly, free from discrimination regardless of age, disability, religious belief, gender, sexual orientation, ethnicity, marital status, political views or nationality, or any other category defined by law in all aspects of employment including recruitment, promotion, and opportunities for training, pay and benefits.

We seek to provide a fair working environment that is free of discrimination, harassment, bullying and victimisation. We will continue to ensure that the Group complies with all applicable laws in these areas.

For example, during the year, Rank made significant progress in driving forward its diversity and inclusion agenda. A full diversity and inclusion strategy was agreed by Rank's



Our group companies in Hong Kong were granted the Good MPF Employer Award

senior leadership team with the following actioned in the year:

- inaugural Women at Rank networking breakfast;
- unconscious bias training delivered to the Board and senior leadership teams with an agreed cascade to further colleagues in FY2018/19;
- launch of a sponsorship programme for high-performing senior female colleagues; and
- commitment to Rank's signature of PwC's Hospitality, Travel and Leisure charter.

Over the next months, further work will be carried out including a review of recruitment processes and existing policies to ensure Rank is attracting and retaining a diverse workforce. Focus during the year has been on gender diversity and how Rank can improve the gender balance; in FY2018/19 Rank will look to extend its programme to include other minority groups. During the year, Rank also published its first Gender Pay Gap report which can be found at www.rank.com.

Appraisal System

The Group adopts a systematic and standardized appraisal system. Assessment and evaluation employees' capabilities, performance and potential are conducted at regular intervals to act as a basis for promotion and salary increase and ensure that these are aligned with the vision and direction of the businesses. A regular review platform also allows for two-way communication between employees and management to set key performance indicators and results area and discuss career development opportunities.

Health and Safety

Health and safety of our employees are of utmost importance to us. We consider compliance with statutory requirements are a starting point and endeavour to practice improved health and safety standards throughout our businesses.

Ongoing risk assessments of work environment are conducted with the aim of identifying any potential safety concerns in light of the market benchmarks. Occupational and health manuals relevant to the industries/businesses are in place to ensure that acceptable standards are adopted by our business groups. Regular training and refreshers are provided to employees to reinforce knowledge and awareness, which is essential to maintaining a healthy and safe workplace.

At GuocoLand, to promote fitness and well-being, complimentary workouts are conducted

regularly by Virgin Active and the Health Promotion Board at Tanjong Pagar Centre's outdoor urban park for all employees and tenants of Tanjong Pagar Centre. In addition, employees also took part in outings, the REDAS Bowling Competition in March 2018, and the National Vertical Marathon held at Tanjong Pagar Centre in June 2018. Our staff in China engaged in friendly football games with our mall tenants, bringing employee health and well-being together with community engagement.

Staff Training and Development

Resources are committed to the continued development of our employees for not only improving effectiveness and efficiency and alignment with business direction, but also for the purpose of providing a platform for self-development and fulfillment. The Group runs organized workshops, seminars and training programmes for employees covering various aspects to improve their level of skills and knowledge and maximise their potentials. They are also encouraged to enrol in external study opportunities and job-related courses to enrich themselves through acquiring higher professional skills and qualifications. Our career development programme is designed to enable our employees to progress within the Group, offering mobility between group companies and teams, and the opportunities to work within different areas of operation and to participate in cross-group projects.

Employee Engagement

We treasure our staff and their input and encourage them to have a voice. GLH and Rank have rolled out employee engagement tools which enable continuous conversation with the employees to seek their view and comments on different aspects of their working life. In GLH, hotel employee forums are launched offering hotel employees weekly, monthly, quarterly and/or annual touch points to communicate and receive feedback. Individual employees at both brand and office levels of Rank are invited to attend “Talking STARS” meetings. These meetings are facilitated by senior leaders in the business, such as the human resources director or the director of investor relations and communications to encourage colleagues to talk about opportunities and ideas as well as implementation plan. These channels ensure collaboration to solve key issues permeates through the organisation to improve operational performance.

We value the importance of maintaining a healthy lifestyle and worklife balance of our employees. The Group actively engages its employees through social, employee bonding, outing, volunteer works and charity activities. Our Hong Kong staff again supported the Walk for Millions for the twelfth year rolling, and also the Dress Casual Day, Flag Day and Skip Lunch Day organised by The Community Chest of Hong Kong.

Respecting the festivities and traditions of the respective jurisdictions in which our businesses operate, festive celebrations and activities are organized to bring the work family together on such occasions.



