

CORPORATE SOCIAL RESPONSIBILITY



The QAF Group's major business activities are bakery, primary production, and the trading and distribution of food products in Singapore, Malaysia, the Philippines, Australia and China.

In an age of dwindling natural resources, sustainability is not an option if we are to ensure a stable food supply for future generations. As a responsible corporate citizen, we are committed to conserving the world's limited resources through economically sustainable business practices.

Sustainable business practices not only minimises our impact on the environment and eco-system, but enables us to remain financially viable as higher cost efficiencies result in lower input costs. By maintaining our price competitiveness, we are able to produce nutritious and wholesome foods that improve the quality of life of the millions of people whom we serve.

Since 1992, we have been a strong advocate of the importance of healthy diets and healthy lifestyles. As a major food producer and manufacturer, we are in a unique position to make efficient use of limited food resources to create healthy and nutritious foods that contribute to the betterment of society.

The central focus of our corporate social responsibility initiatives are the support of healthy eating and lifestyles, society and the local community, environment and the development and welfare of our employees.

PROMOTING HEALTHY EATING AND LIFESTYLES

Gardenia is committed to helping people to live and eat better. It promotes life-long healthy eating habits through the development of healthy products, education, and participation in community outreach programs.

Innovation of healthy breads

Over the years, Gardenia has developed a variety of healthy bakery products to address the special nutritional needs of consumers. Products include sugar-free breads and breads with low glycemic index suitable for diabetics, breads fortified with L-carnitine to aid in weight management, breads containing beta glucans to help lower cholesterol, and breads with prebiotic properties.

To encourage people to eat more whole grains, Gardenia has developed a range of whole grain, high fibre bakery products. These include a soft and fine wholemeal bread that combines the taste and softness of white bread with the goodness of whole grains, and a 100% wholegrain bread made from Canadian purple wheat, an ingredient high in anti-oxidants.

In Singapore, Gardenia's Whole Grains range carries the Health Promotion Board's 'Healthier Choice' logo to assist consumers make healthier food choices. During the year, Gardenia expanded the range to twelve varieties with the addition of the new Gardenia Oats & Honey Loaf containing sunflower seeds and Omega 3-rich chia seeds.



Promoting Healthy Eating for Healthy Weight Management at the Million kg Challenge event by the Health Promotion Board of Singapore.

Health promotion initiatives

Gardenia actively sponsors and participates in initiatives to promote the benefits of a healthy diet and active lifestyle.

Since 1992, Gardenia has partnered with the Singapore Health Promotion Board ('HPB') in many initiatives and community outreach activities to promote healthy lifestyles and the importance of whole-grains in the daily diet.

In 2014, Gardenia co-partnered with the HPB in two health campaigns – the Million kg Challenge™ and the National Healthy Lifestyle Campaign. The Million kg Challenge™ is an incentive-based weight management campaign to motivate Singapore residents to achieve and maintain a healthy body weight. The three-year campaign challenges people to lose a total of 1 million kilograms and attracted over 80,000 participants.

The National Healthy Lifestyle Campaign is an annual event that aims to promote a nation of healthy and happy people. During the event, 250 volunteers from Gardenia's Facebook page and the Singapore Kindness Movement's Social Media Channel formed 'The Longest Healthier Choice Sandwich Line', breaking the Longest Sandwich Line record in the Singapore Book of Records at 177.5 metres long.

Diabetes is on the rise in Singapore and as part of an outreach initiative to this community, Gardenia partnered with the Diabetic Society of Singapore and Alexandra Hospital in two World

Diabetes Day events in November 2014. More than 3,600 diabetic patients received complimentary Gardenia Low GI Nutri Multi-Grain loaves and Gardenia Healthier Choice Wholemeal Buns during the outreach.

In Malaysia, Gardenia regularly partners with healthcare NGOs to spread the message that diet-related chronic diseases can be reduced by adopting an active lifestyle and healthy eating habits that incorporate whole grains.

During the year, Gardenia sponsored a research into low GI foods by providing its low GI bread as a food source for the research. The findings of the research were discussed at a Glycaemic Index (GI) Symposium organised by the International Medical University, Malaysia ('IMU') for diabetic educators, nurses and medical doctors. Gardenia will be sponsoring future research work by IMU students with its low GI bread.

In 2013, Gardenia published a children's cook book called 'My Cookbook with Bread'. In 2014, Gardenia collaborated with the Steering Committee Members of Nutrition Month Malaysia to translate the cook book into Bahasa Melayu and Mandarin in order to reach a larger audience of children.

Gardenia produces a range of wholegrain fibre-meal breads in Malaysia. To help consumers choose the right fibre-meal bread for their needs, Gardenia printed and distributed more than 100,000 Fibre-meal leaflets at hospitals, clinics and health events in 2014.