Hong Kong staff played a role in the Flag Day to raise funds for The Community Chest of Hong Kong



Chinese New Year Festival Lunch of GuocoLand staff in Singapore

Labour Standards

The Group objects to child and forced labour. This fundamental proposition is non-negotiable and its observance is compulsory across all our business groups wherever in the world. In addition, we also seek to extend this requirement to our partners.

Besides observance of applicable laws, GL is proud to be part of the Stop Slavery Hotel Industry Network, which seeks to work collectively to realise a vision of a slavery-free industry: increasing awareness of modern slavery at all levels within and across hotels, providing an accessible platform for anti-modern slavery resources, information and support, and providing guidance to address challenges identified and faced by the hotel industry as a whole when seeking to tackle modern slavery.

Operating Practices

The Group is committed to good business ethics and integrity. We believe in fair and open competition based upon sound commercial practices and aim to develop long term relationships with suppliers and contractors based upon mutual trust and benefit. Sourcing decisions should be based solely upon price, quality, service dependability and competitiveness.

Supply Chain Management

The Group adheres to policies and guidelines for supplier selection and contractor selections (Procurement Policy). Work safety track record, material quality and labour reliability (i.e. prohibition of illegal workers) are some of the criteria that are considered when selecting these suppliers or contractors.

In Singapore, GuocoLand only appoint bizSAFE Level 3 and above certified vendors and service providers. GuocoLand's main

contractors appointed for development projects are required to be OHSAS 18001 certified or to engage an independent accredited assessor to conduct site OHS legal compliance audits.

Product Responsibility

"To consistently provide goods and services of the highest quality at competitive prices" is one of our core corporate values.

GL places great emphasis on the comfort and safety of guests in its hotels to ensure they have a memorable stay. GLH employees are expected to observe and demonstrate a high standard of professionalism and work ethics at all times in line with our policies and ethical and equal opportunity principles.

Last year, GLH appointed a Group Guest Service Manager responsible for reviewing hotel guest satisfaction and putting in place actions to drive hotel performance. These included implementing front of house standards to reflect brand positioning and tone, monitoring these standards, working closely with technology to enhance quality training across the operations and systems to maximise customer satisfaction, and developing profile management practices to ensure that data capture is key in driving guest experience and future business. GLH received more than 46,000 online reviews and more than 31,000 survey responses with positive and negative feedback. Online reviews were amalgamated from approximately 200 sites and our own guest surveys, and collated onto one platform, ReviewPro. ReviewPro compiles the reviews and gives a score for each department, for example, arrival, bedroom cleanliness, breakfast. This allows GLH to strategically focus on areas for improvement and development. GLH's Global Review Index score for 2018 was 84%. This is an improvement of 0.5% year



OUR AWARDS

on year and GLH remain firmly committed to providing exceptional guest services. Since the introduction of its service-driven training, “Can Do, Will Do”, service scores across GLH have increased from 82% in July 2017 to 87% in June 2018. The Group will continuously strive to improve our guest satisfaction scores.

In terms of guest safety, GLH accords the highest importance towards the safety and security of its guests and anyone who visits its properties. GLH regularly reviews its safety standards based on industry best practices. Its hotel kitchens adhere strictly to regulated food safety standards to ensure the highest levels of food safety. To ensure customer and employee safety, quarterly audit of our hotels are undertaken by an external company, NSF, to ensure health, safety, hygiene and fire compliance the results of which are shared and regularly reviewed with the General Managers of our hotels.

Likewise, GuocoLand places great emphasis on delivering a healthy living environment for tenants of its properties. Apart from the numerous Green Mark awards from the BCA as evidence the excellent quality of our buildings, GuocoLand subscribes to the BCA’s Construction Quality Assessment System. By voluntarily submitting its projects for assessment and public access, GuocoLand demonstrates its high standard and willingness for transparency. Further, prior to handover of its properties, GuocoLand purges out any Volatile Organic Compounds from the property to ensure that tenants are provided with clean and safe buildings. During regular operations, GuocoLand requires its maintenance suppliers to submit a chemical list. The list includes cleaning chemicals, pest controls, cooling tower liquids and more. This helps safeguard against risks that could affect staff, contractors, tenants and customers.



Leedon Residence
FIABCI World Prix d’Excellence Awards 2018
 World Gold Winner of the Residential (Mid Rise) Category



Sofitel Singapore City Centre
PropertyGuru Asia Property Awards 2017
 Best Hotel Development (Singapore)



Leedon Residence
FIABCI Singapore Property Awards 2017
 Winner of the Residential (Mid Rise) Category



Tanjong Pagar Centre
BEI Asia Awards 2017
 Landmark Development Leadership Award 2017



GuocoLand Limited
PropertyGuru Asia Property Awards 2017
 Best Developer (Asia & Singapore)



GuocoLand Limited
The Edge Singapore Billion Dollar Club 2017
 Fastest Growing Company in Property Development Category



Tanjong Pagar Centre
PropertyGuru Asia Property Awards 2017
 Best Mixed Use Development and Best Green Development



Leedon Residence
EdgeProp Excellence Awards 2017
 Property Development Excellence (Central Area)



Guoco Tower
PropertyGuru Asia Property Awards 2017
 Best Office Development (Asia & Singapore)



Sims Urban Oasis
BCA Green Mark Awards 2017
 Green Mark (Gold Plus) for New Residential Buildings



Tanjong Pagar Centre (Retail)
PropertyGuru Asia Property Awards 2017
 Best Retail Development



GuocoLand Limited
Brand Finance
 Singapore’s Top 50 Brands



Wallich Residence
PropertyGuru Asia Property Awards 2017
 Best Luxury Condo Development (Singapore)

Rank remains cognizant of its mandate to provide an exciting and entertaining experience for its customers and at the same time facilitate responsible gambling. In its retail business, Rank is progressing a trial of customer risk identification in partnership with Focal Research, a specialist organisation based in Canada, and alongside other members of the National Casino Forum. Rank is also committed to seeing through its promises of introducing additional safeguards on its gambling machines. In the latter part of this year, Mecca, along with other Bingo Association members, will begin trialling enhanced social responsibility messaging in a number of clubs and is also considering how it may add further safeguards, in particular to gaming machine. Similar initiatives are being studied and trialed in its digital business as well, all in recognition of Rank's responsibility to all in its community and its aim to act with the highest integrity and honesty in everything it does.

On the cross-industry front, in April 2018, Rank welcomed the arrival of the GAMSTOP service – a multi-operator self-exclusion scheme for online gambling. Now, along with the SENSE scheme (for land-based casinos) and BISES (for land-based bingo) anyone experiencing a gambling problem or concerned that they may be at risk of problem gambling and who plays with Rank's brands, online or offline, will be able to prevent their access on a national basis. For online gambling, in particular, Rank recognises that for too long problem gamblers have been vulnerable to the ease of creating new accounts with another online operator, having entered self-exclusions elsewhere. With similar ease, someone can now register with GAMSTOP and prevent their own access from all Gambling Commission-licensed operators, which will hopefully come as a welcome intervention to those suffering the most.





Intellectual Property Right

The Group strives to protect its own intellectual property rights and respects third party intellectual property rights according to all related applicable laws and regulations. Our businesses monitors to protect, strengthen and reinforce its worldwide portfolio of intellectual property (including trademarks, design and patents) to ensure new and existing rights are adequately preserved. The Group also requires its service providers, suppliers or business partners to undertake and warrant as appropriate that there is no infringement of third party intellectual property rights. Infringement, whether of our own rights and that of others, is not tolerated.