Two hundred and fifty volunteers participate in the formation of The Longest Healthier Choice Sandwich Line in Singapore.

In March 2014, Gardenia co-sponsored the 'Eat Right, Move More: Fight Obesity' educational campaign organised by the Nutrition Society of Malaysia in collaboration with the Malaysian Dietitians' Association. Gardenia promoted the benefits of a high fibre diet by distributing wholegrain breads and Fibremeal leaflets during the 2-day Family Carnival.

Gardenia has, for the past 10 years, supported healthcare professionals in various events to increase awareness of the health benefits of a low GI diet. During the year, more than 200,000 packs of single-serve 2-slice 100% Whole Grain with Canadian Purple Wheat bread were distributed to Malaysian consumers at various health events.

In the Philippines, Gardenia takes the message of good health and proper nutrition to supermarkets and offices through its Supermarket Wellness Camp and Corporate Wellness Movement.

Gardenia's registered nutritionists provide free nutrition counselling and advice on diet plans and general health matters to shoppers at supermarkets and office workers at their workplace. In 2014, Gardenia visited 170 offices and supermarkets and counselled some 3,000 people.

Through partnerships with organisations that conduct medical and dental missions, Gardenia also reaches out to the underprivileged, taking the message of good health and nutrition to communities living in depressed regions in the Philippines.

School Health Fairs

We believe that healthy eating habits should be instilled from a young age and for over 20 years, Gardenia has been closely involved in the School Health Fair program organised by the Singapore Health Promotion Board.



Gardenia translated its children's cookbook, 'My Cookbook with Bread' into Bahasa Melayu and Mandarin to teach more Malaysian children healthy eating habits.



Friends of Gardenia enjoy themselves during the formation of The Longest Healthier Choice Sandwich Line in Singapore.

The interactive School Health Fair program comprises a health talk on the importance of taking breakfast and the benefits of eating wholegrain foods, an educational skit on healthy diets and a healthy sandwich-making competition. In 2014, more than 10,000 primary school students across Singapore participated in the program.

In the Philippines, Gardenia's School Nutri-Tour (Nutritional Tour) benefitted 100 public and private elementary and high schools in the Metro Manila area and nearby cities and provinces in 2014. More than 100,000 students participated in the School Nutri-Tour, an increase of 150% over the previous year. The School Nutri-Tour is a comprehensive health and wellness program that promotes the health benefits of taking breakfast and having an active lifestyle through an informative talk and exciting educational games.

Free educational tours of Gardenia's bread plants

Gardenia opens the doors of its factories to the larger community, offering free educational tours of its fully-automated production facilities. The daily educational tour programs incorporate talks on health, hygiene, diet and nutrition.

During the year, more than 30,000 students, youths and the elderly visited the Gardenia bread factory in Singapore and sampled its wide range of Healthier Choice Gardenia wholegrain products.

In Malaysia, visitors to the plant's three state-of-the-art production lines see how the different varieties of bread loaves, cream rolls and waffles

are produced in a fully-automated bakery. Due to overwhelming response, the educational factory tour is usually booked months in advance.

In the Philippines, Gardenia's state-of-the-art bread plant at Laguna has played host to more than 2.5 million visitors from 15,000 schools, offices and organisations since 2002. The plant is one of the top educational field trip destinations in the country. Apart from learning about healthy eating, hygiene and the importance of an active life-style, students visiting the facility also receive a values enhancement education through the Rotary Four-Way Test.

COMMUNITIES IN NEED

We strive to be a caring corporate citizen by giving back to society through our support of various philanthropic, community and charitable causes.

Responding to calamities and disaster relief efforts

In December 2014, the north-east monsoon brought one of the worst flooding in decades to the north-east coast of Malaysia. The unrelenting downpour inundated whole towns and villages and cut off many communities in six states. The rising flood waters displaced more than 200,000 people who sought shelter in crowded relief centres, many of them accessible only to heavy vehicles and boats.

Gardenia contributed to the emergency relief efforts, and for more than three weeks, delivered truckloads of free fresh bakery products to flood victims stranded in relief centres. The bakery



products were much appreciated as they are hygienically packed, convenient and ready-to-eat.

Gardenia subsequently donated 500 school bags with stationery sets to needy children from the flood-affected families.

In the Philippines, Gardenia is at the forefront of relief efforts to alleviate the suffering of victims of natural disasters like floods, typhoons and fires. It regularly partners with relief and civic organisations to provide food, aid and assistance.

In September 2014, Gardenia provided bread to the victims of Tropical Storm Mario and habagat in Rizal province. The donation was made in cooperation with the Department of Social Welfare and Development ('DSWD'). In July 2014, Typhoon Glenda (Rammasun) unleashed strong winds and heavy rains that stranded hundreds of families in Luzon. Gardenia provided food aid by distributing almost 7,000 bread loaves in the Bicol and Calabarzon regions through the DSWD, the Philippine Red Cross and the Rotary Club.

The incidence of fire is very high in the dense urban areas of the Philippines, especially during the summer season. Gardenia launched the 'Response Agad (Quick Response) for Fire Victims', where it partners with the Rotary Club of Alabang to speedily distribute Gardenia bread loaves to fire victims living in temporary shelters within 24 hours.

Supporting charitable causes and sponsoring community programs

We contribute our resources towards the welfare of the less fortunate through our support of social initiatives and community programs for charitable causes. During the year, we supported a range of charitable organisations and worthy causes.

In the Philippines, Gardenia is at the forefront of relief efforts to alleviate the suffering of victims of natural disasters like floods, typhoons and fires. It regularly partners with relief and civic organisations to provide food, aid and assistance.



From left to right

- Distribution of Gardenia products to flood victims in the worst-affected remote region of Kuala Krai, Kelantan, Malaysia.
- Gardenia staff and students from Tanjong Katong Secondary School distribute Gardenia bread to the elderly and needy in Singapore.
- Gardenia donates bakery products to a mosque in Malaysia during Ramadhan month.

In 2014, QAF Limited ('QAF') supported the Singapore Children's Society's '1000 Enterprises for Children-in-Need' program with a significant donation. The program reaches out to children, youth and families in need in Singapore. During the year, QAF also provided monetary assistance to the employees of Gardenia Philippines who had lost their homes in Typhoon Haiyan in 2013.

Through various partnerships and collaborations, Gardenia supported 32 charitable homes, schools and non-profit organisations, and provided product sponsorships to more than 255 corporate organisations in Singapore. It also supported various charity events, outreach activities and corporate social responsibility events, distributing more than 320,000 loaves of heavily-subsidised bread and buns at these events.

In Malaysia, Gardenia has been donating bread to the less fortunate for over 22 years. Today, it is a regular donor of free bread and bakery products to more than 65 charity homes, including old folks' homes, children's homes and shelters.

During the year, Gardenia also supported charitable causes such as the 'Grocery Bags for Orang Asli Settlement' project, single parents and the homeless, with product donations.

For the second year, Gardenia distributed free schoolbags to needy schoolchildren living in several villages in Johor, and in low cost housing

in Kuala Lumpur. The schoolbag donations were made in collaboration with the National Population and Family Development Board, and were able to help struggling families defray their back-to-school expenses.

In the Philippines, Gardenia added several charitable institutions to its list of regular beneficiaries. It now makes regular bread donations to 46 organisations comprising foundations and depressed community groups under its Daily Bread program. This program was established in 2002 and Gardenia donates thousands of bread loaves to the needy each week. Apart from its regular donations, Gardenia also extends assistance to other charitable organisations, with some 12,000 loaves of bread being donated each week.

In celebration of Happy Bread Day in the Philippines, Gardenia launched its 'I Shared Bread' charity campaign in 2014 for the fourth year running. Using Facebook and Twitter, Gardenia pledged to donate a loaf of bread for every photo taken of Gardenia's G-Lock plastic clip and posted online with the hashtag #ISharedBread #HappyBreadDay. Gardenia also pledged to donate two loaves of bread for every loaf purchased by customers at the Happy Bread Day Fair. More than 6,000 loaves were donated to two selected charities - Reception and Study Center for Children in Quezon City (Luzon) and SOS Children's Village in Tacloban (Visayas).

In China, Gardenia currently supports four welfare homes with long-term bread donations.



In Australia, Rivalea provided financial support and product donations to a range of charitable organisations, local schools and sporting groups.

In 2014, it made significant donations to two local hospitals - Wangaratta Hospital, for the purchase of equipment for the paediatric unit, and the Albury Base Hospital, for the purchase of an Oesophageal Dilator that would enable children and their families to receive treatment closer to home instead of travelling away to a major city. Rivalea also continued its support of the Amaranth Foundation with a significant sponsorship. The Amaranth Foundation provides support and care for families and individuals who are living with a chronic or life-limiting illness.

Supporting government consumer-oriented programs

During the year, Gardenia continued its active participation in the Department of Trade and Industry's Diskwento Caravan. This is a government-initiated program in cooperation with food manufacturing companies in the Philippines to help people in ravaged communities who have no access to shops, purchase basic goods and commodities at discounted prices.

Gardenia has also been a supporter of the Department of Trade and Industry's (DTI) Pinoy Tasty project since it was established in 2011. Pinoy Tasty and Pinoy Pandesal are joint projects of the DTI and a group of local bakers to provide affordable bakery products to the general public.