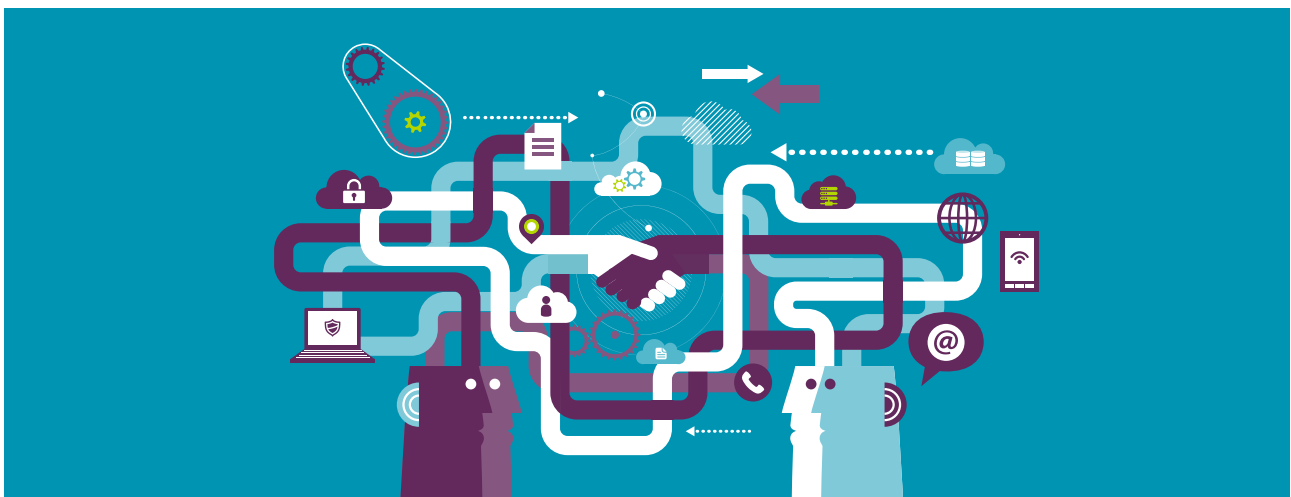
Data Protection

The Group takes its data protection and privacy obligations very seriously. We have established internal policies and processes to comply with the applicable data protection laws. We have a data protection framework and mission statement that underpins the deployment and monitoring of relevant policies. Security measures are also put in place to safeguard any personal data which we have access to. Policies and practices are regularly reviewed and updated to ensure timely compliance with changing regulatory requirements.

Anticorruption

The Group has implemented policies on anti-corruption and procedures concerning offering or accepting gifts and gratuities. All employees are required to become acquainted with and to abide by these policies and procedures. We have a Whistleblower Policy that ensures any internal or external stakeholder can raise any issue through any of our independent and accessible whistleblower channels. Such reports, if any, shall be treated in strict confidence to protect the identity of the whistleblower.

The Group was in compliance with the applicable laws on prohibiting corruption and bribery of the relevant jurisdictions. There was no concluded legal case regarding corrupt practices brought against the Group or its employees during the reporting period.



COMMUNITY

The Group has long been committed to the corporate value of creating wealth for the betterment of society and strongly believes that a business organisation cannot detach itself from its social responsibility. Collective advancement and harmonious community relationships creates win-win possibilities. To this end, the Group and its staff are dedicated to charity works and active engagement with communities.

Guoco was ranked second in the overall fund raising for The Community Chest Walk for Millions 2018 with our director, Mr. Tan Lim Heng, being the Top Individual Fund Raiser for this annual event for the eleventh year in a row. To recognise our enthusiastic participation and contribution, Guoco has been awarded the Platinum Award and the prestigious President's Award for the twelfth year by The Community Chest.



Hong Kong staff participated in the Walk for Millions of The Community Chest.





Guoco, together with three group companies in Hong Kong namely Guoco Management Company Limited, Hong Leong Insurance (Asia) Limited and Hong Leong Bank Berhad, Hong Kong branch have been awarded “Caring Company” designation by The Hong Kong Council of Social Service for a fifth year in recognition of the continuous dedication and enduring efforts in performing corporate social responsibilities.



In China, GuocoLand has been working to support the needs of the elderly. Our staff and tenants participated in the monthly interaction sessions with over 30 elderly from the Changfeng Street Elderly Day Care Centre, engaging them in various activities

and events. Over the year, GuocoLand also conducted various other initiatives such as the GuocoLand China annual charity run along with blood and gift donation drives.



GuocoLand China annual charity run

GL continues to contribute to its communities through the “Room to Reward” programme. It is a partnership of UK hotels which provides registered charity staff and volunteers with complimentary short breaks as a respite to their efforts in caring for their communities. Other initiatives include partnering with Working Change, the UK’s only recruitment

consultancy supporting women who are leaving the criminal justice and care systems by placing them in jobs with mainstream employers, and with The House of St Barnabas, a charity that helps London’s homeless back into work. GL works with the charities to help secure employment for suitable candidates.

During the year, Rank celebrated its fifth year with its charitable partner, Carers Trust. Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Carers Trust does this with a UK-wide network of quality-assured independent partners and through the provision of grants to help carers get the extra help they need to live their own lives. Rank employees continued with their fantastic efforts and raised a total of £0.4m in the year. Rank has now raised over £2m since the start of the partnership and this has

been down to the passion and commitment demonstrated by our colleagues. Rank's fundraising efforts include a wide variety of activities from cake bakes to sponsored team challenges.

Rank Cares programme has supported Carers through a grant-giving programme which has resulted in 673 Carers receiving support since the partnership started. Employees also give up their own time to volunteer at local Carers' services across the UK. A total of 516 volunteer hours were completed by Rank colleagues in the year.



Rank Cares celebrates its partnership with Carers Trust



£2m

RAISED BY RANK CARES

7,297

CARERS RECEIVED SUPPORT

2,516

VOLUNTEER HOURS BY RANK
EMPLOYEES