Helping to alleviate hunger and malnutrition in school children

We believe that breakfast is the most important meal of the day, especially for school children whose academic performance declines if they go to school hungry.

In Malaysia, Gardenia has been donating bread to the less fortunate for over 22 years. Today, it is a regular donor of free bread and bakery products to more than 65 charity homes, including old folks' homes, children's homes and shelters.



From left to right

- Gardenia sponsors a colouring contest organised by Fo Guang Shan Temple in Malaysia during the Wesak Day celebrations.
- Happy Orang Asli children open their boxes of Gardenia goodies at their settlement in Gopeng, Perak, Malaysia.
- Gardenia is a regular donor of bread to the Fuzhou Living Hope Children's Home in China.

During the year, Gardenia donated free bakery goods to several schools in Malaysia and the Philippines.

In the Philippines, Gardenia's Nutrition Assistance Program is a health advocacy initiative and a feeding program that aims to reduce malnutrition in less privileged schoolchildren. In 2014, Gardenia put eight schools in Luzon and Cebu under this Program for one school year. The 2,000 school children under the Program were taught the importance of eating a well-balanced breakfast and provided with free bread. At the end of the year, the school teachers who monitored the children's health found improvement in their nutritional status.

Transforming lives through sponsorships of underprivileged children

During the year, Gardenia continued its support of the Tuloy sa Don Bosco Foundation. The Foundation gives poor and abandoned children, many of whom were former drug addicts, snatchers and thieves, a chance to receive an education and be rehabilitated into responsible citizens. To enable the Foundation to earn extra income, Gardenia hires staff from Tuloy to run the in-house bakery store at its Laguna plant. It also accepts a number of Tuloy's students for on-the-job training in engineering and production, and offers employment to qualified graduates.

One of the highlights of Gardenia's social responsibility initiatives in 2014 was the

celebration of Beneficiaries' Day with children from two of Gardenia's sponsored charities, the SOS Children's Village - Lipa and Girls' Home - Marikina. The children were treated to a fun-filled day at the Gardenia plant. After an educational plant tour, the children spent many happy hours engaged in the exciting activities organised for them by Gardenia's CSR team. Each child left with gift packs, Gardenia bread, and genuine smiles of happiness of an unforgettable and wonderful time.

COMMUNITY INVOLVEMENT

We take an active part in community activities to foster close relationships and strong ties within the communities in which we operate.

Promoting kindness in the community

Beyond instilling healthy lifestyles, we are committed to cultivating a kinder and more caring society. For the past ten consecutive years, we have been able to achieve this through our partnership with the Singapore Kindness Movement ('SKM'). During the year, Gardenia partnered with SKM in two community projects.

In November and December 2014, Gardenia provided complimentary support to SKM, helping it to spread the Kindness message, 'Spread Joy & Share Goodness with Your Neighbours'. The Kindness message was printed on the packaging of the Gardenia Fruit & Nut Loaf and distributed to more than 3,500 retail outlets daily, reaching out to thousands of households across Singapore.



One of eight schools in the Philippines under Gardenia's Nutrition Assistance Program where less privileged students are given free Gardenia bread for one school year to improve their nutritional status and reduce malnutrition.

In October 2014, Gardenia collaborated with SKM in an online campaign to encourage acts of kindness in daily life. The #NationOfKindness hashtag campaign was launched on social media platforms such as Facebook, Instagram and Twitter. The campaign encouraged the public to share acts of kindness that they had experienced by uploading them on social media. To encourage greater public participation, Gardenia and SKM pledged to give away 2,000 loaves of bread to the needy.

Providing valuable work experience for the young

We invest in the young by providing them with opportunities to undertake a work stint in our facilities.

In Singapore, Gardenia works closely with educational institutions such as Nanyang Polytechnic, Temasek Polytechnic and the Institute of Technical Education to provide industrial attachment programs to selected students who are pursuing a diploma or certificate in food science.

In Malaysia, Gardenia accepts undergraduate students into its bakeries for industrial training. The programs expose students to real-life working experiences and enable them to gain valuable knowledge of the bakery industry.

In Australia, Rivalea provides opportunities for international and local high school and university students to undertake work experience in its production facilities and participate in key research projects. This initiative has often led to students becoming valued future employees.

Keeping the community safe from crime

In Singapore, NCS is a member of the Jurong Waters Safety & Security Network ('JSSN'). The JSSN is a community and safety initiative set up by the Police Coast Guard, Immigration &

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Children from the SOS Children's Village - Lipa spend a fun-filled day at Gardenia's bread plant in the Philippines.

Checkpoints Authority, Central Narcotics Bureau, Singapore Customs, The Maritime & Port Authority of Singapore and the Singapore Civil Defence Force. JSSN members help to keep the community safe by looking out for smuggling and other forms of criminal activity along the coastline.

During the year, NCS participated in the launch of the Pandan Waters Safety & Security Network ('PSSN') and in training programs organised by the Home Team Maritime Sector Joint JSSN & PSSN Networking Session and the Community Emergency Preparedness Programme.

Promoting ethical business practices

In the Philippines, Gardenia is committed to fighting corruption and promoting ethical business practices and good corporate governance. It is a participant of Integrity Initiative, an effort launched by the Makati Business Club, Management Association of the Philippines and the European Chamber of Commerce to fight against corruption.

ENVIRONMENT

With climate change being one of the most serious issues facing the world, we are committed to minimising and mitigating our negative environmental impacts and maximising our positive environmental contributions.

During the year, we stepped up measures to further reduce our carbon footprint by optimising

our operations to be more sustainable, and collaborating for an environmentally sustainable world.

Environmental and Energy Management Systems

In Australia, Rivalea has adopted the ISO 14001 Environmental Management System to assure its stakeholders of its commitment to improving all environmental aspects of its operations.

Pollution Incident Response Management Plans

In 2013, Rivalea formulated the Pollution Incident Response Management Plans to prepare, coordinate and mitigate any impact on neighbouring communities. These plans included a commitment to training staff and having the resources and readiness to co-operate with the authorities should the need arise.

Recovering nutrients and water from waste

We recover nutrients and water from our farming operations to meet our environmental and sustainability objectives. Rivalea's farm at Corowa uses treated waste water to grow wheat, maize and pasture crops, which in turn are milled into highly nutritious diets for its herd. Other co-products from Rivalea's operations are processed into products such as compost.

Community environmental meetings

In Malaysia, Gardenia takes a pro-active role in having open communications with the community heads of the five locations where it has production facilities. This has resulted in close relationships and better understanding within the communities.



Rivalea's biogas facility

Rivalea adopts a proactive approach to ensure that its neighbours are informed of any environmental impacts caused by its operations. It holds regular community meetings to discuss environmental issues and solutions to reduce or eliminate any potential environmental impacts. Its open channel of communications has enhanced the strong and effective relationships it has built over the years.

Energy saving projects

We are focused on our efforts to reduce emissions. To ensure that our practices and processes are not harmful to the environment, we have undertaken measures to use cleaner and more cost-efficient energy sources.

Rivalea contributes to global carbon emissions reduction. It built its first biogas facility in 2009, two years ahead of the Australian government's Voluntary Carbon Farming Initiative in 2011 to encourage farmers to reduce emissions. In 2013/14, Rivalea achieved a 5% reduction in carbon emissions from the reduction in the use of fossil fuels and electricity. The carbon abatement from burning biogas was a further 20,000 tonnes of carbon dioxide in the same period. There are long-term plans for biogas energy use that will provide opportunities to further reduce Rivalea's reliance on fossil fuels for electricity and heat.

In Singapore, NCS completed the replacement of plant and machinery in 2013 under a grant offered under the National Environment Agency's energy efficiency program. This has resulted in savings of some \$120,000 a year in electricity usage.

In Malaysia, Gardenia uses natural gas for all its ovens and electrical-powered steam generators in order to reduce carbon emissions.

In 2013/14, Rivalea achieved a 5% reduction in carbon emissions from the reduction in the use of fossil fuels and electricity. The carbon abatement from burning biogas was a further 20,000 tonnes of carbon dioxide in the same period.



One thousand square metres of solar panels were installed on the rooftop of the Bakers Maison factory in Australia.

From left: Tom Grosskopf, Director Metro Branch, Office of Environment & Heritage, NSW; Pascal Chaneliere, General Manager, Bakers Maison and Adrien Gacon, Maintenance & Technical Project Manager, Bakers Maison.

In the Philippines, Gardenia strictly implements recycling and waste segregation guidelines in its plant operations. It uses liquefied petroleum gas in its baking processes, and a Waste Water Facility treats used water before it is discharged into the sewers. All delivery trucks also undergo regular maintenance to reduce air pollution.

In Australia, Bakers Maison's switch-over to natural gas and LED high-efficiency lighting has seen its electricity consumption drop by more than 10% in 2014.

During the year, Bakers Maison completed the conversion of its blast freezer to an ammonia gas system. It also completed the installation of 1,000m² of solar panels which are capable of producing 100 kilowatts of electricity for its factory. The company's energy efficiency efforts were supported by the Australian government and the energy savings are expected from 2015 onwards.

Initiatives to reduce the use of plastic shopping bags

Gardenia actively encourages consumers to reduce the use of plastic bags by bringing their own shopping bags. Following a successful initiative the previous year, Gardenia ran several campaigns in 2014 to give away 80,000 re-designed, foldable and reusable Gardenia shopping bags with the purchase of selected Gardenia products. These complimentary Gardenia bags were well received by shoppers

and helped to reduce the usage of plastic bags at supermarkets and hypermarkets around Singapore.

Environment conservation practices

As part of its commitment to promote environmental protection and conservation, Gardenia employees planted 230 tree seedlings in Laguna Province in 2014 in collaboration with the provincial sector of the Department of Environment and Natural Resources, Philippines.

ECONOMIC

Deepening our bonds within the community

We are committed to ensuring that our activities contribute to the development of the communities in which we operate for the benefit of future generations. We foster close relationships and deepen our bonds within these communities through our support of key community projects and local businesses.

During the year, Rivalea was the major sponsor of a children's festival in Corowa. The festival was attended by many employees' children and attracted close to 6,000 people from the local community and surrounding districts.

As a large local employer, Rivalea has a strong preference for using local suppliers and contractors for agriculture, farming operations and maintenance.



Rivalea also supports local commercial chef apprentices with product donations. In turn, the apprentice chefs use and promote Rivalea's products in their restaurants.

In 2013, Rivalea, together with other local Australian businesses and local councils, completed the development of a fishing platform on the Murray River at Corowa. In recognition of Rivalea's support of the local community, the platform was named 'Rivalea Fishing Platform' by the local council.

OUR PEOPLE

Our people are the key driving force behind our successes and achievements. We invest in our employees through various upgrading and career development programs. The opportunities enable our employees to enhance their skills and capabilities and realise their full potential.

Investing in training and education

The Gardenia operations in Singapore, Malaysia and the Philippines provide local and overseas training and exposure for its employees. In 2014, Gardenia employees across all levels in Singapore were enrolled in various upgrading and career development programs, both internal and external. These training initiatives have improved employees' skills and equipped them with the necessary knowledge to meet the changing needs of the business.

In Malaysia, Gardenia's drivers underwent the Intelligent Defensive Driving Course and the Basic Truck Operation Course during the year. These training programs were developed in partnership with Shell Malaysia Trading Sdn Bhd and TC Trucks After Sales Sdn Bhd to improve the drivers' skills and maximise fuel savings.

Gardenia actively encourages consumers to reduce the use of plastic bags by bringing their own shopping bags.



New design of Gardenia's foldable eco bag



From left to right

- More than 50 Gardenia staff volunteers do their part to promote environmental protection and conservation by planting 230 tree seedlings in Laguna Province, Philippines.
- Rivalea was the major sponsor of a children's festival in Corowa, Australia, which was attended by close to 6,000 people.
- In recognition of Rivalea's support of the local community, the local council named a new fishing platform on the Murray River at Corowa, the 'Rivalea Fishing Platform' in 2013.

In the Philippines, Gardenia sponsors the costs of education for employees who wish to pursue further studies.

At Rivalea, employees have access to various training, development and career opportunities, including tertiary education. During 2014, Rivalea supported over 100 employees to gain a nationally-accredited qualification.

Rivalea also has its own in-house learning and development team with dedicated training facilities and tailored resources. In 2014, an online booking system was established to enable employees to conveniently register for any of the 185 educational programs, workshops and training courses that were held throughout the year.

Investing in occupational health and safety

The safety, health and well-being of our employees are of paramount importance to us, and we have implemented a number of health and safety related initiatives.

In Australia, Rivalea continues to progress towards gaining accreditation to ASNZ 4801 standard in respect of its occupational health and safety management systems. Rivalea employees are given annual flu vaccinations and are provided with information on a wide range of health and wellness topics. To promote the health and fitness of its staff, employees are strongly encouraged to take advantage of the company's running and walking tracks.

Rivalea's in-house Rehabilitation Centre aids in the speedy recovery of any injured employee by providing safe alternative duties, rehabilitation, and exercise programs. An online integrated incident reporting system also allows for real time incident reporting to enable speedy investigations.

In Singapore, Ben Foods' Safety Guide Book identifies common risks at work and is part of the company's Workplace Safety Program initiative for its employees.

In the Philippines, the Department of Labor and Employment has awarded Gardenia with a Tripartite Certificate of Compliance with Labor Standards in respect of its compliance with General Labor Standard, Occupational Safety and Health Standards and Child Labor Law (RA 9231). Gardenia has also been awarded a Certificate of Recognition as a Child Labor-Free Establishment for not engaging in child labour and not using products or materials produced through the use of child labour.

Investing in family work-life balance

We value the importance of family bonds and are focused on achieving a good balance between work and family life.

In Singapore, Gardenia employees are provided with complimentary daily transportation, meals, and a loaf of fresh bread each day, initiatives that have helped to defray part of the costs of living for employees. The company also provides



Gardenia drivers at the Basic Truck Operation Course in Malaysia learn how to maximise fuel savings.

employees and their families with benefits such as free corporate admission passes to the Singapore Zoo. Specially-packed mini-hampers are given to employees each year to celebrate Singapore's National Day, and to employees to celebrate the birth of a new baby.

In Malaysia, Gardenia also provides employees with free daily transportation and complimentary meals. It also maintains a fund for the benefit of employees who require financial assistance.

In the Philippines, Gardenia invests in the well-being of its employees through family-oriented bonding programs and activities that foster a greater sense of belonging. Gardenia hosts an annual plant visit every summer for employees' families. The visits have proved to be a morale booster for the staff.

To foster a greater sense of belonging, Gardenia also celebrates the successes of employees whose immediate family members graduate from elementary, high school or college. The graduates are presented with gifts and congratulatory cards. Qualified tertiary students are welcomed to undertake on-the-job training in the company. In co-operation with the Technical Education and Skills Development Authority, Gardenia also conducts free livelihood trainings and seminars for dependents of employees.

In Australia, Rivalea holds children's Christmas parties for its employees at its various farm sites. The company's Employee Assistance Program also provides assistance and counselling on a wide range of personal health matters, as well as financial and legal assistance.

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Gardenia staff volunteer their time to distribute bread to needy families in Singapore.

Diversity

We are a multi-cultural employer with employees from a diverse range of nationalities. As an equal opportunity employer, we adhere to fair practices in relation to all employment issues.

In Malaysia, Gardenia takes a pro-active approach towards racial harmony and integration by actively supporting the many celebrations and festivals in the country. To give joy to the less fortunate, Gardenia products are distributed to the needy at Christmas parties, Hari Raya gatherings, Thaipusam, Wesak Day celebrations and other important festivals.

In March 2014, employees of Bakers Maison in Australia celebrated Harmony Day and their cultural diversity with a lunch where every employee brought and shared dishes from his country of origin. Bakers Maison employs 75 staff from 18 different countries.

In Australia, Rivalea's Equality Committee represents the interests of all its employees. New international employees and their families are provided with educational opportunities, including studies in the English Language.

Promoting staff volunteerism for a good cause

We believe that helping others contributes towards living a fulfilling and enriching life. In 2014, more than 50 Gardenia employees volunteered their time to participate in community service events in Singapore.

Gardenia employees participated in two major bread distribution events that touched more than 5,000 needy families living in one-room rental HDB flats in Singapore. The event was co-organised by Gardenia, SKM and the People's Association.

Gardenia employees also took part in the 'ComChest Heartstrings Walk 2014', a mass walk around Marina Bay to raise funds for the more than 500,000 beneficiaries under the care of the Community Chest of Singapore. The event attracted close to 8,000 participants and raised \$1.35 million.

In the Philippines, many Gardenia employees voluntarily donated blood and gave cash donations to victims of flash floods through the Philippine Red Cross.

During the year, Gardenia employees reached out to the indigenous Aeta community in Sitio Haduan in Pampanga (Luzon) and Basey Elementary School in Samar (Visayas). The outreach activity in Sitio Haduan benefitted a hundred needy families, and almost 100 students of Haduan Negrito Elementary School received bread and school supplies.

Gardenia employees also visited Basey Elementary School, one of the typhoon-hit schools in Tacloban, an area that was devastated by Typhoon Haiyan in 2013. The employees brought school supplies and bread for more than 800 students and teachers. The outreach was made possible with the assistance of the 87th Infantry Battalion of the Armed Forces of



the Philippines, who arranged for transportation of the school supplies and bread.

In China, Gardenia staff distributed 2,000 pieces of 'Best Wishes' packages of tasty Gardenia bakery products to children living in the rural areas.

In August 2014, Bakers Maison and its employees celebrated Jeans for Genes Day in Australia with a generous cash donation to the cause. The Jeans for Genes organisation raises funds for research into birth defects and diseases such as cancer, epilepsy, and a range of genetic disorders. The money raised will help scientists at the Children's Medical Research Institute to discover treatments and cures that will give every child the opportunity to live a long and healthy life.

During the year, Bakers Maison also supported the initiatives of Protecting Australian Kids ('PAK') through cash donations and bread supplies for their fundraising BBQ where more than 700 sandwiches were sold. PAK is a community-based organisation of car, motorbike, and boat enthusiasts that help sexually, physically, and mentally abused kids.

PRODUCT RESPONSIBILITY

Quality control is our highest priority and our foremost responsibility to our customers. We take steps to ensure that our products and production processes are safe and comply with agreed specifications and government regulations.

All our operations in Singapore, Malaysia, the Philippines and Australia hold HACCP international certifications. The Gardenia operations in Singapore, Malaysia and the Philippines and the Rivalea operations have also attained ISO 9001:2008 food

In March 2014, employees of Bakers Maison in Australia celebrated Harmony Day and their cultural diversity with a lunch where every employee brought and shared dishes from his country of origin.

Bakers Maison employs 75 staff from 18 different countries.



From left to right

- Bakers Maison's staff, who hail from 18 different countries, share dishes from their countries of origin in celebration of Harmony Day in Australia.
- Gardenia staff and volunteers from the Singapore Kindness Movement distribute bread to low income families in Singapore.
- Gardenia staff volunteers, with the assistance of the 87th Infantry Battalion of the Armed Forces of the Philippines, donate bread and school supplies to the students of Basey Elementary School in Tacloban, an area devastated by Typhoon Haiyan in 2013.

safety and quality control accreditations. Rivalea possesses Export Registered Establishment, SQF 2000, ISO 9001:2008, Australian Animal Welfare Certification, Australian Industry Quality Assurance Program and FeedSafe accreditations. It also holds accreditations with many of Australia's leading supermarket chains.

Many of our products are independently tested and verified by recognised independent sources. In Malaysia, the nutritional information on all Gardenia products is verified by the American Institute of Baking and the GI values of its sandwich loaves are tested by the University of Sydney.

In Singapore, all Gardenia and Bonjour bakery products are certified Halal. In Australia, most of Bakers Maison's products have been certified Halal by the Australian Federation of Islamic Councils Inc, Australia's National Islamic Organisation, with plans to certify more products in future.

In Malaysia, all Gardenia production plants and products have received Halal certification by The Department of Islamic Development Malaysia ('JAKIM'). In 1994, Gardenia took a pro-active role and set up a special Internal Halal Committee to ensure that all requirements are stringently adhered to and every aspect of the Halal regulations is complied with. This has served to reinforce Malaysian consumers' trust in the Gardenia brand.

In Singapore, compliance with food industry regulations at Ben Foods and NCS is overseen by

an in-house Quality Assurance team. The team ensures that the sourcing of Ben Foods' products do not harm other animals. Ben Foods' Farmland brand of tuna is sourced from suppliers who practise fishing methods that do not endanger dolphins.

In support of responsible and sustainable farming and production practices, Ben Foods has been taking steps to work with factories that practise sustainable and ethical methods of production. Its Cowhead Le Chocolatier bars from France are made from cocoa beans that are UTZ certified. The UTZ program covers good agricultural practices, farm management, social and living conditions, and the environment.

In Australia, Rivalea's team of meat safety and quality assurance officers at its on-site microbiology laboratory undertakes daily testing of both products and equipment to ensure compliance with food safety and customer standards. The laboratory is accredited with the National Association of Testing Authorities.

ANIMAL WELFARE

Rivalea is committed to the respectful and humane treatment of the animals in its care and this is achieved by breeding and raising animals within systems that deliver high standards of animal welfare.

Rivalea's commitment to removing all pregnant sow stalls by 2017 was completed in 2012, five



Staff of Gardenia distribute 2,000 'Best Wishes' packages of Gardenia bakery products to students of Yongtai Fuquan Primary School and children living in the rural areas of China.

years ahead of schedule and significantly ahead of the industry. All pregnant sows are now housed in group housing pens that meet or exceed the Model Code of Practice. This ensures that they are able to move about freely.

Rivalea is the leader in its field in the research and development of many aspects of animal welfare. Research strategies include optimising pregnant sow housing and sow grouping methods to minimise aggression, investigating alternative farrowing systems, reducing or eliminating elective husbandry procedures and free range outdoor systems. Rivalea is working alongside industry bodies to conduct research, produce recommendations and establish best practices that will be made available to the industry and the wider community.

ACCOLADES AND AWARDS

During the year, Gardenia Philippines was awarded with a Plaque of Appreciation by the Department of Trade and Industry – National Capital Region for its invaluable and unwavering support in the implementation and support of DTI programs and services.

In support of responsible and sustainable farming and production practices, Ben Foods has been taking steps to work with factories that practise sustainable and ethical methods of production.



The Department of Trade and Industry – National Capital Region (DTI-NCR)
presents this

Plaque of Appreciation

to

PHILBAKING & GARDENIA BAKERIES

for their invaluable and unwavering support in the implementation of DTI Programs and Services

Given this Twenty Second of December in the year of our Lord, Two Thousand and Fourteen
at Hard Rock Café Level 3 & 4, Glorietta III, Ayala Center, Makati City, 1214

Director *Ferdinand L. Manfoste*
Officer-in-Charge, DTI-NCR



Gardenia Philippines is awarded with a Plaque of Appreciation by The Department of Trade and Industry – National Capital Region for its invaluable and unwavering support in the implementation of DTI Programs and Services.